

Gliderol Garage Doors

Warranty & Conditions of Sale Statement

Manufacturers Product Warranties Statement

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

In addition, we offer our Gliderol Warranty as set out below. The benefits given to you by our Gliderol Warranty are in addition to other rights and remedies you may have under the Australian Consumer Law. Our Gliderol Warranty does not exclude, restrict or modify any such statutory rights or remedies which cannot be excluded.

For products sold and installed by Gliderol, the Gliderol Warranty extends to cover defects of manufacture and costs of delivery and/or re-installation of any product repaired or replaced under the terms of the Gliderol Warranty. In all other circumstances, where the products are supplied by a third party, the Gliderol Warranty covers defects of manufacture only and does not include costs of reinstallation or delivery.

This is not intended to exclude, restrict or modify any right or remedy to which you may otherwise be entitled in respect of delivery or re-installation under the Australian Consumer Law.

Schedule of Warranty Period for Individual Components

Our Gliderol Warranty applies for the periods (the Applicable Warranty Period) stated as follows:

Gliderol Residential A, AA & B Series Roller Door

Domestic/Residential use - 7 years corrosion free(not within 800metre of a high salt concentration) on door curtain, excludes paint surface rubbing or fading. 3 month warranty on spring tension. 1 year on all components, labour & workmanship, if fitted by an authorised Gliderol Distributor or Gliderol Technician. Industrial/Commercial use - 1 year on all components, labour & workmanship, if fitted by an authorised Gliderol Distributor or Gliderol Technician. 3 month warranty on spring tension. 1 year on parts only, if fitted by parties other than an authorised Gliderol Distributor or Gliderol Technician. 1 year only if a Non Glidermatic operator is fitted to the door. Gliderol strongly recommends that the Gliderol residential A, AA & B Series Roller Door be serviced by an authorised Gliderol Distributor or Gliderol Technician every 24 months to ensure longevity of the products life.

Gliderol Glidermatic GRD Heavy Duty & Dual Roller Door Operator

Domestic / Residential use - 5 year parts only warranty on drive unit & motor, 2 year on electronics, limit switches, labour & workmanship. (Excludes batteries, fuses & lights globes, which have no warranty). 1 year on parts only, if fitted by parties other than an authorised Gliderol Distributor or Gliderol Technician. Industrial/Commercial use - not suitable for these applications therefore our Gliderol Warranty will not apply. Gliderol strongly recommends that the Gliderol Glidermatic Heavy Duty & Dual Roller Door Operator be serviced by an authorised Gliderol Distributor or Gliderol Technician every 18-24 months to ensure longevity of the products life - failure to do so will void the 5 year motor warranty.

Gliderol Glidermatic GRD Industrial Door Operator

Industrial / Commercial use - 1 year on all components, labour & workmanship, if fitted by an authorised Gliderol Distributor or Gliderol Technician. (Excludes batteries, fuses & lights globes, which have no warranty). 1 year on parts only, if fitted by parties other than an authorised Gliderol Distributor or Gliderol Technician. Gliderol strongly recommends that the Gliderol Industrial GRD Door Operator be serviced by an authorised Gliderol Distributor or Gliderol Technician every 12 months to ensure longevity of the products life.

Gliderol Rollamatic Door Operator

Domestic / Residential use - 5 year parts only warranty on drive unit & motor, 2 year on electronics, limit switches, labour & workmanship. (Excludes batteries, fuses & lights globes, which have no warranty). 1 year on parts only, if fitted by parties other than an authorised Gliderol Distributor or Gliderol Technician. Gliderol strongly recommends that the Gliderol Rollamatic Door Operator be serviced by an authorised Gliderol Distributor or Gliderol Technician every 18-24 months to ensure longevity of the products life - failure to do so will void the 5 year motor warranty.

Gliderol Panelglide Sectional Overhead Door

1 year on all components, labour & workmanship, if fitted by an authorised Gliderol Distributor or Gliderol Technician. 3 months warranty on spring tension. 1 year on parts only, if fitted by parties other than an authorised Gliderol Distributor or Gliderol Technician. Gliderol strongly recommends that the Gliderol Panelglide Sectional Overhead Door be serviced by an authorised Gliderol Distributor or Gliderol Technician every 18-24 months to ensure longevity of the products life.

Gliderol Timba-glide/Aluglide Sectional Overhead Door

1 year on all components, labour & workmanship, if fitted by an authorised Gliderol Distributor or Gliderol Technician. (Excludes timber surface coatings applied by a third party other than Gliderol, which have no warranty). 3 month warranty on spring tension. 1 year on parts only, if fitted by parties other than an authorised Gliderol Distributor or Gliderol Technician. Gliderol strongly recommends that the Gliderol Timba-glide/Aluglide Sectional Overhead Door be serviced by an authorised Gliderol Distributor or Gliderol Technician every 12-18 months to ensure longevity of the products life.

Gliderol Roller Shutter

Domestic / Residential or Industrial / Commercial use - 1 year on all components, labour & workmanship, if fitted by an authorised Gliderol Distributor or Gliderol Technician. 3 month warranty on spring tension. 1 year on parts only, if fitted by parties other than an authorised Gliderol Distributor or Gliderol Technician. Gliderol strongly recommends that the Gliderol Roller Shutter be serviced by an authorised Gliderol Distributor or Gliderol Technician every 12 months to ensure longevity of the products life.

Schedule of Warranty Period for Individual Components Cont...

Gliderol GTS 2000, GTS & GTS Optima Sectional Overhead Door Operator

GTS Optima (Domestic / Residential use) - 5 years on motor only, 2 years on electronics, components, labour & workmanship, if fitted by an authorised Gliderol Distributor or Gliderol Technician (Excludes batteries, fuses & lights globes, which have no warranty).

GTS 2000 & GTS - 3 years on motor only, 1 year on all components, labour & workmanship, if fitted by an authorised Gliderol Distributor or Gliderol Technician. (Excludes batteries, fuses & lights globes, which have no warranty)

1 year on parts only on GTS 2000, GTS and GTS Optima, if fitted by parties other than an authorised Gliderol Distributor or Gliderol Technician.

Gliderol strongly recommends that the Gliderol GTS 2000, GTS & GTS Optima Sectional Overhead Door Operator be serviced by an authorised Gliderol Distributor or Gliderol Technician every 18-24 months to ensure longevity of the products life - failure to do so will void the 5 year motor warranty.

Gliderol Genesis & Genesis Optima Sectional Overhead Door Operator - Domestic / Residential use

Gliderol Genesis - 5 years on motor only, 2 years on electronics, components, labour & workmanship, if fitted by an authorised Gliderol Distributor or Gliderol Technician. (Excludes handsets, batteries, fuses & lights globes, which have no warranty)

Gliderol Genesis Optima - 5 years on motor only, 2 years on electronics, components, labour & workmanship, if fitted by an authorised Gliderol Distributor or Gliderol Technician. (Excludes handsets, batteries, fuses & lights globes, which have no warranty)

1 year on parts only on Genesis and Gliderol Optima, if fitted by parties other than an authorised Gliderol Distributor or Gliderol Technician. Gliderol Requires that the Gliderol Genesis and Gliderol Genesis Optima Sectional Overhead Door Operators be serviced by an authorised Gliderol Distributor or Gliderol Technician every 18 months to ensure longevity of the products life - failure to do so will void the 5 year motor warranty.

Gliderol Renlita Speciality Doors

1 year on all components, labour & workmanship, if fitted by an authorised Gliderol Distributor or Gliderol Technician. 3 month warranty on spring tension. 1 year on parts only, if fitted by parties other than an authorised Gliderol Distributor or Gliderol Technician.

Gliderol strongly recommends that the Gliderol Renlita Speciality Door be serviced by an authorised Gliderol Distributor or Gliderol Technician every 12 months to ensure longevity of the products life.

Gliderol Glider-Gate Command Dor 2 Swing Gate Operators

Domestic / Residential use - 5 years motor only, if fitted by an authorised Gliderol Distributor or Gliderol Technician. 1 year on electronics, parts, limit switches, labour & workmanship. (Excludes batteries and fuses which have no warranty). 1 year on parts only, if fitted by parties other than an authorised Gliderol Distributor or Gliderol Technician.

Gliderol strongly recommends that the Gliderol Glider-Gate Command Dor 2 Swing Gate Operator be serviced by an authorised Gliderol Distributor or Gliderol Technician every 18-24 months to ensure longevity of the products life - failure to do so will void the 5 year motor warranty.

Gliderol Sliding Gate Operators

Domestic / Residential use - 1 year on all components, labour & workmanship, if fitted by an authorised Gliderol Distributor or Gliderol Technician. (Excludes batteries, fuses and or globes). 1 year on parts only, if fitted by parties other than an authorised Gliderol Distributor or Gliderol Technician.

Gliderol strongly recommends that the Gliderol Sliding Gate Operator be serviced by an authorised Gliderol Distributor or Gliderol Technician every 18-24 months to ensure longevity of the products life.

Gliderol Roller Shutter Commercial Operators

Industrial / Commercial - 1 year on all components, labour & workmanship, if fitted by an authorised Gliderol Distributor or Gliderol Technician. 1 year on parts only, if fitted by parties other than an authorised Gliderol Distributor or Gliderol Technician.

Gliderol strongly recommends that the Gliderol Roller Shutter Commercial Operator be serviced by an authorised Gliderol Distributor or Gliderol Technician every 12 months to ensure longevity of the products life.

Product Warranty Conditions

Warranty Conditions

1. Subject to the following specific limitations and exceptions, and in addition to all rights and remedies to which you may be entitled under the Australian Consumer Law, Gliderol warrants all new doors, motors and electronic components of Gliderol's manufacture, sold and installed by Gliderol, to be free from defect in workmanship under normal use and service for the Applicable Warranty Period prescribed above.
2. During the Applicable Warranty Period, Gliderol will make good any defect as described in clause 1 above by repairing or replacing the affected product or part (at its option) PROVIDED THAT notice of any claimed defect in materials or workmanship in or resulting from installation of any door shall have been given to Gliderol within the below stated time periods:-
 - any claim for damaged product must be made within 7 days of installation or delivery, and
 - user must immediately cease use of faulty or damaged product/s and notify Gliderol within 48 hours of fault/damage occurring
3. For products sold through or installed by an authorised Gliderol Distributor or other party (other than an accredited Installer Contractor nominated by Gliderol), our Gliderol Warranty covers only defects of manufacture and does not include:-
 - any defects caused by or related to the installation of that product, nor
 - the cost of delivering or re-installing a product that is repaired or replaced.This limitation does not exclude, restrict or modify any right or remedy to which you may otherwise be entitled in respect of delivery or re-installation under the Australian Consumer Law or other applicable laws, which may not be excluded.
4. Our Gliderol Warranty does not apply to any defect, loss or damage arising or caused directly or indirectly by or as a result of:-
 - (i) Any masonry rendered or other surfaces cracking or collapsing during installation of the door
 - (ii) Any defect or deterioration of timber including drying out after installation
 - (iii) Any weakening or collapse of the structure to which the doors are affixed occurring any time after installation
 - (iv) Any damage to or deterioration in the condition of the doors occurring in transit by customer nominated or appointed carrier or occurring after delivery and prior to installation
 - (v) Any defect (including defects in component parts or accessories) rising from or attributable to the failure to carry out normal preventive maintenance or adjustment
 - (vi) To any additional defect damage or deterioration arising from or attributable to the operation of the door after it is known to be defective
 - (vii) Any door being installed within 800 metres of the sea or other body of water of equivalent or greater salt concentration or in an area subject to industrial fall out
 - (viii) Any fault or surge in customer's electricity supply
 - (ix) The door striking an immovable object during travel