



GARAGE DOOR OPENERS

10 YEAR LIMITED WARRANTY

SECTIONAL & ROLLER GARAGE DOOR OPENERS

Premium performance.
Long-term peace of mind.

10 YEARS / 120 MONTHS Eligible residential openers	PROFESSIONAL INSTALLATION Garage IQ or authorised installer
PLANNED SERVICING First 12 months, then at least every 2 years	AUSTRALIAN CONSUMER LAW Statutory rights apply in addition

IMPORTANT: Please retain your Garage IQ invoice and all service records for the duration of the warranty.

This document is intended to set out Garage IQ's voluntary manufacturer's warranty. It does not exclude or limit rights that cannot be excluded under Australian Consumer Law.

1. Our Commitment

Garage IQ is committed to supplying high-quality garage door automation products and providing reliable service and support. This 10 Year Limited Warranty is provided to the original purchaser of an eligible Garage IQ garage door opener.

The benefits provided under this warranty are in addition to any rights and remedies available under Australian consumer protection laws.

2. Australian Consumer Law

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 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.

3. What Is Covered

Garage IQ warrants to the original purchaser that eligible Garage IQ sectional garage door openers and roller garage door openers will be free from defects in materials and workmanship for a period of 120 months (10 years) from the original date of purchase, subject to the terms and conditions of this warranty.

The 10 Year Limited Warranty applies where the opener is supplied and installed by Garage IQ or an installer authorised by Garage IQ; installed at residential premises; fitted to a residential garage door suitable for the opener; used for normal domestic purposes associated with a single-family dwelling; and installed, operated, maintained and serviced in accordance with applicable instructions.

Unless expressly stated otherwise, remote controls, transmitters, batteries, backup batteries, light globes and accessories are not covered by the 10-year warranty period.

4. Items Not Covered

Unless required otherwise by Australian Consumer Law, this warranty does not cover batteries, light globes, normal consumable items, remote controls or transmitters, battery backup units or accessories unless otherwise specified.

Travel costs outside Garage IQ's normal service area, additional travel to remote or regional locations, and additional labour or access costs where the opener cannot be safely and reasonably accessed may be charged to the purchaser.

5. Warranty Conditions

5.1 Professional Installation

The garage door opener must be supplied and installed by Garage IQ or an installer authorised by Garage IQ. An opener installed, relocated, repaired or modified by an unauthorised person may not qualify for this voluntary 10 Year Limited Warranty, subject always to rights under Australian Consumer Law.

5.2 Garage Door Condition

The garage door must remain correctly spring-balanced, mechanically sound and capable of safe manual operation. It must open and close freely without excessive resistance, binding, sticking or abnormal loading. The door should require no more than approximately 20 kg of lifting force, unless a different specification applies to the particular system.

5.3 Servicing and Maintenance

To maintain eligibility for the full 10 Year Limited Warranty, the garage door and opener must be professionally inspected and serviced within the first 12 months following installation and at least once every two years thereafter throughout the warranty period. Routine servicing, adjustments and maintenance are at the purchaser's expense.

5.4 Proof of Purchase

The purchaser must retain the original Garage IQ invoice, receipt or other acceptable proof of purchase. Service records should also be retained.

5.5 Warranty Registration

Where Garage IQ provides a warranty registration process, the purchaser should complete the applicable registration using the method specified by Garage IQ. Nothing in this condition limits rights or remedies that cannot lawfully be excluded.

6. Making a Warranty Claim

If you believe your Garage IQ garage door opener has developed a fault during the applicable warranty period, contact Garage IQ and provide your name and installation address, proof of purchase, opener details, a description of the fault, and any photographs, video or other reasonable information requested to assist with diagnosis.

Garage IQ may initially diagnose the issue remotely. Where an inspection is required, Garage IQ or an authorised technician will assess the opener and determine the cause of the fault.

If the fault is covered, Garage IQ may, subject to Australian Consumer Law, repair the defective opener or component, replace the defective component, or replace the opener with an equivalent or reasonably comparable product. Approved covered repairs and replacement parts will be provided without charge for the covered repair, excluding any applicable costs expressly permitted under this warranty.

Replacement parts or replacement openers supplied under this warranty are covered for the remaining portion of the original 10-year warranty period.

7. Warranty Exclusions

1. Failure to follow applicable installation, operating, safety, maintenance or testing instructions.
2. Installation, repair, modification, dismantling, relocation or reinstallation by an unauthorised person.
3. Misuse, abuse, neglect, accidental damage, excessive use, abnormal operating conditions or normal wear and tear.
4. Problems with the garage door or hardware, including springs, cables, hinges, tracks, rollers, brackets, locks, alignment or door balance.
5. Electrical faults external to the opener, faulty outlets or wiring, electrical or power surges, lightning or storms.
6. Fire, flood, rain, water, moisture ingress or other environmental damage.
7. Corrosion caused by environmental conditions, including sea air, salt, chemicals or other corrosive environments.
8. Use of a residential opener on a commercial or industrial door, or in a commercial, industrial, high-cycle or other non-residential application for which it was not designed.
9. Failure to adequately maintain or service the garage door and opener.
10. Unauthorised modifications, alterations or additions.
11. Damage caused by insects, rodents, pests, animals, accidents or events outside Garage IQ's reasonable control.
12. Replacement of batteries, light globes, fuses or other consumable components.
13. Damage or failure caused by accessories, equipment or components not approved for use with the opener.

If a service call is requested and the reported fault is found not to be covered by this warranty, Garage IQ may charge reasonable inspection, labour, travel and repair costs, subject to Australian Consumer Law.

8. Power Supply

A suitable General Purpose Outlet (GPO / power point) must be available for connection of the opener. Unless specifically included in the Garage IQ quotation or installation agreement, installation, modification or repair of the electrical power point is not included and must be completed by an appropriately licensed electrical contractor where required.

9. Australian Consumer Law and Liability

This Garage IQ 10 Year Limited Warranty is provided in addition to the purchaser's rights and remedies under Australian Consumer Law. Nothing in this warranty excludes, restricts or modifies any consumer guarantee, right or remedy that cannot lawfully be excluded, restricted or modified under the Australian Consumer Law contained in Schedule 2 of the Competition and Consumer Act 2010 (Cth).

Where Australian Consumer Law provides a remedy that is greater than, or additional to, the remedy provided under this voluntary warranty, the consumer's statutory rights will apply.

10. Product Changes

Garage IQ reserves the right to change product designs, specifications, features and accessories without prior notice. Product availability, features and accessories may vary between models and locations.

GARAGE IQ
Smart Garage Solutions

Phone: 1300 GARAGEIQ (1300 427 243)

Website: garageiq.com.au

Warranty: 10 years / 120 months

Please retain this document, your original proof of purchase and your service records. Terms should be reviewed before publication and may be updated by Garage IQ, subject to applicable law.