

Warranty

Product: Marantec Comfort 380 Sectional Garage Door

Opener

This warranty is provided by Steel-Line Automation, hereafter referred to as the manufacturer.

What is covered under this Warranty

- When installed by a professional garage door technician in a residential/domestic single-family dwelling with a residential garage door, the manufacturer warrants to the original purchaser:
 - that the Product's drive unit will be free from defects in components and workmanship for a period of seven (7) years, or 14,000 cycles (each opening & closing action of the garage door equals one cycle), whichever occurs first, from the date of purchase;
 - that the electronics and mechanics will be free from defects in components and workmanship for a period of two (2) years;
 - that all other components and accessories, including remote controlled transmitters included with the Product will be free from defects in components and workmanship for a period of 12 months.
- For all Products repaired outside of the warranty period by the manufacturer, a three (3) month warranty will apply to the work that has been carried out.

What is not covered under this Warranty

- Batteries, fuses, globes, sensitivity and limit switch adjustment, transmitter and receiver range, labour and travel are not covered under this Warranty.
- No additional warranty will apply for products repaired during the warranty period.

Warranty Conditions

- Sales docket or invoice must be retained to verify proof of purchase and date of installation.
- A return to base warranty applies and does not cover labour for on-site attendance unless the opener has been installed by the manufacturer. Return to base indicates that the opener must be returned to the manufacturer for repairs or replacement in original or suitably secure packaging.
- The garage door that the product is used with must be spring balanced in such a way that the user is able to open and close the door by hand with a force no greater than 20kg.
- The garage door must not weigh more than 220kg.
- The garage door and the product must be professionally maintained and serviced regularly, in accordance with the instructions provided with the product, as a minimum every 12 months or 1,500 cycles.
- If the garage door is out of balance, sticks or binds, it must not be used until serviced by a professional garage door technician.
- It is a condition of this Warranty that the Product must be installed and maintained by a professional garage door technician.
- If the Product is purchased over the internet from an online reseller the manufacturer accepts no responsibility for determining the suitability of the Product and accepts no responsibility for unauthorised installation. For online purchases the manufacturer will warrant to the original purchaser that all parts of the Product will be free from defects in components and workmanship for a period of 12 months or 1,500 cycles from the date of purchase. All online purchase claims must be directed through the online reseller.

Making a claim

During the warranty period if you suspect the Product may be defective, contact the retailer that you purchased the product from or contact our technical support team and they will diagnose the issue and arrange for rectification.

Exclusions to this Warranty

If a warranty claim has been made due to a failure or defect arising under or out of any exclusion detailed below, the manufacturer may charge you a fee to repair, replace and/or return the Product to you.

The manufacturer will not cover any Product failure or defect due to:

- non-conformity with the instructions concerning installation, maintenance, operation and testing of the Product;
- installation of the Product in commercial or industrial premises or in a dwelling other than a single-family dwelling;
- modification, adjustment, repairs or relocation of the Product by an unauthorised person;
- problems relating to garage door hardware including springs, rollers, hinges, door alignment or other issues associated with lack of proper maintenance by a professional garage door technician;
- normal wear and tear;
- use of any imitation or copy remote transmitters with the Product;
- water damage or condensation that causes corrosion or electrical malfunction;
- corrosion or problems due to installation within 800m of the sea or body of water of equivalent or greater salt concentration;
- electrical storms, power strikes, power surges, fire, water, flood, rain or other acts of God;
- problems caused by blown fuses, replacement of batteries or light bulbs;
- damage caused by insects or pests;
- radio or electrical interference;
- misuse, tampering, neglect, abuse, accidents or damage beyond the manufacturer's reasonable control.

Liability

Subject only to the provisions of the Trade Practices Act and any legislation of the state or territory wherein the Products of the company shall have been sold or installed (which may confer certain rights on consumers of goods and those rights by such legislation may be rendered incapable of exclusion) this warranty supersedes and excludes all representations, warranties and conditions whether expressed or implied by law and the company shall have no liability or otherwise that herein provided for any loss and damage (including consequential loss and damage, loss of use or profits) by reasons of delay, defective or faulty materials or workmanship, negligence or any act, matter or thing done permitted or omitted to be done by the company.

Notes:

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.

Steel-Line Automation reserves the right to change our warranty, terms and conditions at any time without notice. We will constantly review our warranty and return policy to improve or update new information. Any changes to the policy will be updated on our website warranty page.

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