



Our Warranty

February 2024

www.cgdoors.com.au

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PURCHASE

Congratulations on Purchasing a Centurion Garage Door!

As Australia's largest privately owned garage door company with over 47 years' experience in the garage door industry, we stand by the quality and integrity of our products and our commitment to customer satisfaction.

With proper care and maintenance in accordance with the Home Owner's Garage Door Manual, your Centurion garage door will provide you with many years of use and enjoyment.

To ensure your warranty is valid, please ensure you activate your warranty upon purchase to make sure you'll be covered for the full warranty period at:

<https://www.cgdoors.com.au/garage-door-maintenance/warranty/>

SAFE USE OF OUR PRODUCTS

Please use your Centurion garage door for the purpose by which it was designed, and in accordance with the information provided in the Home Owner's Garage Door Manual. This includes:

- Operating the door only when properly adjusted and free from obstruction. **NEVER** operate a door unless you can see it.
- A garage door is constantly under extreme spring tension. Repairs, adjustments and services, especially to cables and spring assembly, can be **extremely hazardous** and should only be performed by a qualified Centurion Technician.
- Removing or making locking mechanisms inoperative if the door is electrically operated.
- **DO NOT** permit children to play with the garage door, push buttons, or operate electronic controls, at any time.
- If automated, make sure the door is fully up before reversing out or driving into the dwelling's garage.
- Avoid standing in the open doorway at any time or walking through the doorway while the door is moving.
- Should the door become difficult to operate, or completely inoperative, contact Centurion Garage Doors and arrange for a Centurion qualified technician to assist.
- **DO NOT** alter the product in any way. This includes painting any of the product including rollers, hinges, lift cables, springs, or locks.

CARING FOR YOUR GARAGE DOOR

Your garage door is the largest moving component in your home. Ensuring the proper maintenance of your garage door is essential for its optimal performance and longevity. Similar to other aspects of your home, your garage door and opener require regular attention.

Proper care not only preserves the smooth and quiet operation of your Centurion door, but also maintains its new appearance.

Fortunately, maintaining your garage door is a straightforward process that entails following a few routine steps. The team at Centurion has created a series of step-by-step videos. These resources are designed to assist you in easily conducting routine maintenance of your garage door:

<https://www.cgdoors.com.au/garage-door-maintenance/garage-door-care>

While regular maintenance of your door will help to prolong its functionality, a service every 12-months is required to ensure that all mechanical components are running to the best of their ability. With a large team of dealers located throughout Australia, there is a Centurion service technician near you who can provide a comprehensive service of your garage door.

For more information about garage door repairs and maintenance, please refer to your User Guide, find your local dealer, or contact us today!

AUSTRALIAN CONSUMER LAW

Our goods come with guarantees that cannot be excluded under 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.

The benefits to the Purchaser under Our Warranty are in addition to (and don't exclude, restrict or modify) any other rights and remedies the Purchaser may have under the Australian Consumer Law.

OUR WARRANTY

“Our Warranty” applies to products of Centurion Garage Doors Pty Ltd (ACN 101 785 371) purchased after 01/02/2024.

1. WARRANTY DEFINITIONS & CONDITIONS

“Manufacturer” means Centurion Garage Doors Pty Ltd.

“Purchaser” means the Buyer of the product from the manufacturer.

Where the Buyer is a Builder, Developer, or Reseller who has on-sold the product, the Purchaser means the first person who buys from that Builder, Developer, or Reseller.

2. LIABILITY

In the event of a warranty claim, the Manufacturers Liability is limited to repair or replacement, at the absolute discretion of the Manufacturer of the defective product. In order to affect repair, it may be necessary for the product to be returned to the Manufacturer.

The Manufacturer shall have no liability for any loss and damage (including consequential loss and damage, loss of use or profits), or any costs associated with security of the property.

The Manufacturer reserves the right to touch up on site pre-painted surfaces on its range of garage doors.

3. WARRANTY

Subject to *Clause 6 “Limitations and Exclusions”* –

the Manufacturer warrants all new products to be free from defects in materials and workmanship under normal use and service.

This is limited to making good any such defect, or at the absolute discretion of the Manufacturer; replacement of the defective part, PROVIDED THAT notice of any claimed defect in material and/or workmanship on any product shall;

- i. Be provided in writing;
- ii. With proof of purchase to the Manufacturer; and
- iii. Be within the period prescribed in *Clause 6 “Warranty Period”* from date of installation or supply of the said product(s).

4. HOW TO MAKE A WARRANTY CLAIM

As soon as you become aware of a possible defect in your Centurion product, please immediately contact us at one of our branches so we can request details of the product and the necessary information required for us to review and assess your claim:

Perth – (08) 9302 7500 – enquiries@cgdoors.com.au

Brisbane – (07) 3441 4900 – enquiries_qld@cgdoors.com.au

Victoria – (03) 8370 5200 – enquiries_qld@cgdoors.com.au

Provided you have registered your warranty through our website, are covered under the warranty period, and the defect has not resulted from any of the listed reasons in *Clause 6 – “Limitations and Exclusions”*, you may qualify for a repair or replacement under warranty.

Once established, we will either arrange for a Centurion Garage Doors Representative to inspect the product, or request that you return all or part of the product to us.

Once your claim has been assessed and is deemed valid, we will promptly inform you and proceed with the necessary repair or replacement within a reasonable timeframe. If additional information or investigation is required, or the information required does not meet the specified requirements, we will get in touch with you. Our objective is to ensure a swift and effective resolution of your claim.

PLEASE NOTE:

The warranty period covers normal business hours Monday to Friday, 8am-4pm.

Any after-hours emergency call-outs will not be covered under the warranty, and any defective items that are diagnosed from that call-out will need to be assessed under the normal warranty process.

5. WARRANTY PERIOD

The Warranty period will commence from the date of install for a door. If bought as an individual item, the period for a component or opener will commence from the date of purchase.

Centurion Garage Doors Product		Residential Use		Commercial Use
		Single-Dwelling Residential Application	Multi-Dwelling Residential Application	Standard Commercial Use Warranty
Sectional Doors	Standard Colorbond	24 months*	6 months*	6 months*
	Timbalook Premium			
	Sunshine Series			
	Architectural Series			
Roller Doors	A & AA Doors	12 months*	6 months*	6 months*
	B Doors			12 months*
Door Components	Seals, Springs and Lifting cables	12 months*	12 months*	12 months*
Avanti/Centurion Openers	Avanti Euro-Lift	5 years	5 years	Warranties as provided by the unit Manufacturer
	Avanti Euro-Glide			
	Centurion Pro	24 months	24 months	
	Remotes	12 months	12 months	
Installation	Where installation is carried out by the Manufacturer		Where the installation is carried out by a Reseller or other party	
	12 months		Warranty as provided by the Reseller or other party	
Other Door Openers	Warranty as provided by the unit Manufacturer. For this purpose, Centurion Garage Doors at all times acts as agent of the customer. As a service to the customer, Centurion may, but without any legal obligation to do so, assist the customer to obtain redress in respect of any defect.			
Industrial/Commercial				

* Subject to following the standard door servicing requirements.

Note: a Multi-Dwelling Residential application is an application where more than 2 vehicles are usually accessing the door (i.e. an apartment complex with a common car park).

6. LIMITATIONS AND EXCLUSIONS

This warranty does not apply to any defect, loss or damage arising or caused directly or indirectly by or as a result of:

- i. Faulty installation where installation was not carried out by the Manufacturer.
- ii. The door striking any foreign object (i.e. car, bin etc.) during travel.
- iii. Any masonry rendered or other surfaces cracking or collapsing during or after installation of the door.
- iv. Any weakening or collapse of the structure to which the doors are affixed occurring any time after installation.
- v. Any damage to or deterioration in the condition of the doors occurring in transit by customer nominated or appointed carriers or occurring after delivery and prior to installation.
- vi. Any defect (including defects in component parts or accessories) rising from or attributable to the failure to carry out normal preventive maintenance or adjustment.
- vii. Any additional defect, damage, or deterioration arising from or attributable to the operation of the door after it is known to be defective.
- viii. Any door being installed within 800m of the sea, or other body of water of equivalent or greater salt concentration, or in an area subject to industrial fallout.
- ix. Any fault or surge in the customer's electricity supply.
- x. Any incorrect or unreasonable use.
- xi. Any modifications or repairs carried out by unauthorised persons.
- xii. Any failure by the purchaser to regularly service and maintain the products in accordance with the Manufacturers recommendations.

Items Specifically Excluded from Warranty:

- i. Batteries.
- ii. Fuses.
- iii. Globes and LED lights.
- iv. Changes to default factory settings.
- v. Products sold as factory seconds or reconditioned.

Unpaid Accounts:

The manufacturer specifically excludes all warranty obligations for any product for which it has not been paid in full.

Colour Variations:

i. Timbalook Doors:

Timbalook products are designed to mimic natural timber and as such, variations in colour do occur and are considered desirable. The Manufacturer specifically excludes all warranty claims for any variation in colour for all Timbalook doors. This includes variation both within a door and from door to doors and related accessories as applicable.

ii. Pre-painted Doors:

Pre-painted steel used by the Manufacturer is mass produced and colour variations can occur between batches of products. The Manufacturer offers no warranty on colour variations and the warranty of the manufacturer of the steel shall prevail in the event of such warranty claims.

Generally, variations in the surface colour, texture, and finish of garage doors manufactured from pre-painted metals, painted metals, painted or stained timber or composite material and variations in transparent materials, are to be viewed where possible from a "normal viewing position" at a distance of 2m or greater in normal daylight.

Slight variations in the colour and finish of materials do not generally constitute a defect.

Material Defects:

While the Manufacturer's products are long lasting and hard wearing under normal conditions, this warranty does not extend to inherent defects in steel or other materials used in the manufacturing process. The Manufacturer will, however, procure and assign to the Purchaser the benefit of the warranty of the manufacturer of the steel or other material.

Minor scratches or other irregularities in paintwork will not affect the performance of the door and will not be deemed a defect. They are considered standard touch up issues by an Installer at the time of installing the door and a normal function of the installation process.

Roller Door curtains are wound into a spiral configuration where the individual layers in the spiral are in close proximity to each other. An acceptable level of paint rubbing is where the problem or the result of a problem, cannot be seen in good daylight from a normal viewing position.

Door coning is also considered an onsite adjustment unless the curtain is significantly out of square. This can generally be easily adjusted by the installer and therefore reasonable that on the occasion that an adjustment or addition of a coning collar is required to get door alignment, the Installer will carry this out.

If the Manufacturer has, at the request of the customer, procured painting, powered coating, or other surface application to its product, this warranty does not extend to such painting, power-coating, or other surface application.

For this purpose, the Manufacturer at all times acts as agent of the customer. The Manufacturer may as a service to the customer, but without any legal obligation to do so, assist the customer to obtain redress in respect of any defect.

7. TRANSFER OF WARRANTY

This Warranty is for the express benefit of the Purchaser and is not transferable to any other party without the express written permission of the Manufacturer.

8. FUTURE MODIFICATIONS

The Manufacturer may make such modifications to any existing or future models of the Unit/Units as it deems necessary without incurring any obligation to incorporate such modification in Unit/Units sold or to which this warranty may relate.