



The Trustee for the ThermaDoor Trust

ABN: 48 323 042 507

WARRANTY

The warranty is effective from the date of practical completion or invoice and becomes valid once full payment has been received for the completed work.

1. SCOPE OF COVER

Component	Warranty Period	What We Will Do
ThermaDoor Insulation Core (EPS or equivalent)	Lifetime of the original garage door ¹	Repair or replace, at our option, any core panel proven defective as a result of the ThermaDoor manufacturing process.
Laminated White Vinyl Face	7 years	Repair, re-laminate or supply replacement panels to remedy delamination, bubbling, cracking or peeling that arises from a manufacturing fault.
Laminated Construction Grade Sisalation Foil Back	7 years	Repair, re-laminate or supply replacement panels to remedy delamination, bubbling, cracking or peeling that arises from a manufacturing fault.

¹ "Lifetime of the door" means the period during which the original garage door panel, to which the product is first affixed, remains installed at the original premises and in normal operational service.

2. IMPORTANT CONDITIONS

1. Installation must follow the current ThermaDoor installation processes, including mechanical fixing and professional spring adjustment.
 2. Defects must be reported to ThermaDoor within **7 days** of discovery.
 3. Claims must include proof of purchase (invoice) and, if requested, clear photos or video.
 4. Door and insulation must be kept clean, free of chemicals/solvents, and operated within manufacturer limits.
 5. Warranty applies only to residential or light-commercial panel lift or tilt doors for which the product was designed.
 6. Cover is non-transferable and applies only to the original purchaser at the original installation address.
 7. Rights under Australian Consumer Law (ACL) apply in addition to this express warranty.
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3. EXCLUSIONS

This warranty does **not** cover defects, damage, or loss arising from:

- Acts of nature or events beyond ThermaDoor's control (e.g. storm, fire, flood, seismic activity, salt-spray corrosion).
 - Improper installation, modification, or repair by anyone other than a ThermaDoor-authorized technician.
 - Normal wear, minor scratches, colour fading, or gloss reduction.
 - Cosmetic imperfections that do not affect performance.
 - Integration with non-ThermaDoor products.
 - Features or limitations already disclosed in ThermaDoor literature.
 - Owner refusal of a nearest-match replacement when the original style/colour is discontinued.
 - Failure to maintain door balance or hardware after adding extra loads (e.g. aftermarket accessories).
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4. HOW TO MAKE A CLAIM

1. Contact us within 7 days of noticing the issue:
 - Email info@thermadoor.com.au
 2. Provide: installation address, invoice/receipt number, date issue noticed, description, and supporting photos/video.
 3. ThermaDoor may arrange an inspection or request return of affected panels.
 4. If the claim is accepted, ThermaDoor will repair, re-laminate, or replace the product (our choice).
 5. Labour costs for removal and re-installation are covered only when performed by ThermaDoor or a pre-approved installer.
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5. LIMITATION OF LIABILITY

To the fullest extent permitted by law, ThermaDoor's liability is limited to repairing or replacing the product and does not extend to consequential or incidental losses (e.g. loss of profit, loss of use, or damage to other property). If any provision of this warranty is found unenforceable, the remainder remains in force.

— END OF WARRANTY —