

ThermaDoor 15 year Product Warranty

ThermaDoor warrants the ThermaDoor garage door insulation product against defects in materials and manufacturing for 15 years from the date on the purchaser's proof of purchase or, where ThermaDoor directly installs the product, the date of practical completion. This warranty becomes effective once the account has been paid in full.

This warranty covers the complete ThermaDoor panel system supplied by ThermaDoor, including the 35mm EPS insulation core, laminated vinyl facing and laminated sisalation foil backing.

What is covered	Warranty period	Remedy for an accepted claim
Defects in materials or manufacturing affecting a ThermaDoor panel system	15 years	ThermaDoor will, at its option, repair, re-laminate, supply replacement panel(s), or replace the affected ThermaDoor product.

What the Warranty Covers

This product warranty applies where a ThermaDoor panel is proven to have a defect in materials or manufacturing during the 15-year warranty period. ThermaDoor will assess the claim and provide the remedy described above where the claim is accepted.

Replacement panels may be a current equivalent where the original panel finish, style or material is no longer available. ThermaDoor will aim to provide the closest practical match.

This warranty applies to ThermaDoor products installed on compatible residential or light-commercial sectional panel-lift and tilt garage doors for which the product is designed.

Conditions of this Warranty

To make a claim under this warranty, the purchaser must ensure that the ThermaDoor product has been installed and used in accordance with current ThermaDoor instructions and the following conditions.

1. The product must be installed in accordance with the current ThermaDoor installation process.
2. The product and garage door must be reasonably maintained, kept clean and protected from chemicals or solvents that may affect the product.
3. The purchaser must notify ThermaDoor within a reasonable time after noticing the issue.
4. The claim must include proof of purchase and, if required, clear photographs or video showing the issue.
5. This warranty is available to the original purchaser at the original installation address and is not transferable.

What this Warranty Does Not Cover

This product warranty does not cover defects, damage or loss caused by:

- Installation, modification, repair or removal that is not carried out in accordance with current ThermaDoor instructions;
- Damage to the garage door, motor, springs, tracks, hardware or any other non-ThermaDoor product;
- Workmanship supplied by an independent distributor;
- Normal wear and tear, minor scratches, surface marks, colour variation, fading, gloss reduction or cosmetic changes that do not materially affect the product's performance;
- Storm, fire, flood, impact, seismic activity, corrosion, salt-spray exposure or another event outside ThermaDoor's reasonable control;
- Use of the product on a door type or in an application for which it was not designed;
- Use of cleaning products, chemicals or solvents that damage the product;
- Failure to maintain the balance, operation or hardware of a garage door after adding non-ThermaDoor loads or accessories; or
- A product feature or limitation disclosed in current ThermaDoor product literature.

This warranty covers the ThermaDoor product only. It does not cover the garage door itself, garage door hardware, automation equipment or independent installer workmanship. Where ThermaDoor has separately agreed to provide direct installation, any workmanship commitment is set out in the relevant installation agreement and is separate from this product warranty.

How to Make a Warranty Claim

Please contact ThermaDoor as soon as reasonably practical after noticing an issue.

Email: info@thermadoor.com.au

Phone: 1300 416 715

Please provide the installation address, invoice or receipt number, date the issue was noticed, a brief description of the issue, and supporting photographs or video where available.

ThermaDoor may arrange an inspection, request further information, or ask for the affected panel to be returned for assessment. If a claim is accepted, ThermaDoor will arrange the applicable repair, re-lamination, replacement panel(s) or product replacement.

ThermaDoor will meet the reasonable cost of an approved remedy under this warranty. Removal and re-installation labour will be covered only where ThermaDoor determines that it is reasonably required to remedy an accepted claim and the work is carried out by ThermaDoor or a pre-approved installer. ThermaDoor will advise the purchaser before any approved work is arranged.

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.

The benefits provided by this warranty are in addition to other rights and remedies available to you under the Australian Consumer Law.

Limitation of this Product Warranty

To the extent permitted by law, ThermaDoor's obligations under this express product warranty are limited to the remedies described in this document. Nothing in this warranty excludes, restricts or modifies any right or remedy that cannot lawfully be excluded, restricted or modified under the Australian Consumer Law.

End of Warranty