

# GARAGE DOOR MANUAL HOME OWNER

SECTIONAL AND ROLLER GARAGE DOORS

Call **1300 919 291** or visit [stoddartgroup.com.au/contact](http://stoddartgroup.com.au/contact) to  
find your closest branch



## READ THIS MANUAL BEFORE USING YOUR GARAGE DOOR – KEEP THIS MANUAL FOR FUTURE REFERENCE

Congratulations on purchasing a Stoddart Garage Door. Stoddart Group is Australia's trusted supplier and installer for the residential housing market. To ensure safe and efficient operation of your garage door, it is important to ensure it is operated correctly and inspected, maintained and serviced regularly. Garage doors should be inspected and lubricated by the user every 6 months and serviced annually by a qualified garage door technician. There are no user-adjustable, serviceable or repairable parts on the door. All services and repairs must be carried out by a qualified garage door technician.

## IMPORTANT SAFETY INFORMATION

**WARNING. Garage doors are large, heavy objects that move with the help of springs under tension and electric motors. Failure to follow these instructions could result in serious injury or death.**



- Operate the door only when properly adjusted, properly balanced and free of obstructions.
- Never let children play with the garage door, use the remote controls or push buttons.
- Avoid standing in the open doorway at any time or walking through the doorway while the door is moving. Do not stand under a partially open door.
- Only operate the garage door when you can see the garage door.
- Keep hands and fingers away from all parts of the door when operating the door.
- Do not operate a garage door that jams or one that has a broken or damaged spring or cable.
- Do not try to remove, install, repair or service a garage door or any part to which the garage door is attached. Only qualified service technicians should be engaged to perform this work.

# OPTIONAL ACCESSORIES



**4 BUTTON HAND HELD AND WALL MOUNT  
REMOTE CONTROL**



**SAFETY BEAMS**

Wired safety beam for added safety. Safety beams allow for the door to be programmed to close automatically.



**DIGITAL WIRELESS**

Keypad Battery-operated, external-use keypad for controlled access to the garage without the need for hand held remote controls.



**GATE RECEIVER KIT**

Connect the Stoddart receiver kit to your gate motor and use the Stoddart garage door remotes to open and close your gate.

DATE SERVICED	SERVICE CARRIED OUT BY (NAME) Retain All Service Invoices	SIGNATURE
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>

# USER MAINTENANCE INSTRUCTIONS AND SERVICE INTERVALS

HOME OWNER MAINTENANCE ITEMS AND SCHEDULE	MONTHLY	6 MONTHLY	ANNUALLY
<p><b>INSPECT HARDWARE</b></p> <p>With the door in the down position, inspect hinges, top fixtures, 'u' bolt, bottom fixtures, any locking devices and track brackets to make sure that they are securely fixed with fasteners. If necessary, carefully tighten the fasteners taking care not to over tighten. Do not attempt to loosen, tighten or adjust any fasteners connect to, associated with or near to the torsion springs, roller door brackets or 'u' bolts.</p>		✓	
<p><b>INSPECT CABLES – SECTIONAL DOORS ONLY</b></p> <p>With the door in the down, closed and locked position, inspect both cables. Cables must be free of obstructions. Cables should be equally taught, not frayed and free of broken strands. Repeat the inspection with the door fully opened. Adjusting, tightening or replacing cables must only be carried out by a qualified garage door technician.</p>		✓	
<p><b>INSPECT AND CLEAN TRACKS</b></p> <p>Tracks should be free of any grease or oil. Tracks should be regularly cleaned with a rag or soft brush.</p>		✓	
<p><b>LUBRICATION – SECTIONAL DOORS ONLY</b></p> <p>Lightly apply WHITE SILICONE SPRAY GREASE to exposed hinges, rollers and springs. Wipe off excess spray grease.</p>		✓	
<p><b>LUBRICATION – ROLLER DOORS ONLY</b></p> <p>Apply DRY LUBRICANT to the tracks. Do not use oil or grease based lubricants on roller door tracks.</p>		✓	
<p><b>CHECK SPRING BALANCE</b></p> <p>Whilst the door is in the CLOSED POSITION, release the door opener into the manual position (refer to opener instructions). DO NOT release the door opener when the door is open or partially open as it may drop and cause serious injury or death. Standing inside and in the middle of the door, manually open and close the door, taking care to keep fingers clear of panel joins and hinges. The door should be balanced and require the same force to open and close the door. If the door drops to the floor and closes, then the springs need to be tensioned by a qualified technician.</p>		✓	

**TEST THE MOTOR REVERSE FUNCTION**

Your door motor features a safety reverse function designed to stop and open the door should it encounter an obstruction when closing. To test this function, with the door open, place a 40mm thick block of wood in the middle of the door opening and activate the motor to close the door. On striking the obstructing piece of wood, the motor should reverse and open. Note that with this safety feature working correctly, there is still the possibility of damage and injury.



**WASH DOOR PANELS / DOOR CURTAIN**

Door panels should be washed regularly to remove corrosive salt and dirt. Wash door panels with a mild detergent in water and a sponge. DO NOT use a pressure cleaner or solvents.

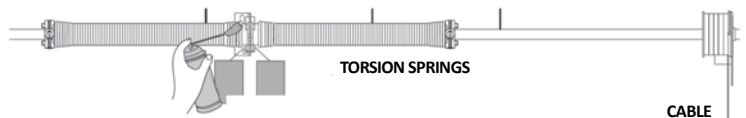
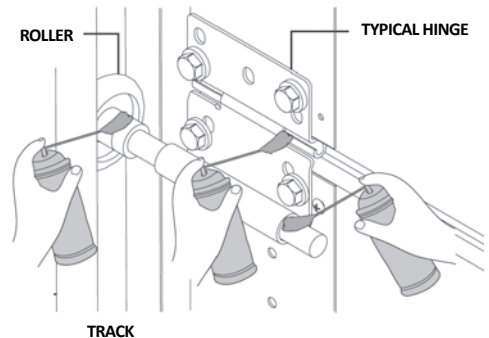


**FULL DOOR SERVICE BY A QUALIFIED STODDART GARAGE DOOR TECHNICIAN**



LUBRICATING ROLLER  
DOOR TRACKS  
(DRY LUBRICANT ONLY)

LUBRICATING  
SECTIONAL DOORS  
(WHITE SILICONE GREASE ONLY)



# LIMITED WARRANTY – GARAGE DOOR PRODUCTS

Stoddart Group Pty Ltd  
37 Gravel Pit Road  
Darra QLD 4076  
Phone: 1300 919 291  
[www.stoddartgroup.com.au](http://www.stoddartgroup.com.au)

## 1 DEFINITIONS

In this Stoddart limited warranty, these terms have the following meanings:

Date of Installation means the date that the Product was installed as determined by the records held by Stoddart of the date that it, or a Stoddart company, installed the Product at Your premises.

Product means each Stoddart garage door product acquired by You and which has been installed by Stoddart or a Stoddart company.

Stoddart means Stoddart Group Pty Ltd ACN 010 744 751 of 37 Gravel Pit Road, Darra QLD 4076.

Warranty means these Stoddart limited warranty terms.

Warranty Period means each warranty period specified under headings Warranty Period and Warranty Period – Installation of this Warranty.

You means an end user that has acquired a Product for domestic or commercial use but does not include a person that has acquired the Product for resupply and You shall have an equivalent meaning.

## 2 WARRANTY

This Warranty is given to You by Stoddart and applies to the Product.

Subject to the terms of this Warranty, Stoddart warrants that the Product will be free from defects in materials and workmanship under normal use during the applicable Warranty Period.

This Warranty is not transferable by You to anyone else (such as a person that purchases the property at which the Product has been installed) other than with the prior written consent of Stoddart. You can request consent by writing to us at the email address specified above. Such consent may be given or withheld by Stoddart at its discretion.

## 3 WARRANTY PERIODS – GARAGE DOORS

### Residential Garage Door Products

A & AA Roller Doors, Regency, Georgian, Cosmopolitan & Mediterranean Sectional Doors  
Custom Timber and Aluminium Sectional Doors

When used in single-dwelling residential applications:	12 months from Date of Installation.
--	--------------------------------------

When used in multi-dwelling residential applications:	6 months from Date of Installation.
---	-------------------------------------

When used in a commercial or industrial application:	6 months from Date of Installation.
--	-------------------------------------

### Stoddart Garage Door Openers

When used in single-dwelling residential applications and there is a defect in the electronics of the garage door opener:	2 years from Date of Installation.
---	------------------------------------

When used in single-dwelling residential applications and there is a defect in the electronics and control board for the garage door opener:	2 years from Date of Installation.
--	------------------------------------

When used in single-dwelling residential applications and there is a defect in the motor of the garage door opener:	5 years from Date of Installation.
---	------------------------------------

When used in single-dwelling residential applications and there is a defect in the hand transmitter (remote control).	12 months from Date of Installation.
---	--------------------------------------

## 4 WARRANTY PERIOD – INSTALLATION SERVICES

Where the installation of the Product has been performed by Stoddart or a Stoddart company:	12 months from Date of Installation.
---	--------------------------------------

## 5 LIMITATION OF LIABILITY

In order to remedy a defect in the Product that is covered by this Warranty, it may be necessary for part or all of the Product to be uninstalled and sent for repair or for replacement parts to be ordered. The Product may be inoperable during this time. Subject to any rights or remedies that you may have under the Australian Consumer Law, Stoddart will not be liable for any loss or damage (including consequential loss or damage, loss of use or profits), or any costs associated with the Product being inoperable, suffered or incurred by You while repairs are being performed or replacement parts are being sourced by Stoddart.

## 6 WHAT IS NOT COVERED BY THIS WARRANTY

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

- i. installation of the Product not carried out by Stoddart or a Stoddart company;
- ii. the garage door striking any foreign object (eg. car, wheelie bin) during its operation;
- iii. any masonry rendered or other surfaces cracking or collapsing during or after installation of the Product;
- iv. any defect or deterioration of timber through the failure of You to correctly treat the timber of the Product including drying out after installation of the Product;
- v. any weakening or collapse of the structure to which the Product is affixed occurring any time after installation;
- vi. any damage to or deterioration in the condition of the Product occurring during transport of the Product, other than where transport of the Product is arranged by Stoddart;
- vii. any damage to or deterioration in the condition of the Product occurring after delivery and prior to installation;
- viii. any defect (including defects in component parts or accessories) arising from or attributable to the failure to carry out normal preventive maintenance or adjustments in accordance with the operation manual for the Product;
- ix. any additional defect damage or deterioration arising from or attributable to the operation of the door after it is known to be defective;
- x. any door being installed within 800 metres of the sea or other body of water of

equivalent or greater salt concentration or in an area subject to industrial fall out;

- xi. any fault or surge in the electricity supply to which the Product is connected;
- xii. any incorrect or unreasonable use of the Product;
- xiii. any modifications or repairs to the Product carried out by unauthorised persons; or
- xiv. any failure by You to service and maintain the Product in accordance with the operating manual for the Product, including regular washing of the garage door in accordance with the operation manual for the Product.

### b. The following goods or services are not covered by this Warranty:

- i. batteries;
- ii. fuses;
- iii. globes;
- iv. sensitivity adjustments;
- v. any painting, powder-coating or other surface application that You arrange to be applied to the Product (any such painting, powder-coating or other surface application may be subject to separate warranties given by the supplier that applies such painting, powder-coating or other surface application); and
- vi. Products sold as factory seconds or reconditioned Products.

### c. The following colour variations are not covered by this Warranty:

- i. Timber Garage Doors  
Timber is a natural product and as such variations in colour do and will occur. This Warranty does not apply to any variations in the colour of timber used in the Product that feature any timber, including any variation in the colour of timber within a Product, from Product to Product or in any related accessories for the Product, as applicable.
- ii. Timber-look Garage Doors  
Timber-look products are designed to mimic natural timber and as such variations in colour do and will occur. This Warranty does not apply to any variations in the colour of timber-look products used in the Product, including any variation of timber-look products within a Product, from Product to Product or in any related accessories, as applicable.

- iii. Pre-painted Garage Doors  
Pre-painted steel used in the Products is mass-produced and colour variations can and do occur between batches of Products. This Warranty does not apply to any such colour variations between Products.
- d. This Warranty does not cover defects in the steel used to manufacture the door section of the Product or any paint or coating applied to that steel. Such steel and paint/coating is not manufactured by Stoddart however such steel and paint/coating may be covered by a warranty given by the manufacturer of that steel and/or paint/coating. Where possible, Stoddart will use reasonable endeavours to assist you to make a warranty claim against the manufacturer of the steel and/or paint/coating, including by putting You in touch with that manufacturer or by Stoddart contacting the manufacturer to provide details of the Date of Installation and to request that the manufacturer's technicians visit Your premises to inspect and test the steel that You claim is defective.

## 7. FUTURE MODIFICATIONS

Stoddart may make such modifications to any existing or future models of the Product as it may deem necessary without incurring any obligation to incorporate such a modification to the Product acquired by You. Stoddart reserves the right to touch-up on site pre-painted surfaces of the Product while performing any services under this Warranty.

## 8. THE AUSTRALIAN CONSUMER LAW

The benefits given to you under this Warranty are in addition to any rights and remedies that you may have under 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 for 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.

## 9. MAKING A CLAIM UNDER THIS WARRANTY

To make a claim under this Warranty, please call our Customer Service Centre on 1300 919 291 or visit [www.stoddartgroup.com.au](http://www.stoddartgroup.com.au). Calls or emails to our Customer Service Centre are at Your cost. You must, at Your cost, notify Stoddart by email of the following information prior to the end of the applicable Warranty Period:

- a. a detailed description of the claimed defect (please provide any photos or video of the defect);
- b. the address at which the Product is installed; and
- c. the name of the builder that constructed the premises at which the Product is installed or otherwise arranged for the installation of the Product at those premises.

You must allow our technician to access the premises to inspect, test and work on the Product. Any direct or indirect costs incurred by You to meet our technician at the premises at which the Product is installed or while the Product defect is being remedied are also at Your cost. Please remember that, even if you call us, we must receive written notice of the defect prior to the end of the relevant Warranty Period via the email address specified above (claims should not be posted unless we instruct you to do so). Claims made outside the applicable Warranty Period will not be covered by this Warranty.

If our technician visits the premises where the Product is installed to diagnose a claimed defect with the Product, you must pay the costs of that visit unless it is determined by Stoddart that the problem is caused by a defect in the Product that is covered by this Warranty. You will be advised of the potential costs associated with our technician visiting your premises to inspect the Product when you contact our Customer Service Centre.

If, following an inspection of the Product, the claimed defect is diagnosed by an authorised Stoddart technician as due to a defect in the Product then Stoddart will, at its discretion and cost, either:

- a. repair the Product or defective part in the Product (and reinstall the Product or part as applicable);
- b. supply and, if necessary to remedy the defect, install a new product the same or equivalent to the defective Product or new part for the defective Product; or
- c. in the case of a defect in installation services performed by Stoddart or a Stoddart company, perform services to repair the defect in the installation services.

Repairs and replacement parts provided under this Warranty are provided free of charge and are warranted by Stoddart on the terms of this Warranty for the remaining balance of the original Warranty Period that applied to the defective part.