

Warranty and Maintenance Information

Rainbow uses quality suppliers from around Australia to supply our garages, sheds and carports. In accordance with our Terms of Trade, namely Clause 19, here is a list of warranties and maintenance information relating to our suppliers. Some items might not be applicable to your particular building.

Metroll – purlins, tophats, wall cladding, roof cladding, flashings, rainwater products. Also see following pages of this pdf for Compliance Certificates

<https://www.metroll.com.au/metroll-resources-and-brochures-to-download/>

Steel-Line Roller Doors – roller doors, see also maintenance and cleaning practices guides, including homeowners manual at the end of this pdf.

<https://www.steel-line.com.au/warranty/>

BlueScope Steel – manufacturers of Colorbond® products, also see following pages of this pdf for a maintenance and guidelines

<https://warranties.bluescopesteel.com.au/site/residential/warranty-estimator.html>

Larnec Doors & Systems – entry doors, see info below.

<https://www.larnec.com.au/terms-conditions>

Advanced Metal Industries Australia – powder coated windows and glass sliding doors

<https://amia.com.au/resources/shed-windows-and-doors/>

Merlin – roller door motors

<https://www.gomerlin.com.au/documents-and-downloads/>

Laserlite – polycarbonate roof sheeting (or commonly called skylights)

<https://laserlite.com.au/products/residential-roofing/laserlite-2000/>

Maintenance of exterior BlueScope coated steel products

Introduction

The paint system on all exterior COLORBOND® prepainted steel products and SUPERDURA® Stainless prepainted steel and the metallic coating on ZINCALUME® aluminium/zinc/magnesium alloy-coated steel are highly durable and decorative finishes. Simple maintenance of these finishes by regular washing with clean fresh water will enhance the service life of the product and help maintain the appearance.

“Unwashed areas” are areas on a building that are sheltered from general rain washing.

Condensation can be absorbed by the dust and dirt that build up in these areas, leading to dissolution of potentially aggressive compounds that may initiate corrosion. The associated effect is exacerbated in the vicinity of a salt marine influence, where the build-up includes marine salts and/or other pollutants (e.g. industrial fall out). Regular cleaning of exterior BlueScope coated steel products in unwashed areas is required. Examples of applications requiring cleaning include, but are not limited to, fascia, wall cladding under eaves, garage doors, and the underside of eave gutters, carports and patios. **Washing should be done six monthly as a minimum**, or three monthly in locations such as coastal areas where marine salt spray is prevalent, or in areas where high levels of airborne dust/dirt or industrial fallout occur.

Cleaning

It is good practice to establish a regular routine for washing exterior BlueScope coated steel products. Water restrictions permitting (check with your local council), garage doors can be washed with fresh water at the same time as your car is being washed. Gutters, fascia and eaves can be washed when windows are being cleaned. COLORBOND® steel fencing can be washed when watering the garden.

In cases where regular maintenance using fresh water does not remove all dirt from the surface of the product, or local water regulations prohibit the use of a mains water hose, the following procedure should be followed using water obtained from a locally approved source:

- Wash the surface with a mild solution of pure soap or non-abrasive dish washing kitchen detergent in warm water. Washing should be conducted with a sponge, soft cloth or soft bristle nylon brush (no abrasive scourers, steel wool etc.), and be performed gently to reduce the possibility of scuffing the product surface.
- Thoroughly rinse the surface with fresh water immediately after cleaning to remove traces of detergent.
- Dirt and marks may look different depending on the colour or finish of your BlueScope product. Repeat cleaning steps above if required.
- For advice on dirt or other material not removed by soap or detergent, contact BlueScope Steel Direct.

Note

1. BlueScope do not recommend the use of hard, mineral rich ground waters (e.g. bore water) in the maintenance of exterior BlueScope coated steel products.
2. Ensure maintenance is undertaken in accordance with local government water restriction guidelines.
3. Care should be taken when washing water catchment surfaces (e.g. roof) to avoid soap/detergent runoff being washed into water tanks.
4. It is recommended that the chosen cleaning method be tested on a small inconspicuous section of the building to ensure that no damage to the steel sheeting occurs (e.g. surface dulling or discolouration).
5. Never use abrasive or solvent type cleaners (e.g. turpentine, petrol, kerosene, paint thinners, sugar soap) on exterior BlueScope coated steel products.

Additional maintenance

The long-term performance of exterior BlueScope coated steel products can at times be impacted by the durability of the accessories which are in contact with the product. For example, rapid deterioration of the fasteners used to fix BlueScope coated steel roofing or walling can result in sacrificial corrosion of the product in the areas immediately adjacent to the fasteners. It is therefore good practice to:

- Ensure that fasteners used to fix BlueScope coated steel roofing or walling are suitable for that location. For further information refer to [Technical Bulletin TB-16](#) Fasteners for roofing, walling and accessory products - selection guide.
- Include regular inspection of fasteners into the maintenance routine. Consideration should be given to replacing any fasteners showing evidence of red rusting.

Related BlueScope Technical Bulletins

[Technical Bulletin TB-16](#) Fasteners for roofing, walling and accessory products - selection guide

steel.com.au

To ensure you have the
most current information

1800 800 789

steeldirect@bluescopesteel.com
For more information contact Steel Direct



The information and advice contained in this Technical Bulletin ('Bulletin') is of a general nature only and has not been prepared with your specific needs in mind. You should always obtain specialist advice to ensure that the materials, approach and techniques referred to in this Bulletin meet your specific requirements. BlueScope Steel Limited makes no warranty as to the accuracy, completeness or reliability of any estimates, opinions or other information contained in this Bulletin and to the maximum extent permitted by law, BlueScope Steel Limited disclaims all liability and responsibility for any loss or damage, direct or indirect, which may be suffered by any person acting in reliance on anything contained in or omitted from this Bulletin. COLORBOND®, ZINCALUME®, SUPERDURA®, BlueScope and the BlueScope brand mark are registered trademarks of BlueScope Steel Limited. © 2021 BlueScope Steel Limited ABN 16 000 011 058. All rights reserved.

Sheds and garages

Introduction

To ensure the longevity of COLORBOND® prepainted steel and ZINCALUME® aluminium/zinc/magnesium alloy-coated steel used in the manufacture of sheds or garages, the following guidelines are recommended.

Maintenance

Areas not subject to the natural washing action of rainfall are known as 'unwashed areas'. Some areas of a shed or garage contain 'unwashed areas' such as the top of roller doors or the top of walling sheets adjacent to an eave gutter. In these regions dust and dirt tend to build up which, in combination with condensation, may lead to premature corrosion. This corrosion may be prevented with regular washing using fresh potable water, refer to:

[Technical Bulletin TB-4](#) Maintenance of COLORBOND® steel and ZINCALUME® steel.

For spot cleaning of incidental staining, not easily removed with soapy water and a soft cloth, please refer to:

[Technical Bulletin TB-4a](#) Spot cleaning of exterior COLORBOND® steel products.

Design

To obtain optimum performance of the COLORBOND® steel or ZINCALUME® steel product, correct design and erection is essential.

Edge detailing

It is critical that a free drip edge be maintained for all COLORBOND® steel and ZINCALUME® steel products. This is to enable moisture to drain freely from the cut edge of the steel product. This is particularly important at the base of a shed or garage wall.

Minimum free drip edge = 5–10mm

The recommended clearance from the bottom of the metal wall cladding to the ground level is:

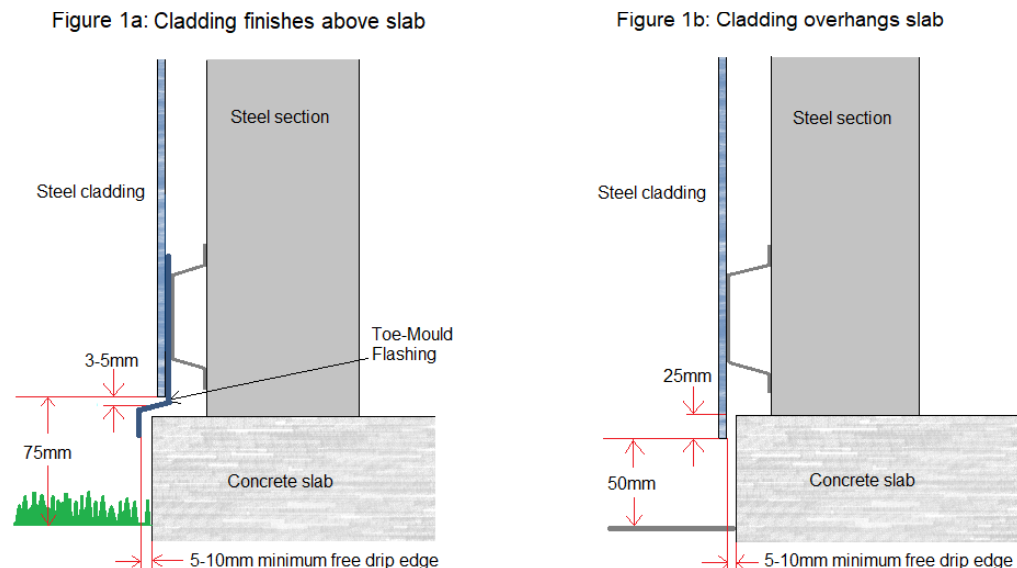
Above paved/concrete surface ≥ 50 mm

Above unpaved, e.g. grass surface ≥ 75 mm

Product performance recommendations for concrete slab detailing (Figure 1a and 1b):

- Steel wall cladding minimum offset from slab or toe flashing = 3–5 mm
- Steel wall cladding minimum overhang on slab for maintaining weather proofing:
 - = 25 mm (non-cyclonic regions)
 - = 50 mm (in cyclonic regions should be considered)

Figure 1. Recommended cladding detailing for concrete slab (not to scale)



NOTE:

- Either cladding detail (Figure 1a: above slab, or Figure 1b: overhanging slab) is suitable for use with paved or unpaved surfaces.
- Simply ensure clearance values from the bottom of the cladding to the surface below are as required for that surface, i.e. cladding finishes $\geq 75\text{mm}$ above unpaved; cladding finishes $\geq 50\text{mm}$ above paved.
- For architectural cladding profile detailing please contact Steel Direct for more information.

The consequence of not maintaining a free drip edge may be premature corrosion. This is due to the retention of moisture at the cut edge of the steel when in contact with other materials. Bricks, pavers, concrete slabs and even other metallic products may contribute to this mechanism when installed incorrectly. Please refer to Figure 2 for an example.

Figure 2. Corrosion due to inappropriate wall design



Formwork

Using the steel walling as formwork to pour the concrete slab for the shed is not recommended. This practice will cause premature corrosion due to:

- Contact with wet cement, which is strongly alkaline.
- Shrinkage of cured concrete enabling the build-up of dirt and debris in the resulting gap between the slab and the wall.
- Failure to maintain a free drip edge as outlined previously.

Gutter design

Gutter design should ensure that moisture is allowed to drain freely from the roof and not be allowed to enter the interior of the shed or garage. Incorrect design can lead to the corrosion of interior steel components as well as damage to its contents.

Fasteners

The correct selection of fastener for use in the erection of the shed or garage is of paramount importance for long term performance and aesthetics. For further information, refer to:

[Technical Bulletin TB-16 Fasteners for roofing, walling and accessory product – selection guide.](#)

Immersion

Moisture or moisture retaining materials such as leaves and soil should not be allowed to remain in intimate contact with COLORBOND® steel or ZINCALUME® steel products. Such contact may ultimately result in accelerated corrosion of the material.

For more information, refer to:

[Corrosion Technical Bulletin CTB-16 Immersion.](#)

The build-up of grass cuttings, leaves, soil from gardens, mulch, compost, sand, ashes or similar must be avoided. Failure to prevent this build-up may cause premature corrosion of COLORBOND® steel and ZINCALUME® steel due to corrosion mechanisms associated with the wet poultice held against the coated steel surface. Please refer to Figure 3 for an example.

Similarly, storage of items alongside, and/or against the shed wall, that prevent washdown and/or drying cycles, should also be avoided.

Figure 3. Corrosion due to immersion in soil



Related BlueScope Technical Bulletins

[Technical Bulletin TB-4](#) Maintenance of COLORBOND® steel and ZINCALUME® steel

[Technical Bulletin TB-4a](#) Spot cleaning of exterior COLORBOND® steel products

[Technical Bulletin TB-16](#) Fasteners for roofing, walling and accessory product – selection guide

[Corrosion Technical Bulletin CTB-16](#) Immersion

steel.com.au

To ensure you have the most current information

1800 800 789

steeldirect@bluescopesteel.com
For more information contact Steel Direct



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CERTIFICATE OF COMPLIANCE: ROOFING & CLADDING NATIONAL CONSTRUCTION CODE OF AUSTRALIA (NCC)

It is important that building products comply with the National Construction Code of Australia (NCC). The use of non-conforming products may leave builders, designers and installers at risk of future claims and damages. Each participant in the building process including the installer, builder, designer and supplier is responsible for ensuring products used, a) comply with relevant Australian Standards and NCC provisions and b) are suitable for the intended use. This is referred to as the Chain of Responsibility.

Metroll is proud to confirm that all our roofing & cladding products **meet the minimum requirements of relevant Australian Standards and the NCC.**

METROLL PRODUCTS

The following products are included in this specification:

Corodek®	Metlok 700®	Metroclad®	Mini Corodek®	MAC Nail Strip	MAC Interlocking Panel
Trimclad®	Metlok 680	Metrospan®	Spanplus 330	MAC Snap Lock	Flashings
Hi-Deck 650®	Metlok® HP	Metrib®	Spanplus 500	MAC Distinction®	

MATERIAL & FINISHES

The following materials and finishes are included in this specification:

MATERIALS:	COLORBOND® steel	COLORBOND® steel Metallic	SUPERDURA® stainless steel
	COLORBOND® steel Matt	ZINCALUME® steel	
	COLORBOND® Ultra steel	Galvanised steel	
BASE METAL THICKNESS (BMT):	0.35mm, 0.42mm, 0.48mm, 0.55mm, 0.60mm		
MINIMUM YIELD STRENGTH (MPa):	G300, G550		

COMBUSTIBILITY

Metroll products manufactured from COLORBOND® steel and ZINCALUME® steel are suitable for use wherever a non-combustible material is required as per the NCC.

IGNITABILITY INDEX (0 - 20): 0 **SPREAD OF FLAME INDEX (0 - 10): 0**
HEAT EVOLVED INDEX (0 - 10): 0 **SMOKE DEVELOPED INDEX (0 - 10): 2**

SCOPE OF USE - INSTALLATION - ACCEPTABLE CONSTRUCTION

All products listed may be used as roofing and/or wall cladding when designed and installed using the product specific design manuals. Design manuals including acceptable construction can be found on our website:

www.metroll.com.au/metroll-resources-and-brochures-to-download/

AUSTRALIAN STANDARD COMPLIANCE

Information published for Metroll products has been determined to from testing at NATA accredited facilities.

Metroll product and information is compliant to the following standards:

Design Information, Product Capacities, Installation/Construction, Materials, Testing

AS 1562.1 - 2018 Design and installation of sheet roof and wall cladding. Part 1: Metal
 AS 4040.0 - 1992 Methods of testing sheet roof and wall cladding. Method 0: Introduction, list of methods and general requirements
 AS 4040.1 - 1992 Methods of testing sheet roof and wall cladding. Method 1: Resistance to concentrated loads
 AS 4040.2 - 1992 Methods of testing sheet roof and wall cladding. Method 2: Resistance to wind pressures for non-cyclonic regions
 AS 4040.3 - 2018 Methods of testing sheet roof and wall cladding. Method 3: Resistance to wind pressures for cyclonic regions
 AS/NZS 1170.0:2002 Structural design actions, Part 0: General principles
 AS/NZS 1170.1:2002 (Reconfirmed 2016) Structural design actions, Part 1: Permanent, imposed and other actions
 AS/NZ 1170.2 - 2021, Structural Design Actions, Part 2: Wind actions
 AS/NZS 1170.3:2011 (Reconfirmed 2016) Structural design actions, Part 3: Snow and ice actions
 AS 4055 - 2021 Wind loads for housing
 AS 3959 - 2018 Construction of buildings in bushfire prone areas
 AS 1397 - 2021 Continuous hot-dip metallic coated steel sheet and strip - Coatings of zinc and zinc alloyed with aluminium and magnesium
 AS/NZS 2728:2013 Prefinished/prepainted sheet metal products for interior/exterior building applications - Performance requirements
 SA HB 39:2015 Installation code for metal roof and wall cladding

DEEMED TO SATISFY COMPLIANCE

NCC 2022 Volume 1 - For class 2 to 9 Buildings (Non-Residential). Section B1.4 Structural Resistance, Section F1.0 Deemed-to-Satisfy Provisions, Section F1.5 Roof coverings.

NCC 2022 Volume 2 - For class 1 and 10 Buildings (Housing Provisions). Section 3.5.1 Roof cladding

CERTIFICATE OF COMPLIANCE: RAINWATER PRODUCTS NATIONAL CONSTRUCTION CODE OF AUSTRALIA (NCC)

It is important that building products comply with the National Construction Code of Australia (NCC). The use of non-conforming products may leave builders, designers, and installers at risk of future claims and damages. Each participant in the building process including the installer, builder, designer, and supplier is responsible for ensuring products used, a) comply with relevant Australian Standards and NCC provisions and b) are suitable for the intended use. This is referred to as the Chain of Responsibility.

Metroll is proud to confirm that all our rainwater products **meet the minimum requirements of relevant Australian Standards and the NCC.**

METROLL PRODUCTS The following products are included in this specification:

GUTTERS

Metroline (all profiles)	Fascia Gutter	Quickfix	Roofline Colonial
Quad (all profiles)	Half Round	Patioline	OG
Squareline	Half Round Flatback	Smartline	City
Big M	Quarter Round	Eavesline	Suburban

FASCIA, CAPPING, ACCESSORIES

Metroline Fascia	Ribbed Fascia	Rebated Fascia	Roll Top Ridge	Barge Cap
Valley Gutter	Gable Roll	Stop Ends	Corners	Downpipes

CLIPS & BRACKETS

Fascia Spring Clips	Rafter Brackets	Overstraps	Internal Brackets
GP External Brackets	Graptor Brackets	Metflow Spacer	Half Round Cast Brackets

MATERIAL & FINISHES

The following materials and finishes are included in this specification:

ZINCALUME® steel	COLORBOND® steel Matt	COLORBOND® Ultra steel
COLORBOND® steel	COLORBOND® steel Metallic	

GUTTERS, FASCIA, CAPPINGS & ACCESSORIES

BASE METAL THICKNESS: 0.40mm, 0.42mm, 0.48mm

MINIMUM YIELD STRENGTH: G550MPa, G300MPa

CLIPS & BRACKETS

BASE METAL THICKNESS: 0.9mm to 1.6mm

MINIMUM YIELD STRENGTH: G300MPa

COMBUSTIBILITY

Metroll products manufactured from COLORBOND® steel, ZINCALUME® steel or galvanised steel materials are suitable for use wherever a non-combustible material is required as per the NCC.

Ignitability Index: 0

Spread Of Flame Index: 0

Heat Evolved Index: 0

SCOPE OF USE - INSTALLATION - ACCEPTABLE CONSTRUCTION

All products listed may be used as guttering or capping when designed and installed using the product specific design manuals. Design manuals including acceptable construction can be found on our website:

www.metroll.com.au/metroll-resources-and-brochures-to-download/

AUSTRALIAN STANDARD COMPLIANCE

Information published for Metroll products has been determined from testing at NATA accredited facilities. Metroll product and information is compliant to the following standards:

Design Information, Product Capacities, Installation/Construction, Materials, Testing

AS/NZS 3500.3:2015 Plumbing and Drainage Stormwater Drainage

AS/NZS 3500.5:2000 National Plumbing and Drainage Domestic Installations

AS/NZS 2179.1:2014 Specifications for rainwater goods, accessories and fasteners

AS 1397:2021 Continuous hot dip metallic coated steel sheet and strip - Coatings of zinc and zinc alloyed with aluminium and magnesium.

AS/NZS 2728:2013 Prefinished/prepainted sheet metal products for interior/exterior building applications - Performance requirements.

CK1055 steel product complies with AS/NZS 1789:2023 - Metallic and other inorganic coatings — Electroplated coatings of zinc with supplementary treatments on iron or steel (ISO 2081:2018, MOD).

DEEMED TO SATISFY COMPLIANCE

NCC 2022 Volume 1 - For class 2 to 9 Buildings (Non-Residential). Part F3

NCC 2022 Volume 2 - For class 1 and 10 Buildings (Housing Provisions). Part 7.4

CERTIFICATE OF COMPLIANCE: PURLINS, TOP HATS & BATTENS NATIONAL CONSTRUCTION CODE OF AUSTRALIA (NCC)

It is important that building products comply with the National Construction Code of Australia (NCC). The use of non-conforming products may leave builders, designers and installers at risk of future claims and damages. Each participant in the building process including the installer, builder, designer and supplier is responsible for ensuring products used, a) comply with relevant Australian Standards and NCC provisions and b) are suitable for the intended use. This is referred to as the Chain of Responsibility.

Metroll is proud to confirm that all our purlins, top hats and battens **meet the minimum requirements of relevant Australian Standards and the NCC.**

METROLL PRODUCTS

The following products are included in this specification:

Metroll C Purlins	Safebridge® C Purlins	Tab-Lock Bridging	Locators	22mm Battens
Metroll Z Purlins	Safebridge® Z Purlins	Bridging Accessories	64mm Top Hats	40mm Battens
Megaspan® C Purlins	Safebridge® Bridging	GP Brackets	96mm Top Hats	
Megaspan® Z Purlins	Met-Lock Bridging	Clamp Ends	120mm Top Hats	

MATERIAL & FINISHES

The following materials and finishes are included in this specification:

	PURLINS	BATTENS & TOP HATS	BRIDGING & ACCESSORIES
MATERIALS & COATING MASS:	GALVSPAN® steel Z350, Z450	ZINCALUME® steel AM125 TRUECORE® steel AM150 GALVSPAN® steel Z350, Z450	Zinc Coated Galvanised Steel
BASE METAL THICKNESS (BMT):	1.0 - 3.0mm	0.42mm, 0.48mm, 0.55mm, 0.75 - 1.2mm	1.0 - 3.0mm
MINIMUM YIELD STRENGTH (MPa):	G450, G500, G550	G500, G550	G300, G450, G550

COMBUSTIBILITY

Metroll products manufactured from ZINCALUME® steel and TRUECORE® steel materials are suitable for use wherever a non-combustible material is required as per the NCC.

Fire Indices

Ignitability Index (0 - 20):	0
Spread of Flame Index (0 - 10):	0
Heat Evolved Index (0 - 10):	0
Smoke Developed Index (0 - 10):	2

SCOPE OF USE - INSTALLATION - ACCEPTABLE CONSTRUCTION

Purlins and accessories may be used in purlin and girt systems when designed and installed using the product specific design manuals. Top hats and battens may be used for cladding support when designed and installed using the product specific design manuals. Design manuals including acceptable construction can be found on our website:

www.metroll.com.au/metroll-resources-and-brochures-to-download/

AUSTRALIAN STANDARD COMPLIANCE

Information published for Metroll products has been determined to from testing at NATA accredited facilities. Metroll product and information is compliant to the following standards:

Design Information, Product Capacities, Installation/ Construction, Materials, Testing

AS/NZS 4600:2018 - Cold-formed Steel Structures

AS 4100 : 2020 (R2016) Steel structures

AS 1530.3-1999 (R2016) Methods for fire tests on Building materials

AS1530.1 : 1994 (R2016) Combustibility Tests for Materials - (Steel substrate)

AS/NZS 1170.0:2002 Structural design actions, Part 0: General principles

AS/NZS 1170.1:2002 (Reconfirmed 2016) Structural design actions, Part 1: Permanent, imposed and other actions

AS/NZ 1170.2 – 2021, Structural Design Actions, Part 2: Wind actions

AS/NZS 1170.3:2011 (Reconfirmed 2016) Structural design actions, Part 3: Snow and ice actions

AS 1397-2021 - Continuous hot dip metallic coated steel sheet and strip

DEEMED TO SATISFY COMPLIANCE

NCC 2022 Volume 1 - For class 2 to 9 Buildings (Non-Residential). Section B - Structure, Part B1 - Structural Provisions; BP1.2 - Structural Resistance

- B1.2 Determination of individual actions (Deemed-to-Satisfy Provisions)

- B1.4 Determination of structural resistance of materials and forms of construction (Deemed-to-Satisfy Provisions);

(c) (ii) Cold-formed steel structures : AS/NZS 4600.

(c) (iii) NASH Standard - Residential and Low Rise Steel framing Part 1 : Design Criteria. (Top Hats & Battens only)

Top Hats & Battens

NCC 2022 Volume 2 - For class 1 and 10 Buildings (Residential).

Part 3.4.2 Steel Framing; - 3.4.2.0

(a) (i) NASH Standard - Residential and Low Rise Steel framing Part 1 : Design Criteria; - 3.4.2.0

(c) Cold-formed steel structures

AS/NZS 4600 - 2018 Cold-formed steel structures

Homeowner's Roller Door Manual

Important

- Read this manual carefully and observe all warnings before operating or maintaining your garage door.
- The manufacturer recommends that the garage door be inspected and lubricated regularly as described in this manual. All other maintenance or repair of garage doors, especially any adjustment or replacement components of the spring counterbalance assembly, is extremely dangerous and could cause serious personal injury if performed improperly. All maintenance or repair of garage doors, except inspection and cleaning, must be performed only by qualified door service personnel.
- Removal of a garage door is not a safe "Do-It-Yourself" project. Call a professional garage door person to remove the door if you plan to convert your garage into living space.
- Extra care should be taken in lifting the door manually to ensure it is not slammed against the door stops. Excessive jarring may cause fatigue in the structure (bricks) that the brackets are attached to, causing them to become loose.
- If any movement is detected in the brackets at any time, do not use the door and contact a professional garage door representative.
- Service calls as a result of lack of maintenance and cleaning will be charged for.

Purpose

Your Steel-Line roller door is usually the largest moving piece of equipment installed and attached to the home or building.

As such, its weight can approach or exceed 150kg.

The manufacturer has designed and sized the components specifically for each door type, and you can expect to have efficient and safe operation of the door over an extended period of time, provided it is properly **installed, operated** and **maintained**.

Important Safety Notice

1. Operate the door only when properly adjusted and free of obstruction.
2. The door is constantly under extreme spring tension. Repairs and adjustments, especially to spring assembly, can be hazardous, and should be performed only by qualified door service personnel.
3. Do not permit children to play with the garage door, push buttons or electric controls.
4. If the door is now, or later becomes electrically operated, make lock inoperative or remove.
5. Avoid standing in open doorway at any time or walking through doorway while door is moving.
6. Should door become hard to operate or completely inoperative, call your Steel-Line representative for repair.
7. Do not paint track or locks.

Maintenance

All mechanical devices require periodic service and/or maintenance, and garage doors are no exception.

The amount and frequency of preventive maintenance required depends on the frequency of operation, geographical location and the environmental conditions. Preventative maintenance should be performed at least every six months, and more frequently if conditions warrant.

Unless the user is experienced in the maintenance and repair of garage doors maintenance should be the cleaning, and checking components are tight.

ADJUSTING SPRING TENSION is a DANGEROUS PROCEDURE and may cause physical injury if improperly performed, and should be performed ONLY by qualified door service personnel.

"Remember your Steel-Line Garage Door is a moving mechanical product and just like a car it needs to be serviced regularly."

Important

It is important that the tracks on your new garage door be kept free from dust and dirt. In particular brick dust from brick work and brick paving can be a problem in new dwellings as well as dust and dirt in newly developed areas.

Ensure that the tracks are clean.

Note: Signs of the tracks needing attention can be as follows:

1. The door is excessively noisy.
2. The door reverses direction during the closing action and returns to the open position (if operator is fitted).

Service calls as a result of lack of maintenance are not covered by your warranty and will be accompanied by a service charge.

Door Tracks

Maintain tracks free of oil or grease to enhance operation. Grease in tracks attracts dirt and dust which builds up and impedes smooth operation of door tracks and should be cleaned with steel wool scouring pad.

Door Curtain

The door curtain is manufactured from genuine BlueScope Colorbond® finish and should be washed regularly to remove salt and dirt.
“when you wash your car remember your Steel-Line door.”

Springs

Warning

Replacement or adjustment of any components of the Spring Assemblies or applying grease to the springs is a DANGEROUS PROCEDURE and may cause physical injury if improperly performed.

Forces generated in springs are generally equal to the door weight, and those forces are violently released if a spring breaks while wound or stretched.

If a spring breaks, DO NOT ATTEMPT REPAIR; call your nearest Steel-Line representative.

DO NOT attempt to LOOSEN any fasteners associated with the Spring assemblies including shaft to bracket fixing, as it could cause the spring to unwind or release or the door to fall if it is in the open position.

Garage Door Openers

Garage Doors Openers are not toys!

Do not stand, walk or drive vehicles under a moving door! Do not let children play “beat the door.” It is very dangerous and can result in serious injury or death. Adults should set a good example.

Keep transmitters and remote controls out of reach of children. Do not let children play with or use the transmitters or remote controls.

The push button wall control should be out of reach of children (approximately 1.6 metres from the floor) and away from all moving parts. Mount and use the button where you can clearly see the closing garage door.

The use of the optional Photo Eye Protection is strongly recommended.

The reversing feature on an operator is only a precautionary system. The Manufacturer strongly recommends the fitting of an optional Photo Eye for protection.

The safety reverse system test is very important. Your garage door must reverse when obstructed on closing. Failure to properly adjust the operator may result in serious personal injury from a closing garage door. Repeat this test once a month and if any problems call a qualified door service technician.

Windlock option should be fitted in areas of high wind and are an added security.

Door fitted with Windlocks and electrically operated should not be used when it is windy.

SCHEDULE 2

1 PRODUCT CARE INSTRUCTIONS

- 1.1 Sentry Metal Clad Doors are not warranted within 500 metres of the coastal edge. Sentry Ultra Metal Clad Doors are warranted within 300 metres of the coastal edge.
- 1.2 This Warranty does not apply to damage or deterioration to your Sentry Metal Clad Door which is caused by any of the following:
- (a) Impact or contact with objects or substances which fall or are precipitated onto or are applied to or are in any way brought into proximity with the door as a result of direct or indirect human intervention.
 - (b) Collapse or movement of the structure on which the door is mounted or any removal or weakening of the doors supports or foundations.
 - (c) Deliberate or careless acts or omissions on your part or on the part of paint suppliers, metal producers, roll-formers, fabricators, builders, subcontractors, architects, specifiers, or any other party excluding Larnec.
 - (d) Exposure to abnormally corrosive environments or conditions including marine environments, coastal areas, polluted or toxic atmospheres, or areas where chemical wastes or acidic substances are present. Information on systems available for use in these environments is available from us on request.
 - (e) Failure to handle, store, install or maintain the doors in accordance with Larnec published recommendations (available from us on request) and normal prudent trade practice.
 - (f) Failure to wash your Sentry Metal Clad Door using a soft brush and fresh clean water at least once every two months.
 - (g) The periodic build-up or accumulation of water or moisture-containing materials on or near the affected part of the door.
 - (h) Contact with copper or similar corrosive substances.
 - (i) Incorporation into or use in connection with door materials manufactured by someone other than Larnec.
 - (j) Any abnormal natural phenomenon such as earthquakes, fires, floods, lightning, abnormally strong winds, abnormally heavy hail, or the build-up of snow or other natural substances.
- 1.3 No downgraded doors will be covered by the warranty.
- 1.4 In the event that Larnec Doors & Systems does replace any defective doors or parts or repaint any part of your door cladding in accordance with the above warranty, you should note that there are likely to be colour and texture differences between the new and the old portions of the cladding. Over a period of time and as a result of the normal action of the elements your Sentry Door cladding, like any other cladding, will inevitably chalk or fade to some degree.
- 1.5 If any doors are replaced or repainted in satisfaction of this warranty obligation, the above warranty will apply to those replacement or repainted doors but only for the unexpired portion of the original warranty.
- 1.6 Colorbond colours like Woodland Grey, Monument, Ironstone, Deep Ocean, Jasper, Terrain, Cottage Green, Basalt, Manor Red & Night Sky attract the heat more than lighter colours and can be susceptible to expansion and contraction – this can result in visibility of the core components at certain times of the day when
- 1.7 The door panel and door frame finishes although the same colour, are slightly different textures and can reflect light differently which
- 1.8 Colorbond MATT has been matched to the closest matt powder finish however these are different textures and any claim for mismatch will not be covered by this warranty.
- 1.9 Sentry Metal Clad Doors 100 & 200 Series range should be covered by a veranda to protect from direct sunlight. Claims for product defect may not be covered by this warranty if cause of defect is deemed to be in reference to point 1.6 where natural expansion and contraction will occur.
- 1.10 Sentry Metal Clad Doors in the 100 & 200 Series range must have door hardware fitted at time of installation to prevent exposed lock holes from getting moisture inside – moisture ingress will result in core components swelling and failure of the door functionality – claims may not be covered by this warranty if this is deemed to be the case by Larnec.
- 1.11 Plastic Corstrip protection on door faces are to be removed within 5 days after installation – any claim for difficulty in removing plastic Corstrip after 5 days will not be covered under this warranty.
- 1.12 No variation, addition to or deletion from this warranty will be valid or binding unless recorded in writing and signed by Larnec Official Warranty Manager or one of his or her authorised deputies.
- 1.13 Glazing – All glazing procedures in accordance with AS1288.
- 1.14 Sentry Metal Clad Doors with glazed viewing panels are only warranted with a door closer installed – broken glass viewing panels as a result of poor handling in windy conditions or sudden movement will not be covered by this warranty.
- 1.15 Door hardware is warranted in accordance with the supplier/manufacturer warranty statements. Warranty period can vary from supplier to supplier. These warranty statements are available on request.

2 CARE AND MAINTENANCE

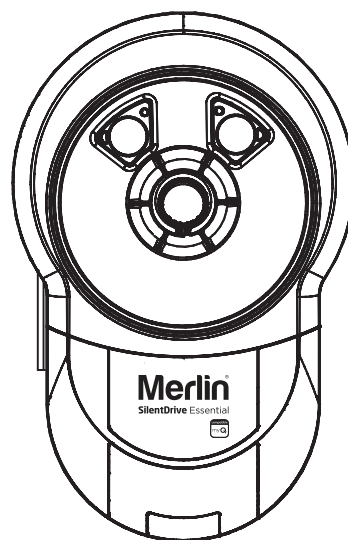
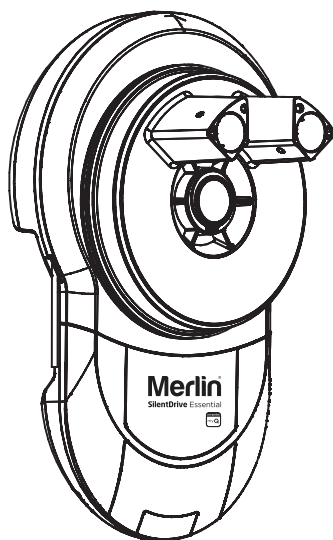
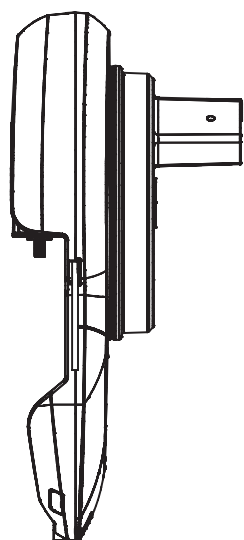
- 2.1 Regular maintenance must be provided to prevent deterioration of a Product.
- 2.2 Clean doors using a soft brush and fresh clean water and dry with a soft cloth, at least once every two months.
- 2.3 Keep all stones and any loose objects free from obstructing the underneath of the door, whether in opening or closing of the door.
- 2.4 Clean glass with soft cloth and any recommended glass cleaner.
- 2.5 Check door furniture and hinges for any wear or failure to operate correctly at least once every two months.
- 2.6 Maintenance programs can be obtained from Larnec.

Merlin®



gomerlin.com.au

gomerlin.co.nz



SilentDrive Essential

MR655MYQ

Garage Roller Door Opener

Installation and Operating Instructions



Australia



New Zealand

Owners Copy: SAVE THESE INSTRUCTIONS for future reference





This manual contains IMPORTANT SAFETY information
DO NOT PROCEED WITH THE INSTALLATION BEFORE READING THOROUGHLY





SAFETY INSTRUCTIONS


WARNING


- Failure to comply with the following instructions may result in serious injury or property damage.
- Read and follow all instructions carefully.
- The garage door opener is designed and tested to offer safe service provided it is installed and operated in strict accordance with the instructions in this manual.


  These safety alert symbols mean **WARNING** : A possible risk to personal safety or property damage exists.


 **Keep the garage door balanced.** Do not let the garage door opener compensate for a binding or sticking garage door. Sticking, binding or unbalanced doors must be repaired before installing this opener.


 **Do not wear rings, watches or loose clothing** while installing or servicing a garage door opener. Wear gloves and suitable protective clothing where appropriate.


 **Frequently examine the door installation.** In particular examine cable, springs and mountings for signs of wear, damage or imbalance. Do not use if repair or adjustment is needed since springs and hardware are under extreme tension and a fault can cause serious personal injury.


 To avoid serious injury from entanglement, **remove all ropes, chains and locks connected to the garage door** before installing the door opener.

 **Installation and wiring** must be in compliance with your local building and electrical codes.

 **The safety reverse system test is very important.** Your garage door **MUST** reverse on contact with a 40 mm obstacle placed on the floor. Failure to properly adjust the opener may result in serious injury from a closing garage door. **Repeat the test once a month and make any necessary adjustments.**


 This appliance should not be used by children or persons with reduced physical, sensory or mental capabilities, or a lack of experience & knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

 **Automatic Drive** - Keep away from the area of the door as it may operate unexpectedly.


 **WARNING!** Product includes wireless transmitters and wall controls that contain coin/button cell batteries. Keep wireless devices and batteries away from children. Battery can cause severe or fatal injuries in 2 hours or less if swallowed or placed inside any part of the body. Seek immediate medical attention if it is suspected that a coin/button cell battery has been swallowed or placed inside any part of the body.





 **The opener must not be used on a wicket door (door within a door).**


 **The Protector System™ (IR Beams) must be used for all installations where the closing force as measured on the bottom of the door is over 400 N (40 kgf).** Excessive force will interfere with the proper operation of the safety reverse system or damage the garage door.


Installers must ensure that the doors are installed in a compliant manner as per AS/NZS 60335-2-95.


 **After installation, ensure that the parts of the door do not extend over public footpaths or roads.**


 Install the wireless wall control (or any additional wall control) **in a location where the garage door is visible away from moving parts, at a height of at least 1.5 m and out of the reach of children. Do not allow children to operate push buttons or transmitters.** Serious personal injury from a closing garage door may result from misuse of the opener.


 **Permanently fasten the warning labels in prominent places,** adjacent to wall controls and manual release mechanisms as a reminder of safe operating procedures.

 **Activate opener only when the door is in full view, free of obstructions and the opener is properly adjusted. No one should enter or leave the garage while the door is in motion.**

 **Do not allow children to play near the door or with door controls.**

 If the power cable is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid hazard.

 **Disconnect electric power to the garage door opener before making repairs or removing covers.**

 **This opener should not be installed in a damp or wet space exposed to weather.**

KEEP THESE INSTRUCTIONS

NOTE: If your garage has no service entrance door, we recommend an outside quick release must be installed. This accessory allows manual operation of the garage door from outside in case of power failure.

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PROGRAM TRANSMITTER TO OPERATE OPENER LIGHT	11	WARRANTY	19-20

25 TROUBLESHOOTING

1. The opener will not operate from either the UP/DOWN activation button or the transmitters:

- Does the opener have electric power? Plug a lamp into the outlet. If it does not work, check the fuse box.
- Have you disabled all door locks? Review the installation safety instruction warnings on page 2.
- Is there a build-up of ice or snow under the door? The door may be frozen to the ground. Remove any restriction.
- The garage door spring may be broken. Have it replaced by contacting a garage door repairer.

2. Opener operates from the transmitter, but not from the wired wall control terminals:

- Check that the wiring connections are correct.

3. The door operates from the UP/DOWN activation buttons but not from the wireless wall control or transmitter:

- Program the opener to match the transmitter code. Repeat with all transmitters.

4. The transmitter has short range:

- Change the location of the transmitter.
- Check to be sure the antenna on the bottom of the opener extends fully downward.
- Some installations may have shorter range due to a metal door, foil backed insulation, or metal garage siding.
- The batteries may be flat. Replace the batteries.

5. The garage door opens and closes by itself:

- Be sure that no transmitter buttons are being pressed.
- Clear the memory and re-program all wireless wall controls and transmitters.

6. The door reverses and stops before opening completely:

- Is something obstructing the door? Is it out of balance, or are the springs broken? Remove the obstruction or repair the door.

7. Door reverses for no apparent reason and opener lights flash 10 times:

- Check The Protector System™ (IR Beams) (if you have installed this accessory). If the red light on the beam is flashing, the alignment is incorrect.

1. The door opens but will not close (or reverses while closing):

- Is something obstructing the door? Pull the manual release handle. Operate the door manually. If it is unbalanced or binding, call a trained door systems technician.
- Clear any ice or snow from the garage floor area where the door closes.
- Repeat the limit and force setting. Repeat safety reverse test after adjustments.

2. The opener strains to operate the door:

- The door may be out of balance or the springs may be broken. Close the door and use the manual release to disconnect the door. Open and close the door manually. A properly balanced door will stay in any point of travel while being supported entirely by its springs. If it does not, disconnect the opener and call a trained door systems technician.

3. The opener motor hums briefly, then will not work:

- Check that the door is not in manual release mode (refer to sections 9 or 10).
- The garage door springs may be broken.
- If the problem occurs on the first operation of the opener, the door may be locked. Disable any door locks.

4. The opener will not operate due to a power failure:

- Use the manual release handle to disconnect the door. The door can be opened and closed manually. When power is restored, re-engage the opener to operate it via a transmitter.

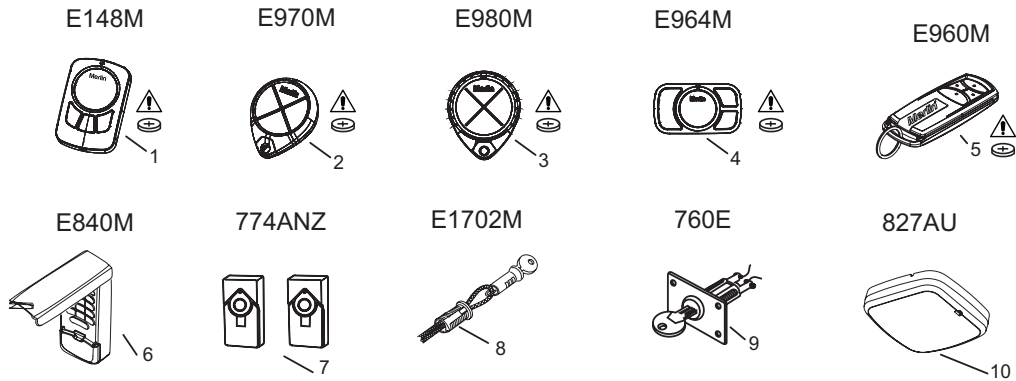
5. The LED Indicators on the control panel are flashing in sequence:

- Check the diagnostic code in section 28.

OPERATION AND MAINTENANCE

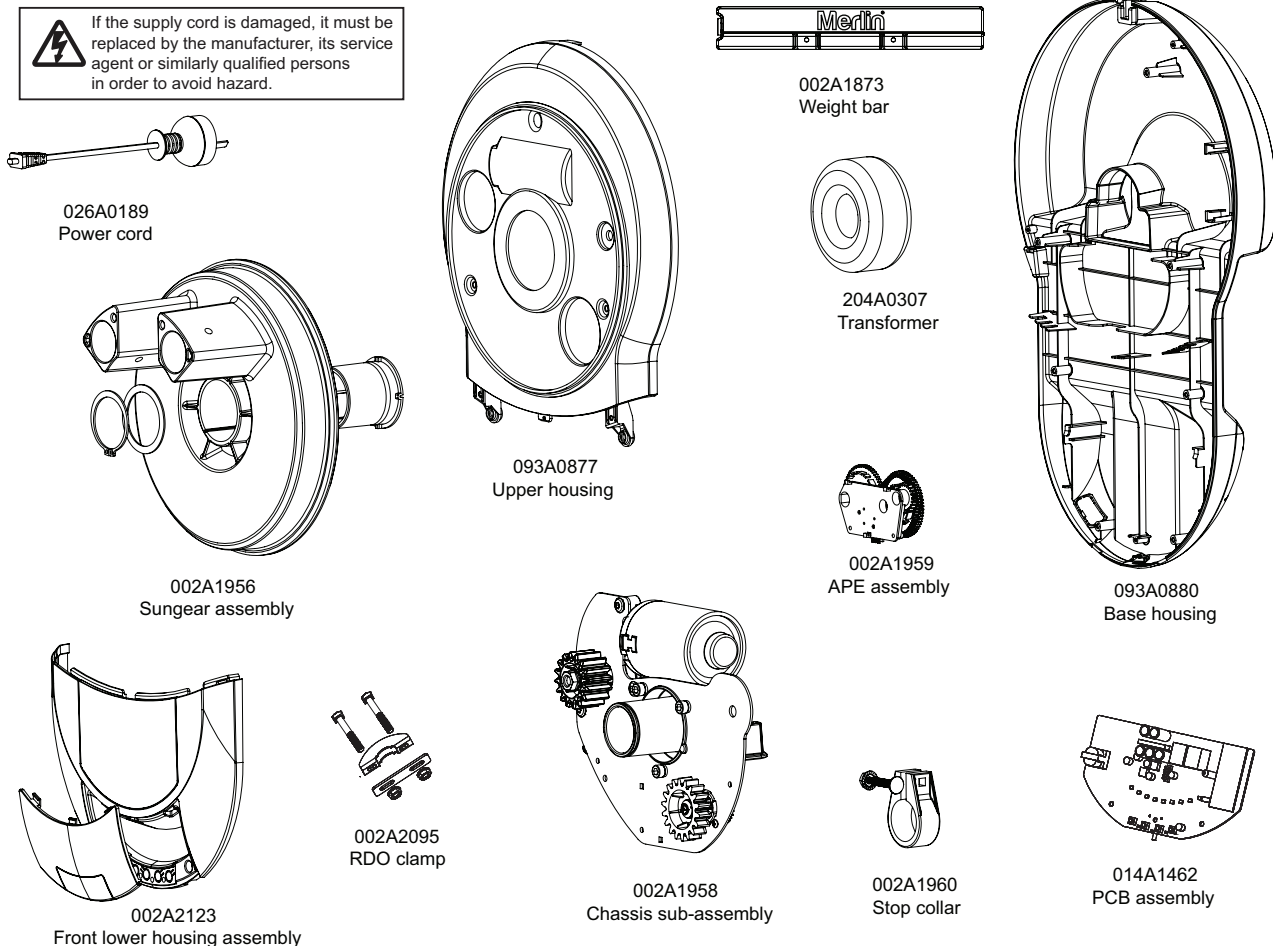
26 ACCESSORIES

- | | | | |
|----------------|--------------------------------|-----------------|-------------------------------|
| 1. Model E148M | 4 Channel wireless wall button | 6. Model E840M | Wireless keyless entry system |
| 2. Model E970M | 4 Channel remote control | 7. Model 774ANZ | The Protector System™ |
| 3. Model E980M | 4 Channel remote control | 8. Model E1702M | Quick release lock |
| 4. Model E964M | 4 Channel remote control | 9. Model 760E | Outside keyswitch |
| 5. Model E960M | 4 Channel remote control | 10. Model 827AU | Remote LED light |



NOTE: Use of any Chamberlain Group accessories are approved to use with this opener. This includes genuine Merlin accessories. Generic compatible accessories are NOT approved for use with this opener.

27 SPARE PARTS



OPERATION AND MAINTENANCE

28 DIAGNOSTIC CHART

Your garage door opener is programmed with self-diagnostic capabilities. The indicator LED's 1 & 3 on the control panel will flash a number of times to indicate a fault code exists.

DIAGNOSTIC CODE LED1 LED2		SYMPTOM	POSSIBLE RESOLUTION
1	1	The garage door opener will not close and the courtesy light flashes.	The Protector System™ (IR beams) are open circuit or wires may be cut. Inspect sensor wires for a disconnected or cut wire. Turn power off and reboot the opener.
1	2	The garage door opener will not close and the courtesy light flashes.	There is a short circuit wire for the The Protector System™ (IR beams). Inspect The Protector System™ (IR beams) wire at all staple points and replace wire or correct as needed. Turn power off and reboot the opener.
1	3	The door control will not function.	The wires for the door control are shorted or the door control is faulty. Inspect the wire at all staple points and connection points and replace wire or correct as needed.
1	4	The garage door opener will not close and the courtesy light flashes.	The Protector System™ (IR Beams) are misaligned or were momentarily obstructed. Realign both sensors to ensure both LEDs are steady and not flickering. Make sure nothing is hanging or mounted on the door that would interrupt the sensors path while closing.
1	5	There is no door movement or motor accelerates before stopping suddenly.	No RPM pulses have been detected. Check the door manually for balance, binding or obstructions. Internally the possible cause may be the motor, logic board or RPM sensor. Try resetting door travel limits. Contact service centre.
2	1	Opener fails to operate.	Possible PCB memory failure. Reboot opener by turning the mains power OFF and then ON after 15 seconds. Reprogram the door travel limits and force settings. Contact service centre.
2	2	Opener fails to operate.	Possible PCB Voltage failure. Reboot opener by turning the mains power OFF and then ON after 15 seconds. Reprogram the door travel limits and force settings. Contact service centre.
2	4	Opener fails to operate using the transmitters	Possible receiver failure. Reboot opener by turning the mains power OFF and then ON after 15 seconds. Recode the transmitters. Contact service centre.
4	1	Door is moving down, stops and reverses.	Manually open and close the door. Check for binding or obstructions, such as a broken spring or door lock. If the door is binding or sticking contact a trained door systems technician. If door is not binding or sticking, reset the limits (refer to "Program the Travel Limits and Force" section).
4	2	Door is moving up, stops and reverses.	Manually open and close the door. Check for binding or obstructions, such as a broken spring or door lock. If the door is binding or sticking contact a trained door systems technician. If door is not binding or sticking, reset the limits (refer to "Program the Travel Limits and Force" section).

DON'T FORGET

Warranty Registration

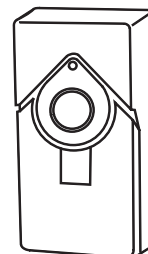
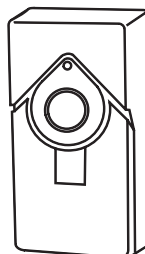
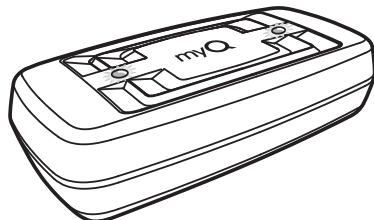
To validate your warranty you must
complete the registration form online at:

gomerlin.com.au/warranty
or
gomerlin.co.nz/warranty

Merlin[®]
Powering Garage Doors

Get Connected with

Additional purchase of the myQ Connectivity Kit is required
to enable myQ functionality.



Visit www.gomerlin.com.au or
www.gomerlin.co.nz
for more details.



Limited Warranty in Australia and New Zealand

Merlin® SilentDrive Essential MR655MYQ

Garage Roller Door Opener

1 Your consumer rights and guarantees

This Limited Warranty is provided by Chamberlain Australia Pty Ltd, Chamberlain New Zealand Limited (**Chamberlain**), contact details in Section 5 below. This Limited Warranty applies to the Merlin® SilentDrive Essential MR655MYQ unit (Unit) purchased in Australia and New Zealand, and gives you benefits which are in addition to your consumer rights and remedies under the Australian Consumer Law (or corresponding New Zealand consumer protection laws).

You can find out more information about your consumer rights and guarantees which the law provides in Australia at www.accc.gov.au, in New Zealand at www.consumerprotection.govt.nz. We also provide this statement as required under the 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.

2 What does our Limited Warranty cover?

Chamberlain warrants that, when purchased new in Australia or New Zealand, the Unit (all parts of the Unit other than globes and batteries) is free from defects in materials and workmanship (Limited Warranty) for the Limited Warranty period, subject to the terms and conditions of this Limited Warranty.

The Limited Warranty period (for Accessories see below) is 5 years (60 months) or 10,000 cycles (each opening and closing of the garage door equals 1 cycle) whichever comes first, from the date of purchase of the Unit when installed by a Professional Dealer authorised by Chamberlain in residential premises with a residential specified garage door that is designed for the sole purpose of a single-family dwelling.

The Limited Warranty period for remote controlled transmitters and accessories included with the Unit (Accessories) is 12 months from the date of purchase.

3 Limited Warranty Conditions

The following terms and conditions apply to your Limited Warranty:

- our Limited Warranty is effective from date of purchase as indicated in Section 2 above;
- proof of purchase of the Unit is required;
- purchaser must ensure the garage door is serviced by a Chamberlain authorised dealer or qualified technician during the period 24 to 36 months after the date of purchase. If your door binds, sticks, or is out of balance, then it must not be used until serviced by a Chamberlain authorised dealer or qualified technician. The garage door service fee will be at the purchaser's expense.

Please also see the User Manual for the Unit available on our website.

4 What is not covered

- Batteries and globes are not covered under the Chamberlain Limited Warranty.
- Travel costs incurred by Chamberlain or its authorised dealer in either travelling to and from areas outside a capital city area. These costs will be at the purchaser's expense.
- Additional access costs incurred by Chamberlain or its authorised dealer in obtaining access to premises where the Unit is not readily accessible. These costs will be at the purchaser's expense.

Our Limited Warranty covers defects as explained, and does not cover all problems and mishaps that may occur in relation to the Unit including:

- when the unit is not installed within outlined specification for that unit or as outlined within the user manual;
- you got what you asked for but simply changed your mind, found it cheaper somewhere else, decided you did not like the purchase or had no use for it;
- you misused the Unit in any way that caused the problem;
- you knew of or were made aware of any deficiencies with the Unit before date of purchase;
- use of the Unit with controls or third party devices or software which has not been supplied, or pre-approved, by Chamberlain;
- problems relating to or residing in third party hardware, software or other items with which our product is used;

- any loss of data related to you or provided by you, or loss related to downtime associated with use of the product, whether through power outage, failure of internet or wireless connectivity, network disruptions, or otherwise;
- non-compliance with the relevant instructions in the User Manual;
- tampering, neglect, abuse, wear and tear, accident, electrical storm, excessive use or conditions other than normal use;
- problems with, or relating to, the garage door or garage door hardware, including but not limited to the door springs, door rollers, door alignment, hinges, guides, slats and drums;
- problems caused by electrical faults or replacement of batteries or light bulbs, blown fuses, electrical surges, power surges or power strikes, fire, flood, rain, water, lightning or storms;
- water or moisture ingress that causes corrosion or electrical malfunction;
- corrosion caused by sea air if located near a waterway, beach etc;
- fitment to a commercial door or in a commercial operating application, installation of a residential garage door opener in a commercial or industrial premises other than a single-family dwelling;
- lack of proper maintenance, service or care of the door and/or Unit; and/or
- damage caused by insects, pests or other after sale damage caused by events or accidents outside Chamberlain's reasonable control and not arising under normal and standard operating conditions.

5 Where you need help with our product

If you have a problem with the Unit or if you are concerned it may be defective, please contact our Customer Service team below:

Australia Phone toll free 1800 638 234
Fax toll free 1800 888 121
Address Unit 1, 75 Epping Road North Ryde, NSW 2113
Email customerservice@chamberlainnz.com
Website www.gomerlin.com.au

New Zealand Phone toll free 0800 653 667
Auckland Phone 09 477 2823
Fax toll free 0800 653 663
Email customerservice@chamberlainnz.com
Website www.gomerlin.co.nz

As a first step, our Customer Service team will provide product support assistance to help you try to resolve the problem and in some cases, replacement parts for "do it yourself repairs". If our technical team need to see the product to determine the nature of the fault, we will arrange an inspection by an experienced technician, or ask that you send the product to us.

If your product was installed at your premises by an authorised installer, please contact the installer indicated in your sales documents for prompt on-site service, or consult our Customer Service team if you need help in finding a local service technician. A service fee for on-site service may apply.

Authorisation from Chamberlain is required for warranty service under this Limited Warranty.

6 Delivery Charges

If an inspection is required in order to determine the nature of the fault, please send the Unit freight paid and well packaged in accordance with our instructions. Any costs associated with transporting the Unit will be at Chamberlain's cost if the Unit has breached a statutory consumer guarantee. Repairs and replacement parts provided under this Limited Warranty are free of charge (and repaired items or replacement parts for Units found to be defective will be returned to you at our cost), and warranted by Chamberlain for the remaining portion of the original warranty period. However, if you make a claim under this Limited Warranty, and this Limited Warranty does not apply, or if the law does not provide you with a statutory right or remedy as a consumer, you may be required to pay labour, assessment and/or freight costs and delivery charges to repair, replace and/or return the Unit to you.

7 How to register your product

Please register your Unit and contact details at this link www.gomerlin.com.au/warranty-registration/ for Australia, or www.gomerlin.co.nz/register-your-warranty/ for New Zealand, so that we or your authorised installer can locate your details and provide you with product support assistance as quickly as possible, and keep you up to date with product updates. Registration can also be done by contacting Chamberlain Customer Service.

8 Important Reminder

All other guarantees (other than your statutory rights and guarantees as a consumer under applicable laws) are excluded to the fullest extent that we may lawfully do so. Unless the law requires us to do so, we do not accept any other liability, such as compensation for damages, injury or loss.

Last updated: [25th Oct 2022]



Laserlite® Lifetime Platinum Warranty

Laserlite® 2000 and Laserlite® 3000 branded polycarbonate profiled sheet products (Products) will, at the date of purchase, be free from defects due to faulty manufacture or workmanship in accordance with AS4256.5-2006 (Workmanship clause)

Loss of Light Transmission - Lifetime Warranty

For the commercial life of the Products (subject to the terms below) they will not lose the ability to transmit light.* In the event that a Product fails to comply with this warranty, Laserlite Building Products will provide a full replacement of the Product, or in the case of a discontinued line, its equivalent.

*The loss of light transmission will not exceed 11% in the first 15 years (0.7% per year) from the date of manufacture and 1% per year thereafter, as long as the sheet lasts in its original installation, available to the original purchaser (when tested in accordance with AS/NZS 4257.4-1994 Determination of diffuse light transmission).

Weather Breakage - 10 year Warranty

Laserlite Building Products warrants that for a period of 10 years from the date of manufacture, the Products (subject to the terms below) will specifically resist damage due to hail measuring up to 25mm in diameter. In the event that a Product fails to comply with this warranty, Laserlite Building Products will provide a full replacement of the Product, or, in the case of a discontinued line, its equivalent.

Terms

- 1 This warranty is limited to residential applications & applicable to the original purchaser only.
- 2 The Products must be stored, installed and cleaned in accordance with the written instructions which are available at the point of purchase or alternatively from www.laserlite.com.au.
- 3 This warranty does not apply to damage due to the following causes:
 - (a) Impact of hail measuring greater than 25mm in diameter;
 - (b) Extreme weather conditions, including but not limited to hurricanes, cyclones, tornados;
 - (c) Accident, vandalism, fire or other like causes; or
 - (d) Failure to comply with the instructions for storage, installation and cleaning.
- 4 All claims made under this warranty must be made in writing and must include a copy of the original purchase documentation or other evidence of the original purchase date.
- 5 Following receipt of a claim made under this warranty, an authorised Laserlite Building Products representative may choose to inspect the Product and if the claim is accepted, Laserlite Building Products will retain the damaged Product and provide replacement Product or, in the case of a discontinued line, its equivalent.
- 6 Laserlite Building Products is not responsible for costs associated with the removal and installation of the Product. These costs must be borne by the claimant. This warranty is strictly limited to the Products.
- 7 The benefits to the consumer under this warranty are in addition to other rights and remedies of the consumer under the law in relation to the goods to which the warranty relates and in no way limits, varies or excludes any express and implied rights and remedies under any relevant legislation in the country of sale.
- 8 These 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 acceptable quality and the failure does not amount to a major failure.