

## PRODUCT WARRANTY STATEMENT – SEP-21

### STANDARD WARRANTY

These standard warranties apply on the following door and opener products.  
When purchased together and registered online, upgrade to our 10 Year Total Confidence Warranty.

PRODUCT	WARRANTY
<b>Roller Door Series A &amp; Flex-A-Door Garage Doors</b>	
Door (Steel Curtain - Cracking & Lock Seam Failure)	5 Years
Door (Surface Coating)	5 Years
Locking Mechanism	1 Year
All Other Components	1 Year
<b>Sectional Door – (All Metal Door Styles)</b>	
Door (Steel Curtain - Cracking & Fold Failure)	5 Years
Door (Surface Coating)	5 Years
Door - All Other Components and Labour Excl. Springs	5 Years
<b>Dominator Openers</b>	
Model – Smart (DSO-3)	7 Years
Models – Secure (DSO-2)	7 Years
Model – Excel (RDO-1v4)	7 Years
Models – Select (DSO-1)	5 Years
Opener Tracks, Remotes, Accessories	1 Year
Batteries, Bulbs, Fuses	No Warranty

### TOTAL CONFIDENCE DOOR & OPENER WARRANTY\*

By purchasing a Dominator door and opener package and registering online, the warranty term is extended as detailed below.

\*See following pages for full terms and conditions.

PRODUCT	WARRANTY
<b>Roller Door Series A &amp; Flex-A-Door &amp; Opener Package</b>	
Door (Steel Curtain - Cracking & Lock Seam Failure)	10 Years
Dominator Opener (Models Secure & Smart)	10 Years / 20,000 Cycles
Door (Surface Coating)	5 Years
Locking Mechanism	1 Year
All Other Components	1 Year
Batteries, Bulbs, Fuses	No Warranty
<b>Sectional Door (All Metal Styles) &amp; Opener Package</b>	
Door (Steel Curtain - Cracking & Fold Failure)	10 Years
Door (Surface Coating)	5 Years
Door - All Other Components and Labour Excl. Springs	10 Years
Dominator Opener (Models Advance, Secure, Smart)	10 Years / 20,000 Cycles
Opener Tracks, Remotes, Accessories	1 Year
Opener Batteries, Bulbs, Fuses	No Warranty



>> Register online now: <https://www.dominator.co.nz/warranty/>

## FULL WARRANTY TERMS & CONDITIONS

These standard warranties apply on the following door and opener products.  
When purchased together & registered online, upgrade to our 10 Year Total Confidence Warranty.



### DOMINATOR 10 YEAR TOTAL CONFIDENCE DOOR & OPENER WARRANTY

This warranty is given by Dominator, a brand of B&D Doors (NZ) Ltd. 46 Braeburn Drive, Hornby 8042, [0800 366 462](tel:0800366462), or [info@dominator.co.nz](mailto:info@dominator.co.nz).

#### 1. WHEN DOES THIS WARRANTY APPLY?

This warranty is only available in New Zealand and:

- a. applies only when:
  - i. you purchase any of the door and opener products listed in the table below, together in a single transaction, from a Dominator approved distributor\*;
  - ii. the products are purchased & installed after 30th July 2018;
  - iii. the purchase and warranty is registered online at [www.dominator.co.nz/warranty](http://www.dominator.co.nz/warranty) within 6 months of installation;
- b. provided the conditions in paragraph (a) are met, supersedes any other warranty you may receive with your product packaging\*\*.

\* an approved reseller of Dominator products, who purchased the products for resale to end users  
\*\* You are still entitled to any additional benefits that this warranty offers, on top of that warranty.

#### DOOR PRODUCT

**Sectional Doors – (All Metal Door Styles)**

**Flex-A-Door**

**Roller Door Series A**

#### OPENER PRODUCT

Dominator Smart (DSO-3) or Secure (DSO-2)

Dominator Smart (DSO-3) or Secure (DSO-2)

Dominator Excel (RDO-1v4)

#### 2. WHAT DO WE WARRANT?

B&D will either repair or replace (at Dominator's option and in a manner Dominator considers reasonable) a door or opener covered by this warranty which fails to operate in accordance with its installation and operation manual for a period of:

<b>Doors</b>	10 Years
<b>Openers</b>	10 Years / 20,000 cycles, whichever occurs first

from the date of installation by an approved Dominator installer.

**PLEASE NOTE:** This warranty:

- a. is in addition to any statutory, non-excludable guarantees or warranty rights and remedies under the law (see section 6 below);
- b. is subject to:
  - i. the limited warranty for certain parts as set out in section 4 and the exclusions in section 5;
  - ii. you complying with the manufacturer's instructions concerning installation, operation, maintenance and testing, as set out in the installation and operations instruction manuals for both the door and the opener;
  - iii. for Surface Coating, the paint surface is covered against flaking, peeling and excessive fade if regular, minimum 3-monthly manual surface washing is undertaken. More frequent washing is advised in salty or industrial fallout areas.
  - iv. the door and opener having been serviced by a Dominator Representative\*, within 12 months of installation (to allow for the door to settle) and after that service, at least once every 2 years.  
\*Dominator Representative means an entity authorized by Dominator to service Dominator doors and/or openers. Please check the Dominator website for details. [www.dominator.co.nz/dealer-locations/](http://www.dominator.co.nz/dealer-locations/)
- c. applies to the original property where the door and opener have been installed; and
- d. will not be extended for products or parts repaired or replaced under this warranty.

#### 3. MAKING A CLAIM

Please follow these steps to make a claim under this warranty:

- a. Contact the approved distributor from whom you purchased the product to make your claim.
- b. If you are unsure from whom you made your purchase, send your claim to Dominator and we will forward it to the distributor.
- c. You will need to provide the door model name, the opener model name, the date of installation and the name of the reseller you purchased the product. (An authorised Dominator dealer).
- d. You are responsible for the cost of making a claim under this warranty.
- e. If Dominator or Dominator's Representative confirms the product failure is covered by this warranty, Dominator will repair or replace it (at Dominator's sole option) at no cost to you. Goods presented for repair may be replaced or repaired by refurbished goods or parts, of the same type.

**>> Register your products online now: <https://www.dominator.co.nz/warranty/>**

#### 4. LIMITED WARRANTY PERIODS FOR CERTAIN PARTS

Dominator will either repair or replace (at Dominator's option and in a manner Dominator considers reasonable) certain parts covered by this warranty which fail to operate in accordance with the product installation and operation manual, for the periods shown below, from the date of installation by Dominator or an [approved Dominator installer](#).

Mechanical and electronically controlled lock mechanisms	<b>1 Year</b>
Surface coatings (other than the appearance or grain of the timber finish for Dominator timber look doors)	<b>5 Years</b>
Opener Track Assembly (includes all parts), transmitters and accessories	<b>1 Year</b>
NOTE: Consumables (e.g. Batteries in remote control transmitters, light bulbs, fuses)	<b>Not Covered</b>

#### 5. PARTS AND FAILURES THAT ARE NOT COVERED BY THIS WARRANTY

This warranty does not cover the following:

##### FOR THE DOORS:

- a. adjustment or replacement of springs due to normal wear and tear; or
- b. variations to timber look colour or appearance.

##### FOR THE OPENERS:

- c. blown fuses, electrical surges, power surges or power spikes or faulty or unsuitable electrical wiring of structures to which the product is affixed;
- d. maximum continuous operating time exceeding 1 minute in 10 minutes;
- e. the manual operating (opening & closing) force of the door by hand exceeding 20kg;
- f. door weight exceeding recommended weight of opener; Panel-Pro 110kg, Advance 200kg, Excel 110kg
- g. the door used with the opener not being in safe working order and condition; or
- h. radio or electrical interference or lock of availability of signal.

##### FOR BOTH DOORS AND OPENERS:

- i. higher than normal frequency of use, which may lead to excessive wear and tear;
- j. accidental, deliberate or negligent damage, including damage from impact;
- k. travel expenses incurred by Dominator or its approved distributor in either travelling to and from or transporting the product to and from your premises;
- l. additional access expenses incurred by Dominator or an approved distributor in obtaining access where the product is not readily accessible;
- m. the product not being installed, configured or used in accordance with the instruction manual or other unreasonable use, or failure to observe any instructions or directions provided with the product;
- n. the product being fitted with any closing device which is not of the type or condition defined in the Instruction Manual as suitable for installation of the product;
- o. faulty installation of the product by a third party;
- p. lack of proper maintenance, service or care of the product or servicing by a person not appropriately qualified to do so;
- q. unauthorised modifications or modification to bring a product into line with existing/future product models;
- r. events or acts beyond the reasonable control of Dominator, including theft, fire, flood, rain, water, lightning, storms or any other acts of God;
- s. water damage;
- t. corrosion or damage to the surface, coatings or base materials due to environmental conditions (such as salty or damp conditions);
- u. damage cause by insects, dirt, plants or other objects; or
- v. installation of a residential garage door opener in a commercial or industrial premise or in a dwelling other than a single-family dwelling

#### 6. STATUTORY GUARANTEES OR WARRANTIES IN NEW ZEALAND

If you are a consumer under the Consumer Guarantees Act, our goods come with guarantees that cannot be excluded under the Consumer Guarantees Act. 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.

This warranty and other statements contained in Dominator documentation about these products do not exclude, restrict or modify the application of all or any of the provisions of the Consumer Guarantees Act.

Subject to your non-excludable rights under the Consumer Guarantees Act. Dominator expressly excludes any liability for consequential loss, incidental or indirect damages (including but not limited to damages for loss of business profits, business interruption and loss of business information) due to a defective product. In particular, any loss or damage caused to other equipment or accessories used with the product or any loss resulting from a delay in repair is excluded to the extent permitted by law.

>> Register your products online now: <https://www.dominator.co.nz/warranty/>