



Roll-A-Door SecureTM

Warranty Brochure

bnd.com.au

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ROLL-A-DOOR SECURE™

YOUR PURCHASE

Congratulations on Your purchase of the Roll-A-Door Secure System.

We are proud of our Australian heritage and stand by the products We design and manufacture. If You use, care for and maintain the Roll-A-Door Secure System in accordance with the Product Information, We are confident that You will enjoy Your purchase for many years to come.

THE SYSTEM

The Roll-A-Door Secure System comprises the door curtain, compatible B&D opener, dual AUTO LOCK™, security guides, security bottom rail, springs and all associated consumables and components supplied or specified by Us for use as part of the Roll-A-Door Secure System.

The security performance and warranty coverage of Roll-A-Door Secure depend upon the system being installed, maintained and operated as a complete B&D-tested system. Replacement, modification or removal of any system component with a component not supplied or approved by Us may affect system performance and may void warranty coverage for the affected component, affected functionality or the Roll-A-Door Secure System to the extent the failure is caused or contributed to by that modification.

THE SECURITY PERFORMANCE

Roll-A-Door Secure is designed to enhance garage door security and assist in resisting certain forms of forced-entry attempts when installed and operated as a complete system in accordance with the Product Information. No physical security product can eliminate all risk of unauthorised entry, burglary, theft, property loss or property damage.

No representation or warranty is given that the Roll-A-Door Secure System will prevent unauthorised entry, burglary, theft, property loss or property damage. The Roll-A-Door Secure System is intended to enhance security only and should form part of a broader security solution appropriate to the property.

USE

Please use the Roll-A-Door Secure System for the purpose for which it was designed and in accordance with the Product Information.

If the Roll-A-Door Secure System is installed in any of the following environments or conditions, its life expectancy may be affected:

- (a) prolonged exposure to animals, insects, plants, dirt, fire, flood, rain, water, lightning, storms, frost, snow, salt or other environmental conditions;
- (b) prolonged exposure to marine, industrial or other corrosive environments, including any installation within 1 km of those environments; or
- (c) prolonged failure to receive regular washing by natural rainfall, including any installation where a structure surrounding the door extends greater than 600mm from the wall, such as an eave, canopy, carport or verandah.



CARE AND MAINTENANCE

Please care for and maintain the Roll-A-Door Secure System in accordance with the Product Information.

It is normal for the surface of the door to fade in colour or reduce in gloss over time.

As part of regular care and maintenance, You may need to replace consumables, such as light globes, batteries, transmitters and receivers.

You should also have the Roll-A-Door Secure System regularly serviced. A regular service replaces components as a result of normal wear and tear, such as seals, springs, and prevents small issues from becoming big problems.

To assist in maintaining optimal performance, We recommend the Roll-A-Door Secure System is inspected and serviced by a B&D Representative within 12 months after installation and every 2 years thereafter.

To receive reminders about when Your next service is due, We recommend You register your purchase [HERE](#) as soon as possible after making the purchase.

TOTAL CONFIDENCE WARRANTY – 10 Years

Subject to the terms of this warranty, We warrant that during the Total Confidence Warranty Period the Roll-A-Door Secure System will be free from defects in materials and workmanship and will operate in all material respects in accordance with the Product Information, provided that:

- (a) the Roll-A-Door Secure System is installed by a B&D Representative;
- (b) You use, care for and maintain the Roll-A-Door Secure System in accordance with the Product Information;
- (c) the Roll-A-Door Secure System is operated as a complete system using compatible components specified by Us in the Product Information;
- (d) You register your purchase [HERE](#) as soon as possible after making the purchase; and
- (e) You have the Roll-A-Door Secure System serviced by a B&D Representative within 12 months after installation and every 2 years thereafter.

If the Roll-A-Door Secure System does not meet this warranty, We will (in our absolute discretion) either repair or replace the affected component or system, or provide a refund where repair or replacement is not reasonably available or otherwise required by law.

You will receive a Total Confidence Warranty – 10 years, provided you adhere to the terms and conditions. If these requirements are not met, the applicable standard warranty will apply.

STANDARD WARRANTY

Subject to the terms of this warranty, We warrant that during the Standard Warranty Period the Roll-A-Door Secure System will be free from defects in materials and workmanship and will operate in all material respects in accordance with the Product Information, provided that:

- (a) the Roll-A-Door Secure System is installed by a B&D Representative;
- (b) You use, care for and maintain the Roll-A-Door Secure System in accordance with the Product Information; and
- (c) the Roll-A-Door Secure System is operated as a complete system using compatible components specified by Us in the Product Information.



If the Roll-A-Door Secure System does not meet this warranty, We will (in Our absolute discretion) either repair or replace the affected component or system, or provide a refund where repair or replacement is not reasonably available or otherwise required by law.

MAKING A CLAIM

As soon as You become aware of a possible defect in the Roll-A-Door Secure System, please contact Us.

Continued operation of the Roll-A-Door Secure System after You become aware, or ought reasonably to become aware, of a defect may result in additional damage not covered by this warranty.

We may arrange for a B&D representative to inspect the Roll-A-Door Secure System or request that You return all or part of the Roll-A-Door Secure System to Us.

We may require proof of purchase and other information reasonably required to assess Your claim, including information required to establish the Start Date and applicable Warranty Period.

If Your claim is accepted, We will repair, replace or refund all or part of the Roll-A-Door Secure System within a reasonable time.

LIMITATIONS

Our warranty does not extend to any consequential, incidental or indirect loss or damage, including loss resulting from a delay in repair or replacement or loss that may be incurred in making the claim.

Nothing in this warranty excludes, restricts or modifies any rights or remedies that cannot be excluded under the Australian Consumer Law.

EXCLUSIONS

This warranty does not cover:

- (a) consumables that should be replaced as part of regular care and maintenance;
- (b) components that should be replaced as part of regular service;
- (c) installation of the Roll-A-Door Secure System by a person who is not suitably qualified, or installation otherwise than in accordance with the Product Information;
- (d) use of the Roll-A-Door Secure System otherwise than in accordance with the Product Information, including excessive wear and tear, fitting incompatible components or operating the system outside its intended application;
- (e) misuse, neglect or abuse of the Roll-A-Door Secure System;
- (f) failure to maintain the Roll-A-Door Secure System in accordance with the Product Information;
- (g) accidental, deliberate or negligent damage, including vandalism, graffiti or theft;
- (h) damage caused by events outside Our reasonable control;
- (i) unauthorised modifications;
- (j) loss, damage, malfunction or performance issues caused or contributed to by controls, accessories, smart-home products, devices, software, automation systems or other products not supplied or approved by Us; or

- (k) failure of, or interaction with, any third party monitoring, alarm, security, access control or smart-home system not supplied or approved by Us.

Door exclusions

We exclude damage caused by:

- (a) prolonged exposure to marine, industrial or other corrosive environments, including installations within 1 km of those environments;
- (b) prolonged exposure to environmental conditions referred to in the Use section above;
- (c) prolonged failure to receive regular washing by natural rainfall;
- (d) operating the door after an operating issue has been identified, or reasonably ought to have been identified;
- (e) a door that is not properly balanced or where components including seals, springs, lifting cables, tracks or guides are not in safe working order;
- (f) variations in colour or appearance; or
- (g) normal weathering of the door surface, including natural fading, chalking, reduction in gloss or colour variation.

Opener exclusions

We exclude faults caused by:

- (a) electrical or power surges, power spikes or faulty or unsuitable electrical wiring;
- (b) radio or electrical interference or lack of signal availability;
- (c) maximum continuous operating time exceeding 1 minute in every 10 minutes;
- (d) the manual operation force of the door exceeding 20kg; or
- (e) a door that is not maintained or is not in safe working order.

DEFINITIONS

Term	Meaning															
B&D Representative	A representative accredited or authorised by Us to install, service and maintain B&D products, including the Roll-A-Door Secure System															
Product Information	Product manuals, installation instructions, operating instructions, care and maintenance instructions, safety instructions, labels, packaging and other documentation supplied by Us															
Roll-A-Door Secure System	The Roll-A-Door Secure product and the compatible components specified by Us from time to time in the applicable Product Information															
Start Date	The date You purchased the Roll-A-Door Secure System, as shown on the purchase receipt If purchased as part of a building contract, the earlier of six months after the builder purchased the system and completion of the building contract															
Warranty Period	The period commencing on the Start Date and ending on the earlier of the time period or Cycle limit specified below being reached (whichever is the earlier): <table><tr><th>Roll-A-Door Secure System</th><th>Residential Use</th><th>Commercial Use</th></tr><tr><td>Total Confidence Warranty Period</td><td>10 years or 30,000 Cycles</td><td>2 years or 30,000 Cycles</td></tr><tr><td>Standard Warranty Period</td><td>5 years or 30,000 Cycles</td><td>1 year or 30,000 Cycles</td></tr></table> Where: <table><tr><td>Cycle</td><td>is one complete opening and closing operation of the door</td></tr><tr><td>Residential Use</td><td>is a single-home application</td></tr><tr><td>Commercial Use</td><td>is an application that is not residential use, including any commercial, industrial, strata, body corporate, builders' common property or multi-residential application</td></tr></table> Commercial Use is only covered only where Roll-A-Door Secure is installed with a compatible opener specified by Us for that application in the applicable Product Information	Roll-A-Door Secure System	Residential Use	Commercial Use	Total Confidence Warranty Period	10 years or 30,000 Cycles	2 years or 30,000 Cycles	Standard Warranty Period	5 years or 30,000 Cycles	1 year or 30,000 Cycles	Cycle	is one complete opening and closing operation of the door	Residential Use	is a single-home application	Commercial Use	is an application that is not residential use, including any commercial, industrial, strata, body corporate, builders' common property or multi-residential application
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We, Us or Our	B&D Australia Pty Ltd ABN 25 010 473 971 Contact 13 62 63 or enquiries@bnd.com.au															
You or Your	The purchaser of the Roll-A-Door Secure System															

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 under this warranty are in addition to, and do not exclude, restrict or modify, any rights or remedies You may have under the Australian Consumer Law.