

Important Information for our Valued Customers

At Danmar Garage Doors we continuously strive to underpin our high quality products and workmanship with an exceptional level of customer service. The following leaflet outlines some important information our customers need to be aware of when choosing Danmar to supply and install your custom garage door. Should you have any further queries, please do not hesitate in contacting us directly.

Timber used by Danmar

Having attributes such as being highly durable, light in weight and dimensionally stable, Western Red Cedar is the ideal choice for your garage door. In addition, Western Red Cedar has natural preservatives that provide resistance to borers, termites, rot and fungus growth. The lack of pitch and gum veins also allows this Cedar to readily accept sealers, thus accentuating its natural colour variations (a distinguishing feature of this timber).

Even though Western Red Cedar is predominantly used within our product range, we are also able to manufacture garage doors from other suitable timber. We would be delighted to discuss any specific requirements with you.

Timber Grades

The overwhelming majority of doors we manufacture are in our "Standard Grade". Some customers however prefer that we match the natural timber colour across the entire garage door extremely closely. As such, we are also able to offer a 'Select Colour Grade' and 'Furniture Grade'. The main features of each timber grade are as follows:

1. Standard Grade

A 'Standard Grade' garage door includes the following features:

- The timber is randomly selected from our 'premium grade' Cedar stock
- The timber features natural colour variations, occasional tight knots, grain swirls and shakes
- Small surface cracks (up to 1mm wide) will be filled and sanded prior to sealing.
- The garage door will be sealed to your requirements
- Only the front face will be free of mechanical marks and defects. Although this will be avoided as much as possible, the back face may contain manufacturing blemishes.
- Manufacturing and sealing blemishes on the front face will not be visible from a distance greater than 5 meters (when viewed perpendicular to the door).

2. Select Colour Grade

In addition to the features listed in the 'Standard Grade', the 'Select Colour Grade' garage door includes the following:

- The timber is carefully selected to uniformly blend the colour. Whilst the timber colour will be very closely matched, an exact match cannot be guaranteed. At times, slight colour variations are unavoidable.
- More attention is paid to the back face of the garage door.

Note: The cost of a 'Select Colour Grade' door is approximately **20-30% greater** than that of a 'Standard Grade' door.

3. Furniture Grade

In addition to the features listed in the 'Standard Grade' and 'Select Colour Grade', the 'Furniture Grade' garage door also includes the following features:

- The finish on both faces is similar to that of furniture (a mutually acceptable finish will be finalised prior to quoting).
- All metal components are powder coated black.

Note: The cost of a 'Furniture Grade' door can be **double** that of a 'Standard Grade' door.

Timber Preservation

As a general rule, we recommend that your garage door to be re-coated every 2 years. However, if the door has been exposed to more adverse weather conditions or sealed with clear finish, a re-coat may be needed as early as 12 months. We advise our customers to inspect their garage doors on a regular basis and re-seal when first signs of 'greying' appear.

Timber Sealing/Staining

We strongly recommend that your door be sealed / stained prior to delivery. Where customers decide to arrange their own sealing / staining, we recommend that this process be completed prior to installation. However, Danmar accepts no responsibility for any sealing / staining arranged by the customer. Danmar can offer the following sealing / staining finishes to your garage door:

1. Oiled Garage Door

Danmar will apply 1 x coat of nominated oil to the outside face of the garage door. This will ensure protection from external exposure for up to a **maximum of 6 months**. The garage door must then be re-oiled with the same or similar product. We warrant the oil finish on the door for 6 months.

2. Fully Sealed Garage Door

A fully sealed garage door will have the following layers applied:

- 1 x stained base coat on both sides
- 2-3 x High quality top coats are then applied to the face side only
- Fully sealed finish is warranted for 12 months

Composite Aluminium Doors:

- **Cut Edges:** Composite Aluminium doors with cut edges need a regular wash down to rid the edges of dirt, grime and salt. Allowing the salt to build up on the edges causes electrolysis/rust which generally damages the coating and can lead to delamination. A warm water wash with a quality car wash is all that is required. This should be done every 3 months or sooner if located close to salt water. Also continual movement of the doors facing the full sun may crack the glue sealer in which case it requires resealing. This can be usually done on site using a quality MS polymer or similar.
- **Folded Edges:** As with cut edges it is important to clean the door regularly paying close attention to the edges

Polycarbonate and Acrylic Doors:

- **Polycarbonate or Twinwall** material is very soft so care must be taken when washing these panels as dry rubbing before hosing off the dust will result in fine scratches. As the UV protection is applied to the top of the polycarbonate after extruding, harsh chemicals and rough sponges must be avoided at all times. Best result is achieved by hosing the dust off before soft hand washing. Mixing quality car wash in warm water is all that is required to clean the door. Polishing the surface with a suitable plastic polish like Plexus or Viewplex is highly recommended to keep the door looking like new also protecting the UV coating. Please note the UV on the polycarbonate will wear off as the year goes by and discoloration of the panels will become noticeable.
- **Acrylic** is much tougher than polycarbonate but care and maintenance is same. A warm water wash with no chemical cleaners or abrasive

Insulated Doors:

Insulated doors should be treated same as all colorbond doors. A warm water wash with a little bit of quality car wash couple of times per year will bring the door to like new condition. All nicks showing bare metal should be touched up as soon as they happen to reduce the risk of rusting.

Hardware and Running Gear in General:

Tracks, brackets and hinges are made of Zinc or Galvanized steel for longevity, however continual exposure will corrode the most exposed components quickly, so these same as the door also need a regular wash followed up with lubrication. Whilst light penetrating oils like WD40 are ok as a quick fix, heavier lubricants like White Lithium Spray grease will last much longer. Application of a surface protection like Floods Protectoleen will greatly assist in preservation of metal.

Springs are usually the most exposed components of the hardware and need to be regularly lubricated to stop the rings from binding up on each other as that will result in spring failure. Springs installed close to the ocean are best lubricated with White Lithium Spray grease and in extreme conditions solid grease will need to be used.

Also regular service by a qualified technician will ensure they are correctly tensioned for the size and weight of the door.

Servicing your Garage Door

All moving parts should be lubricated on a regular basis using multi-purpose spray grease. In addition, Danmar recommends that the garage door is serviced by a qualified technician in accordance with the following schedule:

- Single & double garage door: every 12 months
- Extra-large door (over 14m² or 150kg): every 6 months

All warranty claims are subject to the customer producing a satisfactory service history.

Warranty

Danmar offers the following warranties:

1. Structural Warranty

Danmar warrants that your door will be **free from all structural defects** for a period of **3 years**.

2. Minor Cosmetic Defects

For aesthetics any minor defect which cannot be seen by eyes from 3 meters from the garage door is not deemed to be a defect. This applies to all Danmar products. Please note that natural features contained within the timber are not accepted as a defect.

3. Warranty on Aluminium Composite Garage Doors

Danmar Doors 12 months Warranty Covers:

- Delamination from aluminium to polyethylene core
- Delamination from aluminium composite cladding from frame

Danmar Doors Warranty Does **NOT** Cover:

- Electrolyses, oxidation or any other type of corrosion
- Surface imperfections not clearly visible from 3 metres away
- Scratches or any other damage not reported within 72 hours from receipt of goods or before installation

Danmar Garage Doors strongly recommends the aluminium composite edges to be folded in order to increase its life span. The issue of not having the edges folded is that RAW aluminium gets exposed to the weather and surroundings making the product prone to electrolyses and oxidation. Although, it is imperative and highly recommended for your garage door panels to be washed regularly, aluminium composite manufacturers do not warrant the product unless all edges are folded.

4. Installation Warranty

Only where Danmar has arranged installation, all parts and workmanship will be covered under warranty for a period of 12 months (from the date of installation and in accordance with Danmar's detailed warranty policy). Where the garage door is installed in more corrosive environments (e.g. close to the ocean), the 12 month parts warranty is only applicable if all hardware (hinges, brackets and tracks) have been powder coated **prior to installation**.

Payment Terms (For customers without a trade account)

- Danmar requires a **50% progress payment** before the order is accepted and scheduled through the factory. The balance of payment is required **prior to** delivery or installation.
- Danmar accepts cash, cheque, EFT, debit card or credit card (excluding American Express or Diners Card) as forms of payment.
- The garage door remains the property of Danmar Garage Doors until full and final payment has been received.

General Information

- Subject to Danmar receiving all relevant information pertaining to the manufacture of the garage door (i.e. final sizes, colour, design etc.) and also a 50% progress payment (where applicable), **factory lead times** for most orders generally vary between 3-8 weeks.
- Warranty call outs can only be accommodated during **normal business hours**.

Installation of your Garage Door

- As per OHS guidelines the installation will only commence if a suitable working area (**3.5 meters x the width of the garage**) has been cleared by the customer.
- Most doors are over 100Kgs; thus, close access to the garage door opening is essential.
- The customer must ensure the installer has suitable access to a live 240V power point.
- Walls must be constructed from suitable materials to allow for strong fixing.
- Ceilings must be suitably constructed to take the weight of the door and motor.
- Suspended ceiling needs to be suitably blocked out for tracks and motor fixing. (<http://danmardoors.com.au/suspended-ceiling-information-on-garage-door-fixings/>)

- If the installation cannot proceed due to factors outside our control Danmar will charge the customer a standard call out fee to recover costs.