
B&D
Warranties
b&d group
10 YEAR
TOTAL
CONFIDENCE
WARRANTY

YOUR PURCHASE

Congratulations on Your purchase of a B&D Product. We are proud of our Australian heritage and stand by the B&D Products We design and manufacture.

If You use, care for and maintain the B&D Product in accordance with the Product Information, We are confident that You will enjoy the B&D Product for many years to come.

USE

Please use the B&D Product for the purpose for which it was designed and in accordance with the Product Information. This includes:

a. Removing manual locks from the door before installing an opener
b. Installing an opener which is suitable for the door
c. Installing a door which is suitable for the opener
d. If the B&D Product is installed in any of the following environments or conditions, the life expectancy is affected:
    i. prolonged exposure to animals, insects, plants, dirt, fire, flood, rain, water, lightning, storms, water, frost, snow, salt or other environmental conditions
    ii. prolonged exposure to marine, industrial or other corrosive environments, including any installation within 1 km of those environments
    iii. prolonged failure to receive regular washing by natural rainfall, including any installation where there is a structure surrounding the door that extends greater than 600mm from the wall, such as an eave, canopy, patio, carport or verandah

CARE AND MAINTENANCE

Please care for and maintain the B&D Product for the purpose for which it was designed and in accordance with the Product Information.

It is normal for the surface of the B&D Product to fade in colour or reduce in gloss over time.

As part of your regular care and maintenance, You will need to replace consumables, such as batteries in remote control transmitters, light bulbs, fuses and memory cards, as and when required.

You will also need to have the B&D Product regularly serviced. A regular service replaces door components such as seals, springs and lifting cables as a result of normal wear and tear, and prevents small issues from becoming big problems, such as operating a door after an operating issue has been identified or ought to have been identified and causing further damage.

We strongly recommend You have Your B&D Product 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. (https://www.bnd.com.au/support/garage-door-warranty/)

OUR WARRANTY

Our warranty applies to B&D Products purchased after 15/04/2023.

B&D STANDARD WARRANTY

We warrant to You that the B&D Product is of acceptable quality and free from defects for the warranty period specified in the B&D Standard Warranty Table, provided that:

a. The B&D Product is installed by B&D or a B&D Representative
b. You use, care for and maintain the B&D Product for the purpose it was designed and in accordance with the Product Information

If the B&D Product does not meet the above performance expectations, We will (at our absolute discretion) repair or replace all or part of the B&D Product.

B&D TOTAL CONFIDENCE WARRANTY

If you purchase in the same transaction:

a. a B&D Sectional Door with a B&D Sectional Door Opener; or
b. a B&D Rolling Door with a B&D Rolling Door Opener

We warrant to You that the B&D Product is of acceptable quality and free from defects for the warranty period specified in the B&D Total Confidence Warranty Table, provided that:

a. The B&D Product is installed by B&D or a B&D Representative
b. You use, care for and maintain the B&D Product for the purpose it was designed and in accordance with the Product Information
c. You register your purchase HERE as soon as possible after making the purchase. (https://www.bnd.com.au/support/garage-door-warranty/)
d. You have the B&D Product serviced by a B&D Representative within 12 months after installation and every 2 years thereafter

If the B&D Product does not meet the above performance expectations, We will (at our absolute discretion) repair or replace all or part of the B&D Product.

B&D STANDARD AND B&D TOTAL CONFIDENCE WARRANTY TABLE

The period commencing on and from the Start Date and ending on the earlier of the year or cycle count specified below (whichever occurs first):

B&D Product		Residential Use		Commercial Use
		B&D Standard Warranty Period	B&D Total Confidence Warranty Period	B&D Standard Warranty Period
Sectional Doors	Panelift Icon	5 years or 20,000 cycles	10 years or 20,000 cycles	Not applicable (not suitable for commercial use)
	Storm-Shield	5 years or 20,000 cycles	10 years or 20,000 cycles	
	Windpanel	5 years or 20,000 cycles	10 years or 20,000 cycles	
	Panelift	3 years or 10,000 cycles	10 years or 10,000 cycles	
Rolling Doors	Roll-A-Door	5 years or 30,000 cycles	10 years or 30,000 cycles	1 year or 30,000 cycles
	Rollmasta	3 years or 15,000 cycles	10 years or 15,000 cycles	1 year or 15,000 cycles
Opener models for Sectional Doors	Smart Pro	7 years or 30,000 cycles	10 years or 30,000 cycles	Not applicable (not suitable for commercial use)
	Smart	7 years or 20,000 cycles	10 years or 20,000 cycles	
	Secure	7 years or 20,000 cycles	10 years or 20,000 cycles	
Opener models for Roller Doors	Power Drive	7 years or 20,000 cycles	10 years or 20,000 cycles	
	Roll-A-Pro	5 years or 10,000 cycles	10 years or 10,000 cycles	
Flex-A-Door	Flex-A-Door	1 year or 20,000 cycles	Not applicable	
Roller Shutters & Industrial Openers	Roll-A-Shutter	1 year or 10,000 cycles		1 year or 10,000 cycles
	Automatic Technology Axess Pro 3100	5 years or 10,000 cycles		5 years or 10,000 cycles
	Automatic Technology Axess Pro 3300	2 years or 10,000 cycles		2 years or 10,000 cycles
	Automatic Technology Axess Pro 1505	5 years or 10,000 cycles		5 years or 10,000 cycles
	Automatic Technology Toro GDO-10	2 years or 5,000 cycles		2 years or 5,000 cycles
	Automatic Technology Hiro GDO-12	2 years or 10,000 cycles		2 years or 10,000 cycles
Door components	Seals, springs and lifting cables	1 year	1 year	1 year
Opener components	Auto-Lock, safety beams (PE beams), battery backup, smart phone kit or smart hub, transmitters, receivers, transceivers, solar kits, memory cards and opener rails.	1 year	1 year	1 year

When the warranty period refers to a year and cycles, the warranty period applies to whichever occurs first. Residential use means used in a residential single-home application.

MAKING A CLAIM

As soon as You become aware of a possible defect in the B&D Product, please immediately contact Us.

We will either arrange for a B&D Representative to inspect the B&D Product or for You to return all or part of the B&D Product to Us. We may also request You to provide the purchase receipt and any further information required by Us to effectively review and assess Your claim. We may be unable to effectively review and assess Your claim without the purchase receipt.

If Your claim is in order, We will notify You and undertake the repair or replacement within a reasonable time. If further information or investigation is required or if the information provided to Us does not meet the requirements specified above, We will contact You. Our aim is to ensure Your claim is resolved quickly and efficiently.

LIMITATIONS

Our warranty does not extend to any consequential, incidental or indirect loss or damage, including damage caused to other equipment or components used with the B&D Product, loss resulting from a delay in repair or replacement or loss that may be incurred by You in making the claim.

EXCLUSIONS

Our warranty excludes:

a. Installation of the B&D Product other than in accordance with the Product Information
b. Use of the B&D Product for a purpose other than the purpose for which it was designed or other than in accordance with the Product Information, including higher than normal frequency of use and excessive wear and tear, manual locks not being removed from the door before installation of the opener, fitting an opener which is not suitable for the door or fitting a door which is not suitable for the opener as specified in the Product Information
c. Misuse or neglect of the B&D Product, including improper or infrequent service and maintenance or failure to regularly service and maintain the B&D Product as recommended in the Product Information
d. Accidental, deliberate or negligent damage, including vandalism, graffiti, or theft
e. Damage caused by events or acts outside the reasonable control of B&D and acts of God
f. Unauthorised modifications

B&D door exclusions

We exclude damage caused by:

a. door cladding not cladded by us or surface coating not coated by us
b. prolonged exposure to marine, industrial or other corrosive environments, including any installation within 1 km of those environments
c. prolonged exposure to animals, insects, plants, dirt, fire, flood, rain, water, lightning, storms, water, frost, snow, rain, salt or other environmental conditions
d. prolonged failure to receive regular washing by natural rainfall, including any installation where there is a structure surrounding the door that extends greater than 600mm from the wall, such as an eave, canopy, patio, carport or verandah
e. an opener not suitable for the door weight or usage application
f. an opener, if the opener has not been regularly serviced or is not in safe working order
g. operating the door after an operating issue has been identified or ought to have been identified
h. We also exclude:
    i. variations to timber look colour or appearance
    ii. normal weathering of the door surface, including a natural reduction in gloss or colour of the surface finish

B&D opener exclusions

We exclude faults caused by:

a. electrical or power surges, power spikes or faulty or unsuitable electrical wiring of structures to which the opener is affixed
b. radio or electrical interference or lack of signal availability
c. maximum continuous operating time exceeding 1 minute in 10 minutes
d. the manual operation (opening and closing) force of the door by hand exceeding 20kg
e. the door weight exceeding the recommended weight limit for the opener as specified in the Product Information
f. a door, if the door has not been regularly serviced or is not in in safe working order

TERMS

The following terms have the following meanings:

Term	Meaning
B&D Product	Each of the B&D Products specified in the B&D Standard Warranty and B&D Total Confidence Warranty Table
B&D Representative	A representative accredited or authorised by B&D to install, service or maintain the B&D Product
Product Information	The information about the B&D Product, which may be contained in any of the following documents: product manual, installation instructions, operating instructions, care and maintenance instructions, safety instructions, warranty and labels and packaging
Start Date	The date You Purchased the B&D Product, as specified on the purchase receipt (purchase date). If You purchased the B&D Product as part of a building contract, the earlier of 6 months after the builder purchased the B&D Product and the completion date under the building contract
We or 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 B&D Product

AUSTRALIAN CONSUMER LAW

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You may have a replacement or refund for a major failure, and compensation for any other reasonably foreseeable loss or damage. You may 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 to You under Our warranty are in addition to (and don't exclude, restrict or modify) any other rights and remedies You may have under the Australian Consumer Law.