

ThermaDoorTM

Garage Door Insulation

ThermaDoor Frequently Asked Questions

Q. What is the thermal insulation value of ThermaDoor Garage Door Insulation panels/system?

A. R1.47

Q. What is an R value?

A. The R value, or thermal resistance of a material, expresses the ability of a particular thickness of that material to resist heat flow.

Q. How much weight will be adding to my garage door?

A. Standard Single Garage Door 2100*2400 4-4.5kg

A. Standard Double Garage Door 2100*4800 8-9kg

Q. Will the additional weight effect the operation of my garage door?

A. Warning: The added weight of the insulation may affect the spring tension in your door. This may require adjustment by a qualified garage door service technician.

Q. The top section of my garage door has windows, can these sections be insulated?

A. No - At this stage we have not come up with a solution that is acceptable to meet ThermaDoor's high standards.

Q. Can I replacement panels, should I need to?

A. Yes – panels can be sourced from your nearest local distributor or direct from ThermaDoor Pty Ltd.



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ThermaDoor Pty Ltd 1 Year Warranty

Subject to the conditions and limitations set out below, ThermaDoor Pty Ltd ABN: 48 323 042 507 will repair or, at its option, replace any of its products without charge if they are defective as a direct result of the ThermaDoor lamination process.

This warranty does not apply over any defect:

- Caused by a natural occurrence or, act of circumstance beyond the control of ThermaDoor.
- As a result of not following installation procedures recommended by ThermaDoor.
- That is covered by the warrantee of another person, company or business entity.
- That has been disclosed as a feature or limitation with the products in any literature released by ThermaDoor.
- That is trivial or insubstantial.
- Where, as at the date of notification of the defect to ThermaDoor, the type or colour of the defective product no longer forms part of the ThermaDoor standard product range and the person claiming the defect does not agree to the supply of a replacement which is the closest possible match to what is currently available from the ThermaDoor standard product range.
- Where a third party has installed non-ThermaDoor products in connection with ThermaDoor products.

This warranty only applies to ThermaDoor products:

- That have been supplied by ThermaDoor
- Where ThermaDoor has been notified of the defect within seven days of the person to become aware of it

This warranty will only become valid when full payment has been received for work completed.

This warranty becomes effective from the date of practical completion / invoice.



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ThermaDoor Warranties

The Distributor agrees that the warranty shall not apply in relation to any loss or damage incurred by the Distributor or its customer by virtue of the Distributor's failure to deliver or install the Products in accordance with the Installation Manual using the Operations Manual.

ThermaDoor offers a manufacturer's warranty of 12 months from the date of installation on the laminated panels provided to the Distributor and its customers and will provide a warranty certificate specifying this warranty on request by the Distributor. The limits to this warranty is detailed in the Operation Manual.

Apart from the warranty, ThermaDoor makes no warranties nor representations in respect of the Products and, to the maximum extent permissible by law, expressly excludes all implied warranties and conditions in respect of the Products.

ThermaDoor's liability to the Distributor and its customers under the warranty and any warranty and/or condition implied by law which has not been effectively excluded by this Agreement shall be limited to:

- The replacement of the Products or the supply of an equivalent Products; or
- The re-payment to the Distributor of the cost of the Products or equivalent Products.

What warranties ThermaDoor will be providing

Customer - 12 month product warranty from date of invoice – must have copy of invoice for proof of purchase

Distributor – no goods returnable after 7 days without prior arrangement. Docket no. must be quoted for all which will be subject to a 10% restocking charge. Special orders non-refundable.

Who is to rectify any defects?

- Panel defects/deformities – Manufacturer
- Lamination defects/deformities - Manufacturer
- Installation defect – Distributor



