

COMPREHENSIVE PRODUCT WARRANTY

- JUNE 2025



1. MANUFACTURER'S STANDARD PRODUCT WARRANTY

Nu-Style Door Company Ltd (the Manufacturer) warranties to the original purchaser of its products, against defects in materials from the date of purchase agrees to repair or replace within the periods as specified.

Warranty only applies when:

Products purchased from and installed by Nu-Style Door Company or approved supplier.

The product warranty is registered online with www.nu-styledoorcompany.co.nz within six months of installation. Servicing and maintenance have been strictly adhered to as per section 2a.

DOOR PRODUCT:

STEEL & ALUMINIUM SECTIONAL DOORS (RESIDENTIAL)

Ribline, Plateau and Asgard Door Panels

Door (steel panels - splitting & lock seam failure)	5 years
Door (paint finish)	1 year
Door (all other parts excluding labour and springs)	1 year

Maximum allowable door weight is 230kg

In order for this warranty to be valid the manual operating weight of the door must not exceed 20kg.

STEEL & ALUMINIUM SECTIONAL DOORS (INDUSTRIAL)

Ribline, Plateau and Asgard Door Panels

Door (steel panels – splitting & lock seam failure)	1 year
Door (paint finish)	1 year
Door (all other parts excluding labour and springs)	1 year

Maximum allowable door weight is 500kg.

In order for this warranty to be valid the manual operating weight of the door must not exceed 20kg.

A-Series Roller Doors (Residential)

Door (steel curtain – splitting & lock seam failure)	5 years
Door (paint finish)	1 year
All other parts	1 year

B-Series Roller Doors (Industrial)

Door (steel curtain – splitting & lock seam failure)	2 years
Door (paint finish)	1 year
All other parts	1 year

Tilt Doors (Residential Steel & Aluminium)

Door panels (steel panels – splitting & lock seam failure)	5 years
Door (all other parts excluding labour and springs)	1 year
Door (paint finish)	1 year

Maximum allowable door weight is 100kg.

Timber & Tundra Sectional Doors (Residential)

Door (steel/aluminium frames–weld failure)	2 years
Door (glue failure)	2 years
Door (all other parts excluding labour and springs)	1 year

Panoramic Sectional Doors (Residential)

Door (aluminium frame)	5 years
Door (paint finish)	1 year
Glass/Perspex	No warranty
Rubber seals	1 year
Door (all other parts excluding labour and springs).	1 year

Maximum allowable door weight is 250kg.

In order for this warranty to be valid the manual operating weight of the door must not exceed 20kg.

Panoramic Sectional Doors (Industrial)

Door (aluminium frame)	1 year
Door (paint finish)	1 year
Glass/Perspex	No warranty
Rubber seals	1 year
Door (all other parts excluding labour and springs)	1 year

Maximum allowable door weight is 500kg.

In order for this warranty to be valid the manual operating weight of the door must not exceed 20kg.

Aluminium Window Sash (Residential)

Door (aluminium frame)	5 years
Door (paint finish)	1 year
Glass/Perspex	No warranty
Rubber seals	1 year
Door (all other parts excluding labour and springs)	1 year

Aluminium Window Sash (Industrial)

Door (aluminium frame)	1 year
Door (paint finish)	1 year
Glass/Perspex	No warranty
Rubber seals	1 year
Door (all other parts excluding labour and springs)	1 year

Nu-Style Garage Door Openers

Model: PRO-LINE S	5 Years
Model: PRO-LINE R	5 Years
Remotes	1 Year
Batteries, bulbs, fuses	No Warranty

2. WARRANTY CONDITIONS

- The garage door and opener must be serviced by a Nu-Style Door Company technician or approved person within the first 12 months of installation, and every year thereafter.
- This warranty only applies to the original purchaser and may not be transferred.
- Any person selling Nu-Style Door Company products except for the warranty outlined above, has no authority from Nu-Style Door Company to offer any warranty or guarantee over and above the warranty outlined above.
- Warranty does not extend to products or parts replaced.

3. WARRANTY EXCLUSIONS

- This warranty does not cover damage to COLORSTEEL® and Zinalume® door panels caused by proximity of less than one kilometre to coastal or similar corrosive conditions.
- This warranty does not extend to normal wear and tear or labour charges. Door panels must be regularly maintained as per care and maintenance instructions or any warranties will be null and void.
- This warranty is void if any component fails because of damage from improper use, faulty installation, faulty connection to improper power source, failure to properly maintain, modification of unit and also damage from fire, water, and acts of god.
- The manual operating force of the door exceeds 20kg
- Maximum allowable door weight exceeded.
- Maximum continuous operating time exceeds 1 minute in 10 minutes.
- Damage caused by insects or rodents.
- Radio or electrical interference or lack of availability of signal
- Door and or opener not properly serviced or maintained or serviced by a person not appropriately qualified to do so.
- Residential garage door openers used in an industrial application or outside their operating parameters.
- Adjustment or replacement of springs due to normal wear and tear.
- Faulty installation of the product by a third party.
- 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.
- Paint and stain finishes on timber or Tundra doors is excluded from warranty.
- Timber doors must be stained or sealed before installation. Timber doors will not be warranted against splitting or warping when stained or painted a dark colour.
- Plywood doors are not warranted unless sealed with Resene Timberlock.
- Opener batteries, bulbs and fuses are not warranted.
- Nu-Style Door Company shall not be liable for consequential or special damages under any circumstances whatsoever.

4. CONSUMER GUARANTEES ACT 1993 (NZ)

This warranty in no way excludes restricts or modifies any rights you as the consumer have under The Consumer Guarantees Act 1993. This warranty is in addition to any other rights you may have under the act.



5. 10 YEAR ADVANTAGE DOOR AND OPENER WARRANTY

Purchase a Nu-Style Door Company door and opener package and register your product online at nu-styledoorcompany.co.nz to validate the extended warranty. Terms as outlined below.

STEEL & ALUMINIUM SECTIONAL DOORS (Residential) Ribline, Plateau and Asgard Door Panels only

Door (steel panels – splitting & lock seam failure)	10 years
Nu-Style Door Opener Model: PRO-LINE S	10 years
Door (paint finish)	1 year
Door (all other parts excluding labour and springs).	1 year
Remotes, Accessories (excluding batteries, bulbs, fuses)	1 year

Maximum allowable door weight is 230kg.

In order for this warranty to be valid the manual operating weight of the door must not exceed 20kg.

A-Series Roller Doors (Residential)

Door (steel curtain – splitting & lock seam failure)	10 years
Nu-Style Door Opener Model: PRO-LINE R	10 years
Door (paint finish)	1 year
All other parts	1 year
Remotes, Accessories (excluding batteries, bulbs, fuses)	1 year

6. FULL CONDITIONS ON 10 YEAR ADVANTAGE WARRANTY

6.1 WHEN DOES THIS APPLY?

- Available in New Zealand only and when purchased as a door and opener package from the list below, and in one transaction from January 2021
- Products must be installed within 6 months of purchase and Registered with Nu-Style Door Company Ltd.
- Replaces the existing individual warranty on purchase.
- Installed by an approved Nu-Style Door Company Ltd installer.

6.2 DOOR PACKAGES THE WARRANTY APPLIES TO:

- **Sectional Door (Residential Ribline, Plateau and Asgard door styles only in steel and aluminium)** and Pro-line S Series Opener.
- **Roller Door A-Series** and Pro-line R Series Opener.

6.3 WHAT DOES THE WARRANTY COVER?

Nu-Style Door Company Ltd will repair or replace (whichever Nu-Style Door Company deems reasonable) a door or opener or equal replacement value which fails to operate as covered by the warranty in accordance with the installation for a period of:

Doors	— 10 years
Openers	— 10 Years/20,000 cycles, whichever comes first from the date of installation by an approved Nu-Style Door Company Ltd installer.

Subject to warranty conditions section 2 and warranty exclusions section 3.

7. MAKING A CLAIM

To make a claim under this warranty you must:

- 7.1 Produce a copy of the Nu-Style Doors purchase invoice and;
- 7.2 Provide evidence or return goods to Nu-Style Door Company Ltd.
- 7.3 Where a product has been purchased through Nu-Style Door Company Ltd, make all warranty claims directly with the manufacturer or;
- 7.4 Where a product has been sold by an approved distributor, make all warranty claims directly with the approved distributor from which you purchased the product.
- 7.5 You are responsible for any costs incurred, including travel and labour costs, in making a claim under this warranty.
- 7.6 If product is deemed to be covered by this warranty, Nu-Style Door Company Ltd will repair or replace faulty parts at no cost to you.



SECTIONAL DOORS

Moving parts i.e. rollers, hinges and springs should be lubricated every six months or as required with light oil or similar.

Paint or stain finishes should be maintained as per the paint manufacturers recommendation. Re-application for cedar door finishes is recommended every 12 months. Prior to applying a finish product be sure the surface is clean and completely dry.

Door tracks should be kept clean. We recommend using a dry light brush to remove any debris when required.

To avoid the potential of corrosion affecting the sectional door panels be sure to wash with soapy water and a soft brush (rinse with clean water) at least three times a year removing any contaminants. If your door is located close to the sea, geothermal or industrial areas your door should be maintained more regularly.

ROLLER DOORS

To avoid the potential of corrosion affecting the roller door curtain be sure to wash with soapy water and a soft brush (rinse with clean water) at least three times a year removing any contaminants. If your door is located close to the sea, geothermal or industrial areas your door should be maintained more regularly.

When cleaning, pay particular attention to the curtain behind the lintel and over the top of the door roll. From time to time clean the inside of the side guides with a spirit cleaner and apply a dry silicone spray.

DO NOT LUBRICATE WITH OIL OR GREASE.

AUTOMATIC OPENERS

Refer to the operating manual.

CAUTION

Extreme care must be taken when making any adjustments to your garage door. Springs are under tension and can cause serious injury. If unsure and the product was installed by Nu-Style Door Company Ltd, make contact to arrange for an installer to service the door.

Do not place hands between door sections during operation.

Nu-Style Door Company Ltd shall not be liable for consequential or special damages under any circumstances whatsoever.