

# MAINTENANCE AND WARRANTY GUIDE

## THANK YOU FOR PURCHASING



- 1 Please review the warranty information for your Garaga door
- 2 Familiarize yourself with the care and maintenance information
- 3 Be sure to read the safety instructions before installing your door
- 4 For more information, visit [www.garaga.com/welcome](http://www.garaga.com/welcome)



### IMPORTANT SAFETY INFORMATION

For your safety – The spring assembly, the hardware attached to it, and the cables, are under extreme tension. Never attempt to loosen any of them unless all tension is first removed from springs. Always call your Garaga dealer.



**IMPORTANT INFORMATION READ AND KEEP FOR FUTURE REFERENCE**



## CARE AND MAINTENANCE OF YOUR DOOR

**CONSIDER YOUR GARAGE DOOR AS AN IMPORTANT PART OF YOUR HOME. PROPER MAINTENANCE WILL RESULT IN PROBLEM-FREE OPERATION.**

### WASH YOUR DOOR

Rinse the surface with a garden hose to remove all residues, apply a liquid, car wash and wax product with a good quality car wash mitt as you would use for your car, and rinse the surface with a garden hose. (Follow instructions on the bottle). Avoid abrasive cleaners or strong liquid soaps.

The use of liquid car wax once a year will revitalize your door. Evenly spread a thin layer of wax to avoid wax accumulations in the wood grain finish, and follow car wax application instructions. If wax accumulations cannot be removed with a cloth, use a soft bristle brush, and gently remove the excess. (Avoid accumulations around window frames and overlays)

### CLEAN THE WEATHERSTRIP

The weatherstrip is made of quality PVC and therefore should be cleaned with an all-purpose vinyl cleaner, as you would use on your patio furniture. Lubricate the weatherstrip every three months (more frequently for high usage doors) with Garaga weatherstrip lubricant or a silicon-based oil. Do not use petroleum-based oils as this will cause loss of elasticity. Petroleum attacks the rubber and decreases its flexibility.

### LUBRICATE TRACKS, HINGES, ROLLERS, SPRINGS

Lubricate the rollers, springs and hinges with Garaga metal lubricant or a small amount of motor oil. For the tracks, apply Garaga metal lubricant primarily in the curve of the track. This will result in a quieter operation of your door.

### AUTOMATIC GARAGE DOOR OPENER

Carefully read the instructions provided by the opener manufacturer, as special lubricants may be recommended.

Warning – Every 3 months, disconnect the opener (pull the cord) and open the door by hand several times. If you have difficulty opening the door, your opener will have the same difficulty, and you should therefore contact your Garaga dealer.

This difficulty could be caused by a number of factors, including warped tracks, a disengaged cable, or a problem with the spring.

It is also possible to adjust the door yourself if the door does not close properly. Consult the operation guide provided by the opener manufacturer, as many openers have simple adjustment buttons.

### SERIAL NUMBER:

The serial number identifies your door and is kept in the manufacturer's archives. We suggest you keep it handy if you need to communicate with your Garaga dealer.

### DATE:

CERTIFIÉ / CERTIFIED  
ISO 9001 : 2008

PRODUCT MANUFACTURED IN CANADA



Every detail guaranteed™

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# LIMITED LIFETIME WARRANTY

## Limited Lifetime Warranty Residential Door Only

Garaga Inc. the Manufacturer, offers a Lifetime warranty on the following insulated garage door models H-Tech Plus, H-Tech, Top Tech, North Hatley, Stratton 138, Eastman Estate, Cambridge, Standard+ and Acadia 138. This warranty is not transferable and extends only to the original purchaser of the product against:

- rust through due to cracking or peeling of the paint finish occurring under normal atmospheric conditions
- structural failure (rendering the door inoperable) from delaminating of the foam insulation in the door sections
- all cracking or rotting of the wood end blocks.

Other conditions pertaining to the validity of the warranty apply and are set forth below.

For the Eastman Estate and Cambridge models, the Manufacturer warrants its PVC overlays for ten (10) years from the time of installation, against discoloration and five (5) years against delaminating from the steel skin.

The Manufacturer warrants the Alterna II and Alterna garage doors for fifteen (15) years, from the time of installation, for as long as you remain owner of the door, against rust-through due to cracking or peeling of the paint finish occurring under normal atmospheric conditions. Other conditions and exceptions pertaining to the validity of the warranty apply and are set forth below.

The Manufacturer warrants its Garaga branded sealed glass units for ten (10) years from the time of installation against the formation of condensation. Sealed glass units must be installed by Garaga or one of its authorized dealers. Broken sealed glass units are not covered by any warranty once installed and accepted by the client.

The Manufacturer warrants its Dura Plus residential hardware for a period of two (2) years from the time of manufacturing against defects in workmanship and material, and one (1) year for Value Kit hardware from the time of manufacturing.

The Manufacturer warrants that any part of the door not covered by the above limited warranty will be free from defects in workmanship and material for one (1) year from the time of installation.

This warranty extends only to the original purchaser of the product. It is not transferable. The warranty applies to residential property only and is not valid on commercial or rental property.

Pro-rated warranty on all materials: the warranty will be complete the first year, and pro-rated for the following years according to the years left on the warranty. The lifetime warranty on H-Tech Plus and H-Tech doors will be considered as thirty (30) years for pro-rating calculation purposes. The lifetime warranty on Top-Tech, North Hatley, Stratton 138, Eastman Estate, Cambridge, Standard+ and Acadia 138 models will be considered as twenty-five (25) years for pro-rating calculation purposes. The value of the warranty is calculated on the selling price paid by the dealer at the time of the claim.

### Warranty description

Upon the purchase of a Garaga product, the buyer accepts this warranty and agrees it is the only official warranty, thereby excluding any other representation, warranty or condition, whether written or implied, offered by whomever, except if stated in writing by an authorized Garaga dealer.

These warranties are subject to the following restrictions:

- The product has not been modified or repainted by, or for, the consumer.
- The product has been used for its intended purpose under normal services conditions, that is to say, for individual residential use (excluding multiple residences or condominium).
- The product has been properly installed and subject to an inspection by a Garaga dealer.
- The installation of dark color doors facing southeast, south or southwest is not recommended by Garaga. In the event of such an installation, the warranty against delamination shall be reduced by 50% (15 years on H-Tech or H-Tech Plus, 12 ½ years on Standard+, Top Tech, North Hatley, Stratton 138, Eastman Estate, Cambridge or Acadia 138 and 7 ½ years on Alterna).

Any claim must be submitted in writing to the Manufacturer within thirty (30) days of knowledge of the alleged defect, and must be received by Garaga within the period of the warranty, otherwise, the warranty shall be deemed null and void.

These warranties expressly exclude:

- Any costs related to the transportation of the replacement product;
- Any installation and labor charges related to the replacement product, unless it is honored by a Garaga authorized dealer under his own labor warranty;

- Any paint charges in the event the door has been repainted by or for the client;
- Any cost that the user of Garaga products may incur in exercising this warranty;
- Any costs resulting from an accident or any other defective materials;
- Any responsibility as to changes in models, materials, standard colors, etc. made by Garaga, and/or its suppliers since the date of purchase of the product.

Garaga reserves the right to provide products of similar quality, but of a different color in order to fulfill its obligations in the event it can't provide products of the original color or, if in its opinion, a door of a different color could prevent the problem from reoccurring.

The replaced product becomes Garaga's property and must be returned to Garaga at the client's expense, unless a special agreement is reached with the Garaga dealer.

### Maintenance done by the Consumer

The Garaga product user commits to carrying out regular [annual] maintenance recommended by Garaga (see installation, maintenance and warranty manual). The user recognizes having received the installation, maintenance and warranty guide.

### DISCLAIMER

**Except for the warranty expressly set forth herein, Garaga hereby disclaims and excludes all representations, warranties and conditions, whether written or oral, implied, statutory or otherwise, with respect to its products and all components and elements thereof, including, without limitation, implied warranties and conditions of merchantability and fitness for particular purpose including any and all warranties and conditions found in the applicable sale of goods acts.**

This warranty is effective as of June 2010