



# Warranty

**Last Updated: January 2025**

This limited warranty applies to the commercial and industrial range of doors, shutters and grilles and related parts and services supplied by ARCO (QLD) Pty (“**ARCO**”).

ARCO prides itself on the quality of its products and services.

## **1. What is covered by this Warranty**

1.1 Subject to the limitations and qualifications set out below, and any extended warranty given:

- (a) **Door components & workmanship:** ARCO warrants that the workmanship and components of doors, shutters and grilles will be free from defects for **1 year** from the date of purchase from ARCO.
- (b) **Surface coatings:** The warranty given in clause 1.1(a) extends to surface coatings, other than powder coating, wet paint, and hot dip galvanising.
- (c) **DecoWood® surface coating:** ARCO warrants that DecoWood® timber look surface coatings will be free from defects in workmanship and materials for **3 years** from the date of installation of the door.
- (d) **Knotwood® surface coating:** ARCO warrants that Knotwood® timber look surface coatings will be free from defects in workmanship and materials for **3 years** from the date of installation of the door.
- (e) **RapidMax® and RapidLift® doors:** ARCO warrants that the workmanship and components of RapidMax® and RapidLift® doors will be free from defects for **1 year** from the date of commissioning by ARCO or 75,000 cycles of door operation, whichever first occurs.
- (f) **ShutterMax® doors:** ARCO warrants that the workmanship and components of ShutterMax® doors will be free from defects for **1 year** from the date of commissioning by ARCO or 60,000 cycles of door operation, whichever first occurs.
- (g) **PanelMax® doors:** ARCO warrants that the workmanship and components of PanelMax® doors will be free from defects for 1 year from the from the date of commissioning by ARCO or 30,000 cycles of door operation, whichever first occurs.
- (h) **ToughFlex® door curtain:** ARCO warrants that ToughFlex® door curtain will remain functional for **3 years** from the date of purchase from ARCO.
- (i) **Installations:** ARCO warrants that the installation of doors will be free from defects in workmanship and materials for **1 year** from the date of completion.

- (j) **Repair, service & warranty work:** ARCO warrants that repair, service and warranty work carried out by ARCO or an approved service partner will be free from defects in workmanship and materials for **3 months** from the date of completion.

## 2. Operating noises (information)

- 2.1 It is normal for doors and shutters, especially larger industrial doors and shutters, to produce operating noises including creaking when opened and closed due to the movement of components.
- 2.2 Regular cleaning and lubrication of components (including guides, roller wheels and bearer plates) is essential for minimising operating noises and **should only be carried out by ARCO or an approved service partner** to ensure the door or shutter is thoroughly serviced using only quality approved products.
- 2.3 Failure to maintain components or use of unapproved products can obstruct the operation of doors and shutters and result in additional noises or damage including from an accumulation of dirt and other abrasive matter.
- 2.4 To book a service, or if operating noises have become unusual, please visit [www.retrotechdoorservices.com.au/services](http://www.retrotechdoorservices.com.au/services) or contact us on 1800 976 444.

## 3. Curtain deflection (information)

- 3.1 When closed, the curtain of roller shutters may exhibit a degree of graduating deflection from the lintel of the opening, where the curtain lays inward from the top of the side guides to the drum. Curtain deflection is not a defect and is more pronounced in larger shutters. To minimize the visual impact of curtain deflection, shutters should be installed at the recommended height to facilitate concealment of deflecting curtain by the lintel.

## 4. Perforated slat rusting (information)

- 4.1 The multi-hole process, while offering improved ventilation and aesthetic appeal, compromises the galvanized coating of the slat intended to inhibit rust and corrosion. As the process creates perforations in the coating with unprotected inner rims, the susceptibility of the slat to premature rusting and corrosion is increased.

## 5. Limitations and qualifications

- 5.1 Subject to ARCO's obligations under applicable laws which cannot be excluded, modified or restricted:
- (a) ARCO's liability:
- (i) shall be limited at its option to one of the following:
- A. repair of defective products; or

- B. replacement of defective products with the same products; or
  - C. replacement of defective products with equivalent products; or
  - D. providing services again or rectifying services; or
  - E. refunding the price of defective products or services.
- (ii) shall not include or extend to:
- A. reimbursement of any expense or outlay (including any expense or outlay to remove, transport, repair or replace products) not incurred or made with the prior written consent of ARCO.
  - B. injury to persons, damage to property, loss of income, profit or business (or any other indirect loss) arising from or caused in any way by its products or services.
  - C. removal of goods or structures obstructing or preventing (in the opinion of ARCO) the repair or replacement of defective products or the provision or rectification of services.
- (b) This warranty does not cover corrosion, denting, scratches, perforation, surface coating degradation, mechanical failure, structural failure or collapse wholly or partly due to an event or cause beyond the reasonable control of ARCO, including without limitation:
- (i) mechanical, chemical or other damage sustained during transport, handling, storage or installation by others.
  - (ii) improper or defective installation by others.
  - (iii) installation within 800 metres of the sea or other body of water of equivalent or greater salt concentration.
  - (iv) installation within an unusually corrosive environment or an area subject to industrial fall out.
  - (v) attack from fumes, chemicals (including cleaning chemicals) or other agents (including sunscreen).
  - (vi) contact with soil, ash, fertilizer or moisture retaining substances.
  - (vii) liquid from copper flashings or pipes or green or wet timber/ply or treated timber.
  - (viii) failure to remove grime and chemicals.
  - (ix) damage by persons, vehicles or animals.
  - (x) subsidence or foundation movement.
  - (xi) deterioration of building elements.

- (xii) gales, tornadoes, lightning, hail, earthquakes, fires, flood and other similarly extreme "acts of God".
  - (xiii) wind load greater than the ultimate limit state capacity of a wind rated product.
  - (xiv) bushfire conditions beyond the rated protection of a product.
- (c) This warranty does not cover nor extend to:
- (i) doors installed in a detached house or townhouse.
  - (ii) installation services supplied by approved or authorised distributors.
  - (iii) damage to products not notified to ARCO within 2 business days of:
    - A. collection or delivery; or
    - B. installation by ARCO.
  - (iv) deterioration in the condition of the products occurring between collection or delivery and installation.
  - (v) inherent defects in steel or other materials used in the manufacturing process.
  - (vi) weathering, including a natural reduction in paint gloss or colour.
  - (vii) variation in the colour, appearance or grain of timber components.
  - (viii) weathering of timber components.
  - (ix) batteries, fuses or globes.
  - (x) damage to electrical or electronic components from:
    - A. electrical surge or brownout; or
    - B. exposure to liquid or moisture.
  - (xi) opener transmitter or receiver range.
  - (xii) sensitivity or limit switch adjustment.
  - (xiii) pitting, rust or corrosion:
    - A. notified outside the warranty periods provided in clause 1.1; or
    - B. present on multi-hole perforated slats.
  - (xiv) deflection of door curtain or shutter slats.
  - (xv) delamination of laminated safety glass.
  - (xvi) operating noises.

- (xvii) micro-fracturing of paint surface imperceptible in daylight from a normal viewing position.
  - (xviii) differences of appearance or defects in pre-painted metal surfaces not clearly discernible from a normal viewing position.
  - (xix) rubbing or scuff marks imperceptible in daylight from a normal viewing position.
  - (xx) customer requested surface coatings applied by others.
  - (xxi) rubbed or scuffed powder coated surfaces.
  - (xxii) weakening or collapse of structures to which products are affixed.
  - (xxiii) repair, reinstatement or replacement of:
    - A. building elements, including timber, gyprock, masonry and render;
    - B. penetrations; or
    - C. painted surfaces.
  - (xxiv) defects, damage or deterioration attributable to:
    - A. the operation of products known to be defective; or
    - B. failure to carry out preventative maintenance or adjustment.
- (d) This warranty:
- (i) is invalidated by:
    - A. failure to have low cycle (less than ten (10) cycles per day) doors, shutters or grilles serviced by ARCO or an approved service partner at least once every six (6) months.
    - B. failure to have high cycle (greater than ten (10) cycles per day) doors, shutters or grilles serviced by ARCO or an approved service partner at least once every three (3) months.
    - C. the application of post paint treatments or systems (including rust treatments) other than to painted or stained surfaces.
    - D. use of a product for an application or purpose for which it is unsuited.
    - E. modification or alteration of products other than by ARCO.
  - (ii) is subject to payment having been made in full for products and services.

5.2 To the extent permitted by law, this warranty excludes all other warranties, conditions, offers, promises or assurances, whether express or implied.



## **6. Australian Consumer Law**

6.1 Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

6.2 The benefits given by this warranty are in addition to rights and remedies available to a consumer under the Australian Consumer Law.

## **7. How to initiate a warranty claim**

7.1 To initiate a claim under this warranty, contact our Queensland branch on 07 3484 0200 or our West Australia branch on 08 6300 0100 or contact us on-line at [www.arcoqld.com.au/contact](http://www.arcoqld.com.au/contact).

*We regularly review our warranty terms and conditions. Any updates will be posted on our website warranty page. We reserve the right to modify these terms and conditions at any time without prior notice.*