

GENERAL CARE FOR YOUR DOOR

COLORBOND® AND COLOURED STEEL FINISH DOORS

Your CSI® Classic coloured steel door has been pre-painted with a silicone modified polyester formulation.

All exposed surfaces require some attention to guard against corrosion and any other harmful atmospheric effects. We recommend washing the door with clean water and a soft brush or cloth every 14 days. If your door is exposed to corrosive elements such as industrial fallout, or is located in close proximity to salt water, more frequent washing is advised.

REMEMBER, WHEN YOU THINK OF CLEANING YOUR CAR, THINK OF WASHING YOUR DOOR.

NOTE: DO NOT WASH THE AUTOMATIC OPENER, IT COULD VOID THE MANUFACTURER'S WARRANTY AND COULD CAUSE ELECTROCUTION.

REGULAR MAINTENANCE REQUIRED

NOTE: IF CORRECT MAINTENANCE AND SERVICING ARE NOT CARRIED OUT, THE CSI® CLASSIC PRODUCT WARRANTY MAY BE VOID.

CSI Doors® recommends that you check the operation of your door at least every three to six months (more regularly in extreme environments or frequent use). The effort required to manually open and to manually close the door should be about the same (if door has an automatic opener, put into manual mode before testing door).

LUBRICATION (every 3-6 months)

1. Guide Tracks (Rolling Doors): Clean the internal sections of the guide tracks with a cloth dampened with mineral turps or methylated spirits. Polish to achieve a smooth, dirt and moisture resistant surface, allowing the nylon woven running strips to glide more easily. DO NOT USE GREASE OR OIL ON THE GUIDE TRACKS.

Guide Tracks (Sectional Doors): Should be cleaned as per rolling door instructions, but do not require polishing of the internal guide tracks.

2. Steel Hinges: Sparingly lubricate with an all-purpose machine oil. Also lubricate wheel to axle bearings.

3. Springs: If accessible wipe over with an oily rag.

4. Locks: Your lock does not require special maintenance, however if the key becomes stiff, a spray lubricant such as RP7 is recommended. Do not grease the lock.

5. Automatic Openers: If you have an automatic opener fitted to our door it is important that you ensure the optimum operation of your door, otherwise you may reduce the effective life of the opener, and void your opener's manufacturer's warranty. For more information refer to the maintenance schedule in your opener's instruction handbook.

SERVICE & REPAIR

1. Sectional Door Lifting Cables: Check for wear through by rubbing. If there is fraying or signs of corrosion contact CSI Doors® or an approved dealer. (These cables are under extreme tension and should never be adjusted, except by CSI Doors® or Approved CSI Doors® Dealers).

2. Fasteners: Check all screws, nuts and bolts to ensure they are secure.

3. Spring Tension: It is natural for springs to lose tension. Should the door become hard to operate or completely inoperative, contact your local CSI Doors® office, or call the CSI Doors® dealer who installed your door. To keep your door running well, it is recommended that your door be serviced by an experienced technician, every year or earlier if required.

WARNING!

The spring unit is under tension at all times and may cause serious injury if interfered with by an inexperienced person. Adjustments and repairs should be carried out by CSI Doors® or Approved CSI Doors® Dealers using proper tools. No operator or other person should ever stand directly in the path of the door in its downward travel or walk through doorway while door is moving. Always use the door handle or pull rope to manually operate the door. If the door is already automated or later becomes automatically operated, the pull down rope on the door must be removed.

DO NOT PLACE YOUR FINGERS NEAR ANY MOVING PARTS OR BETWEEN THE DOOR PANELS WHEN THE DOOR IS OPERATING EITHER AUTOMATICALLY OR MANUALLY.

COLORBOND® is a registered trademark of Bluescope Steel.

For general enquiries and information visit
www.csiclassicgd.com.au or call us on **(02) 9722 5670**

P/N MS0067
RP 0416

 **CLASSIC**
Garage Doors

OWNERS HANDBOOK

INSTRUCTIONS ON CARE OF YOUR DOOR
PRODUCT WARRANTY • SERVICE & REPAIR

IMPORTANT - KEEP IN A SAFE PLACE

WARRANTY CERTIFICATE

Purchased From: _____

Your Name: _____ Telephone No: _____

Address: _____

Installed By: _____ Installation Date: _____

Invoice No: _____ CSI® Classic Door Model: _____ Opener Model: _____

PLEASE RETAIN THIS COMPLETED WARRANTY FORM ALONG WITH YOUR INVOICE AS PROOF OF PURCHASE TO VALIDATE YOUR CLAIM

CSI DOORS® PRODUCT WARRANTIES – EFFECTIVE 1 APRIL 2016

1. MAKING A CLAIM

To make a warranty claim you must:

- produce a copy of the receipt of purchase, together with this warranty certificate with the above details completed; and
- where the Product has been sold by CSI Doors®, make all warranty claims directly with CSI Doors® by sending it to CSI Doors® at the relevant address set out in paragraph 2 below; or
- where the Product has been sold by an approved distributor, make all warranty claims directly with the approved distributor. If you are unsure of the correct address of the approved distributor from which you purchased the product, you can send your claim to CSI Doors® with the rest of the above details completed, including the original invoice number, and we will forward it to the distributor.

You are responsible for the expense of making a claim under this warranty.

2. CSI® CLASSIC OR APPROVED DISTRIBUTORS ONLY

This warranty is in addition to any statutory, non-excludable guarantees or warranty rights under Australian laws. This warranty applies only to Products sold by CSI Doors® or its approved distributor. "CSI Doors®" means in Australia – CSI Doors® of 1956 Dandenong Rd, Clayton VIC 3168. Approved distributor means an approved reseller of CSI® Classic products purchasing on open account, from CSI Doors®, for the purpose of supplying those products to end users.

3. WHAT THE WARRANTY COVERS

CSI Doors® warrants, subject to paragraph 4, that it will, at its option, either repair or replace (in a manner CSI Doors® considers reasonable eg touch up of surface coatings) any proven defects:

- in installation for a period of one year from the date of installation where the Product has been installed by CSI Doors® – this warranty does not extend to installation by approved distributors;
- all doors in normal residential and industrial/commercial use are covered by a 1 year warranty on all surface coatings (other than the appearance or grain of timber look doors);
- in materials, manufacture or workmanship in the Product, as follows, for:
 - CSI® Classic Sectional Overhead Doors** – in normal residential use are covered by a 1 year warranty for all components and associated labour;
 - CSI® Classic Rolling Doors** – in normal residential use are covered by a 1 year warranty for all components and associated labour;

4. WHAT THE WARRANTY DOES NOT COVER

- springs** – You will need to pay for the adjustment of springs during the warranty period;
- variations to timber look** – timber look finishes are designed to mimic the natural look of timber. Variations in colour or appearance are not covered by this warranty;
- damage from impact** – damage that occurs from an object striking your door;
- corrosion** – damage due to salt or other corrosion;
- high frequency** – uses of the Product in high frequency situations (i.e. where the door goes through a high number of cycles per month, for example, entry to a car park or frequently operated factory doors) results

in higher levels of wear than is normal and the duration of warranty will be reduced accordingly, depending on the product and the frequency. You will need to consult CSI Doors® for further information regarding the applicable warranty period for such applications;

- model modifications** – CSI Doors® will not be required to incorporate modifications made to existing/future Product models;
- travel expenses** – incurred by CSI Doors® or its approved distributor in either travelling to and from or transporting the Product to and from your premises – you will need to pay for these travelling expenses; or
- additional access expenses** – incurred by CSI Doors® or an approved distributor in obtaining access where the Product is not readily accessible – you will need to pay for those additional expenses.

5. WHAT VOIDS THE WARRANTY

Subject to paragraph 6, this warranty does not extend to, and CSI Doors® will be relieved of, all obligations, responsibilities and liabilities in the event that defects in the Product are directly or indirectly, in the opinion of CSI Doors®, due to or resulting from:

- unreasonable use** – the Product not being used correctly in accordance with the Instruction Manual or other unreasonable use;
- instructions** – failure to observe any instructions or directions (including "warning" notifications in the Instruction Manual), provided with the Product or given to the purchaser by CSI Doors® or an approved distributor;
- other devices** – the Product being fitted with any closing device which is not of the type or condition defined as suitable for installation of the Product;
- installation** – faulty installation of the Product where such installation is not carried out by CSI Doors®;
- unauthorised acts** – modifications, or repairs made or attempted to be made by you or any unauthorised person;
- service** – lack of proper maintenance, service or care of the Product, including as recommended by CSI Doors®;
- outside control** – events or acts beyond the reasonable control of CSI Doors®;
- water damage** – including effects from rust and corrosion; or
- corrosive environments** – salt corrosion or damage to the surface coatings or base materials due to environmental conditions (such as proximity to the sea-front or similar corrosive conditions).

6. STATUTORY GUARANTEES OR WARRANTIES

Australia If you are a consumer under the Australian Consumer Law, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to 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. This warranty certificate and other statements contained in this document or other CSI Doors® documents given to you do not exclude, restrict or modify the application of all or any of the provisions of the Australian Consumer Law.

In Australia, this warranty is given by CSI Doors® of 1956 Dandenong Rd, Clayton VIC 3168, ph (02) 9722 5670 and email info@csiclassicgd.com.au This warranty document is not intended to create a contract between CSI Doors® and the purchaser.