



Customer Care Booklet

This booklet provides all you need to know about your garage door, from operation, care, servicing and maintenance, through to your warranty.



Register your door on-line to receive automatic service reminders
Visit www.gdsdoors.eu/warranty

Introduction



Thank you! We're delighted that you've placed your confidence in Garage Door Systems Limited by purchasing one of our products for your home.

We want your door to last and serve you well and this booklet is your guide to operating, caring for and maintaining your door. It also explains the warranties and how to progress a legitimate claim, should the need arise.

We take pride in the quality of our products and all are manufactured and assembled to the highest standards.

Your peace-of-mind is important to us so we ensure all our products comply with and/or exceed standards of all current European safety and durability legislation.

Every door is CE marked and this is a legal declaration that our products comply with European directives and are tested and safe.

Please take the time to read this booklet and ensure you retain it for future reference. It is also the place to record details of door servicing to meet your warranty conditions.



Section 1

Your document list

What documents & information should I have?

Your new door has a number of documents that must be retained for future reference and to comply with the conditions of your warranty.

...Your invoice

Please retain your invoice as proof of the place and date of purchase.

...CE mark, Declaration of Performance and serial number

This is located on a label attached to your door. It shows the standards to which the product complies and also advises where you can locate your Declaration of Performance details as required by European Law. Do not remove this label as it must be in place to validate your warranty.

...Declaration of Conformity

If your door is to be power operated, your door must be supplied with a declaration of Conformity for both door and motor. This ensures the door and motor comply with the Machinery Directive. A copy of this document can be found at the back of this booklet.

...Operating instructions

Operating instructions are located on the label applied to your door and in this booklet. Proper use of your door is important to ensure longevity

of the doors' life, compliance with your warranty and, most importantly, your's and other's safety.

...Care instructions

These are on the label applied to your door and in this booklet and provide instructions on how to clean and care for your door and its finish.

...Maintenance instructions

These are included in this booklet and these set out the minimum maintenance required to keep your door in good working order, safe to use and to meet the terms of your warranty.

...Maintenance record

This booklet contains a space to record the routine service and maintenance work carried out on your door (section 7). Suitable periodic maintenance is required to meet the terms of your warranty.

...Warranty

This booklet contains details of your warranty, the conditions that apply and how to make a claim.

Got a question?

Contact your Garage Door Systems specialist installer in the first instance – they will be happy to assist!

Section 2

How to
operate
your door

General

Sectional and Roller doors open vertically along guide tracks.

Always keep the opening area of the door clear and when operating the door, always be certain that there are no people, especially children or objects close to the door.

When manually operating doors, only raise and lower the door using the lift handles installed for this purpose; these ensure an easy, controlled and smooth action. Improper use could result in injury and damage to your door.

When locking the door, ensure that the lock mechanism engages securely.

With automated doors, only open and close the door using the control devices supplied with your door.

In the event of power failure follow the operation instructions for this circumstance.



Manually operated garage doors:

To Lock/Unlock: When the key is turned completely, the door is then locked or unlocked: when unlocked it is then possible to open and close the door by turning the handle. When the door is locked, to gain access from the outside, the key should be turned 360° anti-clockwise to unlock. To lock, they key should be turned 360° clockwise.

Internal operation: It is possible to lock and unlock sectional garage doors internally using the release button and the interior handle.

Electrically operated garage doors: At all times the garage door should be operated when it is in view, making sure it is not obstructed. Ensure when the door is moving, that you and any other person stands clear of the curtain and keeps hands, etc, away from moving parts.

Hand transmitters & wireless wall station: The transmitters are fitted with two or four buttons and the wireless wall station has two buttons. When any button is pressed the LED illuminates. The default setting is one button operation that allows you to lift, stop and close the door.

Note: When opening or closing the garage door you must monitor the product until it has completed its operation. All products have a stop and reverse safety device that could be activated during operation causing the door to stop and reopen.

Power failure: In the event of power failure the door operator can be disengaged to allow manual operation of the door. If no other means of access to the garage is possible other than through the garage door, an external disconnect should be fitted. Ask your specialist installer for more details should you require this option.



IMPORTANT! Never leave the key in your roller door lock as it will hit the lintel and break off in the cylinder as the door rises.

Manually operated roller garage doors:

To Unlock: Insert key vertically and turn 90 degrees in anti-clockwise direction. Return key to the vertical position and remove before raising your door.

To Lock: Insert key vertically and turn 90 degrees in clockwise direction. Return key to the vertical position and remove. Some downward pressure on the door may be required to allow the lock bars to fully engage or disengage from the door guides.

Internal lock: By turning the internal locking disc, it is possible to lock and unlock the door from the inside without using a key.

Electrically operated garage doors:

Whenever possible the garage door should be operated when it is in view, making sure it is not obstructed. Ensure when the curtain is running, that you and any other person stands clear of the curtain and keeps hands, etc, away from moving parts.

Automation Unit: Your garage door can be activated by pressing and releasing the buttons on the face of the automation unit, or by pressing the button on your remote handset.

Hand transmitters & wireless wall station: The transmitters are fitted with two or four buttons and the wireless wall station has two buttons. When any button is pressed the LED illuminates. The default setting is one button operation that allows you to lift, stop and close the door.

Note: When opening or closing the garage door you must monitor the product until it has completed its operation. All products have a stop and reverse safety device that could be activated during operation causing the door to stop and reopen.

Power failure: In the event of power failure the door operator can be disengaged to allow manual operation of the door. If no other means of access to the garage is possible other than through the garage door, an external disconnect should be fitted.

Section 2

How to operate your door



ThermaRoll Insulated roller doors are power operated as standard. Whenever possible the garage door should be operated when it is in view, making sure it is not obstructed. Ensure when the curtain is running, that you and any other person stands clear of the curtain and keeps hands etc, away from the moving parts.

Control Unit: Your garage door can be activated by pressing and releasing the buttons on the front of the control unit or by pressing the button on your hand transmitter.

Hand transmitters: The transmitters are fitted with two or four buttons and when any button is pressed the LED illuminates. The buttons on hand transmitters can be programmed to suit your requirements. The default setting is one button operation that allows you to lift, stop and close the door.

Note: When opening or closing the garage door you must monitor the product until it has completed its operation. All products have a stop and reverse safety device that could be activated during operation causing the door to stop and reopen a short distance, leaving the door in a partly open position.

Power failure: In the event of power failure the garage door can be operated using the manual hand crank supplied with your door. Engage the hook on the hand crank in the eyelet on the left or right hand side of the door box and crank the handle to open or close the door. If you have an external override fitted, insert the winding handle and crank the handle to open or close the door. Take care not to overwind the door in either direction.

You can identify when your doors batteries need replacing? If the warning lights are flashing on the front control unit or you can hear 4/5 beeps during the doors operation you possibly need to replace the batteries located within the bottom slat transmitter.

How to order replacement 3.6 2400mAh batteries: Visit www.batteryterminal.co.uk and use promo code QZ784Y for a 50% discount on replacement batteries. Batteries will be send direct with free next day delivery!



Battery warning light flashes and/or Unit Beeps

Section 3

How to
care for
your door

All
Doors

How to clean and care for your door and its finish.

Keeping your door looking its best doesn't require a great deal of time and requires no special skills! The most important thing is keeping your door clean, which is particularly important in coastal areas and also after birds have left their mark or any substance other than rain has found its way onto the surface of the door.

Make sure you regularly check your door and observe the cleaning intervals shown below as a minimum. By removing dirt you reduce the possibility of staining and scratching of the door surface and parts that can lead to corrosion.

Cleaning: Your door should be washed with a quality car shampoo at least every 2 months to prevent the build up of dirt, salt and other corrosive substances to help maintain the aesthetic appearance of your door.



If your door is installed within 2 miles of the sea, your door should be cleaned in this way at least monthly.

All other components must be brushed down every six months to prevent the build up of dirt and dust.

Please also see section 4 that covers service and maintenance requirements.



Never use a powerhose/jetwash to clean your garage door.



Section 4

Service & maintenance requirements

General

This section sets out the service and maintenance requirements for your product. How to clean and care for your door and its finish is covered in the previous section. If in doubt about service and maintenance for your Garage Door Systems door, always consult with your Garage Door Systems specialist in the first instance. Their details will be on your invoice. Your Garage Door Systems factory-trained specialist will be able to offer you a regular maintenance service on your garage door. If you cannot locate the contact details of your specialist, please call Garage Door Systems with your doors' serial number on:
NI: Tel: 028 2565 5555 - UK Tel: 0870 242 3 242 - Rol Tel: 1850 510 510.



It is a requirement of your Garage Door Systems warranty at the end of year 2 you should have your garage door serviced and, following this, at least every two years to ensure its safe and reliable operation by a Garage Door Systems factory-trained specialist. Failure to do so may invalidate your warranty.



No less than once but ideally twice a year all springs, latches, wheel spindles and pivot points should be lubricated using Garage Door Systems "Super Lube" or suitable alternative such as WD40. Please take care not to allow oil to drip on to the face of the door. Track runners must be kept free of obstacles at all times. Do not grease.

Manually operated garage doors: Do not oil the lock cylinder, only lubricate with a graphite dust lubricant.



No less than once but ideally twice a year the guides on single skin rolling doors should be brushed and cleaned and then lubricated using Garage Door Systems "Super Lube" or a quality furniture polish i.e. Mr Sheen.

Manually operated garage doors: Do not oil the lock cylinder, only lubricate with a graphite dust lubricant.



The motor and curtain have been designed to be lubrication free so there is no need to oil or grease any parts. In the event of your door's curtain being scratched it is advisable to touch-up the damaged area with paint to prevent any possible corrosion. If required, 25mm pots of touch-up paint can be obtained via your specialist installer.

Section 5

Basic
trouble
shooting

These are some of the basic issues you may encounter with your door. For anything more advanced please contact your installing company for support in the first instance.

Fault

Automated door is reversing when closing

Possible Cause

- Guides blocked —————○ Remove obstruction
- Change in floor level —————○ Reset door travel limits
- Guides/tracks have moved —————○ Installer must adjust guide spacing

Solution

Automated door not responding

- Handset Batteries —————○ Check if LED is functioning – if not, change batteries
- Power failure/spike —————○ Check fuse/power supply
- Local frequency interference —————○ Installer needs to check
- Operator has been disengaged —————○ Ensure the motor is engaged for operation
- Handset has lost its memory —————○ Delete memory resistors and reprogram handsets

ThermaRoll Door not responding

- Thermal cut out has tripped —————○ Wait 20 minutes and try again
- New batteries required in bottom slat transmitter —————○ If the warning lights are flashing on the front control unit or you can hear 4/5 beeps during the doors operation you possibly need to replace the batteries*

Broken key in DuraRoll lock

- Not removing the key before opening door, causing the key to strike the lintel and break —————○ Remove broken key with snips and contact Garage Door Systems for replacement keys. Key number is engraved on back of lock

Manual single skin roller door won't lock

- Not enough downward pressure on the door —————○ Apply some additional downward pressure when closing door to enable lock bars to engage

Section 6

Your Warranty

All Garage Door Systems Limited garage door products' are independently tested and certified to comply with the highest safety requirements and performance characteristics or the European Safety Norms EN 13241-1. This is our commitment to providing products that are both safe and durable. The following section covers the warranty periods and the conditions associated with them.

All warranties apply from the original date of purchase.

DuraRoll Steel Roller Garage Doors

Garage Door Components	5 years	✓
Garage Door Plastisol Colours	10 years	✓
Garage Door Foil Colours	5 years	✓

The extended warranty period excludes keys

DuraTherm Sectional Garage Doors

Garage Door Components	5 years	✓
Garage Door Factory Finished Colours	10 years	✓
Garage Door Foil Colours, Custom Painted, BS & RAL Colours	5 years	✓

ThermaRoll Roller Garage Doors

Garage Door Components	5 years	✓
Garage Door Foil Colours	10 years	✓
Garage Door Factory Finished Colours	5 years	✓

The extended warranty period excludes hand transmitters, batteries, fuses and light bulbs.

DuraPass Side Hinged Personnel Doors

Residential Use	5 years	✓
Non-Residential Use	3 years	✓

Automation

Manufacturing Defect	2 years	✓
LM 650 Drive Motor	2 years	✓
LM 60 EVO Drive Motor	4 years	✓
LM 80 EVO Drive Motor	5 years	✓
LM 100 EVO Drive Motor	7 years	✓

The extended warranty period excludes hand transmitters, batteries, fuses and light bulbs.



Manufacturing defects

If, within the applicable warranty period, the Garage Door Systems door or parts are found to have manufacturing defects, upon inspection by authorised Garage Door

Systems Limited personnel, Garage Door Systems Limited will, repair, repaint, or replace, at its option, the defective door or parts.

Any charges for shipping, removal, installation or other labour charges are the responsibility of the purchaser. Garage Door Systems Limited will be the sole judge of warranty claims.

At its discretion Garage Door Systems Limited may instruct the purchaser to return the defective door or part(s), prepaid, to the nearest Garage Door Systems Limited facility.

General terms

The warranties are for single-family, first owner, residential installations of complete garage doors.

The warranties do not apply to commercial, industrial or nonresidential uses (except DuraPass).

The warranties extend to installations in the United Kingdom and Ireland.

The warranties are only valid if the door has been installed by an approved Garage Door Systems' installation specialist.

The warranties are only valid if genuine Garage Door Systems' parts are used in any repairs or maintenance. The warranty period for replacement parts is 6 months or the balance of the original warranty period if greater.

Attempted repairs by non-qualified individuals shall invalidate this warranty.



You must care for, service and maintain your door as set out in this booklet and maintain suitable records. Your door must be serviced at the end of 2 years and then every 2 years. Failure to do so may invalidate any warranty claim. Register for automatic service reminders at: www.gdsdoors.eu/warranty

Claims must be notified within a reasonable time after discovery of any defect. **Proof of purchase must be provided.**

Immovable frame parts, seals, door components, hardware & locks:

If any door parts (excluding glass, frames or inserts) are not functioning reliably, we will repair or replace them for the period stated in the warranty. These door parts include but are not limited to springs, wire cables, track, rollers, drum wheels, guides or door hinges.

Consumables

The warranty period for electric operators excludes consumable items - batteries, hand transmitters, fuses and light bulbs.

Electric openers

The extended warranty on electric openers for sectional and roller doors is separate, although the period of the warranty is listed here.

Door sections or curtain

If your door sections or curtain perforate through from the weather side due to corrosion, we will repair or replace those sections for the period stated.

During your warranty period the colour of the door curtain may change due to weathering (UV radiation and/or coastal conditions...etc). This is considered normal and not covered by this warranty.

Should an instance ever occur where a sectional door panel does rust through, then only the affected panel will be replaced. Due to weathering, the new panel will not exactly match the colour of the old. In this instance the door should be repainted by the customer with a proprietary paint system, following the paint manufacturers' instructions and the door should be cleaned regularly.

Surfaces must be freely exposed to washing by rainfall and kept clear of accumulated dirt and debris and given equal exposure to local environmental conditions and consistent natural lighting conditions across the face of the door.

Visual appearance:

The quality check should be carried out in natural daylight, not direct sunlight whilst standing a distance of 3 metres

from the door to view the overall appearance. From this distance the door should appear free from marks or distortions, stains, blemishes, indentations or scuffs.

At least 10% of the overall door surface area must be impacted. Chips, scratches, rubbing or scuffing, which result in cosmetic or surface corrosion, or natural fade or weathering of the finished surface are not covered in this warranty.

Marking over time to both sides of a roller and insulated roller door curtain is normal and not considered part of any warranty.

The corrosion of swarf filings or other air borne particles, rusting or staining of the panel is not considered panel rust.

Exclusions. The warranties do not apply to:

Damage or deterioration caused by abuse or misuse.

Improper initial and subsequent operation.

Normal wear and tear on items such as brushes in the guides, rollers, seals and other areas of contact during normal operation.

Improper storage, installation or handling.

Failure to provide reasonable and necessary maintenance.

Acts of God, fire, alterations and/or additions to door, or damage or discolouration from the effects of atmospheric conditions, including, but not limited to:

(1) areas subject to high moisture or salt atmosphere (eg Coastal Regions - within 2 miles of the sea)

(2) areas subject to fallout or exposure to caustic, abrasive or corrosive chemicals and substances, fumes, ash, cement, dust, animal waste, or foreign substances

(3) flood water, areas subject to water runoff, or runoff from lead, copper or galvanic metal flashing.

Whilst Garage Door Systems Limited's doors are durable and long lasting under normal conditions, this warranty does not extend to inherent defects in steel or other material used in the manufacturing process. The Manufacturer will however, procure and assign to the customer the benefit of the warranty of the manufacturer of the steel or other materials.

In no circumstances shall Garage Door Systems Limited be liable in contract, tort, negligence, breach of statutory duty or otherwise howsoever, and whatever the cause thereof, for any increased costs or expenses, for any loss of profit, business, contracts, revenues or anticipated savings, or for any special, indirect or consequential damage of any nature whatsoever.

All other representations or warranties (whether written or oral, express or implied by statute, common law, or otherwise howsoever) other than those set out above are hereby excluded.

Section 7



Please ensure this record is completed after each service for your garage door.

Year 2 Service

Date: _____
Work
carried
out: _____
Work performed by: _____
Print: _____
Signed: _____
Company name: _____
Notes: _____

Year 4 Service

Date: _____
Work
carried
out: _____
Work performed by: _____
Print: _____
Signed: _____
Company name: _____
Notes: _____

Year 6 Service

Date: _____
Work
carried
out: _____
Work performed by: _____
Print: _____
Signed: _____
Company name: _____
Notes: _____

Year 8 Service

Date: _____
Work
carried
out: _____
Work performed by: _____
Print: _____
Signed: _____
Company name: _____
Notes: _____

Section 8

How to claim

Having read section 6, should you feel your product has not met the performance levels that are described in your Garage Door Systems warranty and within the conditions listed, this section informs you how to progress a legitimate claim.

In the first instance please contact the Garage Door Systems Limited specialist that installed your product.

To progress your claim under this warranty as efficiently and efficiently as possible, the following information will need to be provided:

1. Your, name, address, telephone number and e-mail address
2. Original invoice with date of purchase
3. Garage Door Systems Limited serial number (found on our label on the inside of the door)
4. Detailed description of the manufacturing defect

Garage Door Systems Limited will then assess your claim. This may require a representative from Garage Door Systems Limited to visit the product in-situ. We strongly recommend that you follow the instructions within this booklet on using, caring for and servicing and maintaining your door to ensure your claim is valid.

Please note that Garage Door Systems Limited maximum liability shall be the original purchase price inclusive of Value Added Tax at the rate prevailing when supplied.



Register your door on-line to receive automatic service reminders
Visit www.gdsdoors.eu/warranty to sign up

Section 9



Date of Installation:

Serial Number:

Installed by:

Print:

Signed:

Company Name:

Contact Number:

Address:

Product Installed:

Notes:



Machinery Directive Declaration of Conformity



Manufacturer: Garage Door Systems Limited, Wakehurst Road, Ballymena BT42 3AZ

Responsible Person: Mr Peter Doherty

Serial Number: ... 01023

Powered Garage Door Operator Type

Used in conjunction with
DuraTherm and DuraRoll

- ☒ LiftMaster LM60 EVO - Max weight/size 90kg
- ☐ LiftMaster LM80 EVO - Max weight/size 110kg
- ☐ LiftMaster LM100 EVO - Max weight/size 130kg
- ☐ LiftMaster LM650 - Max weight/size 130kg

The company above declares under its own
compliance with: 2006/42

The company additionally declares:

2006/95/EC - Low Voltage

2004/108/EC - Electronic Magnetic

1995/5/EC - Radio & Telecommunication

Machinery Directive Declaration of Conformity

If you have a power operated door it is a legal
requirement that you are supplied with a
Declaration of Conformity by your specialist
installer to comply with European legislation.
Your copy is affixed here as a record.

Directives:

Place of Declaration: Garage Door Systems Limited, Wakehurst Road, Ballymena BT42 3AZ

Date: ... 01/01/2015

Signature: ... *Peter Doherty* ...
MD, Garage Door Systems





email: info@gdsdoors.eu

web: www.gdsdoors.eu

Nl: Tel: 028 2565 5555

UK Tel: 0870 242 3 242

Rol Tel: 1850 510 510

