

WARRENTY INFORMATION

Family Owned & Operated in Perth, WA

JB Garage Doors is committed to providing quality products and reliable service. To ensure your garage door and automatic opener continue to operate safely and efficiently, please review the warranty information below.

General Warranty Conditions

- All Sectional and Roller Doors must be serviced **at least once per year** by a qualified technician. Failure to complete regular servicing may affect your warranty.
- Sectional Doors should be lubricated regularly using **Silicone Spray** or **White Spray Grease**.
- JB Garage Doors may touch up or repair minor imperfections that are **not visible from 5 metres**.
- Warranty covers **parts and labor only**. Call-out fees may apply.

Sectional Doors

- **10 Year Structural Warranty**
- **2 Year Hardware Warranty**
- **1 Year Installation Warranty**

Roller Doors

- **5 Year Structural Warranty**
- **2 Year Hardware Warranty**
- **1 Year Installation Warranty**

Automatic Openers (Merlin)

- **MR550EVO – 3 Year Warranty**
- **MR855 – 7 Year Warranty**
- **MS65MYQ – 5 Year Warranty**
- **MS105MYQ – 7 Year Warranty**
- **1 Year Installation Warranty on Automatic Openers**

All automatic openers **must be registered online** to activate the manufacturer's warranty.

Merlin Registration: <https://www.gomerlin.com.au/warranty-registration/>

Manufacturer warranties are provided directly by Merlin. JB Garage Doors will assist with claims, but final decisions are made by the manufacturer.

What Is Not Covered

To protect both you and our installers, the following are excluded from warranty coverage:

- Damage caused by vehicles, impact, forced operation, or misuse
- Damage caused by lack of lubrication or lack of annual servicing
- Damage caused by DIY repairs, adjustments, or unauthorised service work
- Damage caused by weather, corrosion, salt exposure, UV fading, or storm conditions
- Damage caused by pre-existing structural issues, non-standard framing, or concealed services
- Damage to electrical wiring, gas lines, water pipes, or other hidden services
- Cosmetic imperfections not visible from 5 metres
- Noise caused by environmental factors or normal wear over time

Proof of Maintenance

Proof of annual servicing by a qualified technician may be required for warranty claims. This ensures your door has been maintained correctly and safely.

Installation Conditions

Warranty does not cover issues arising from:

- Pre-existing structural defects
- Non-standard garage framing
- Concealed electrical or plumbing services
- Conditions that prevent safe installation

Any additional work required due to unforeseen structural conditions will be quoted separately.

Our Commitment

As a family-owned business, we stand behind our workmanship and products. If you have any concerns or need assistance with a warranty claim, please contact us — we're here to help.