



USER & MAINTENANCE GUIDE

Protecting your investment

GARAGE DOORS

1. Introduction

Thank you for choosing Sequ-Door for your garage doors. This guide will help you get the best performance, longevity, and safety from your door system. Proper use and regular maintenance are essential to ensure smooth operation and to protect your warranty.

2. Using Your Garage Door

2.1 Daily Operation

- Always ensure the door area is **clear of people, vehicles, and obstructions** before operating.
- Do not force the door open or closed if resistance is felt.
- Use only the **approved remote or manual override system**.
- Avoid repeated opening and closing in short intervals, as this can strain the motor and components.

2.2 Safety Guidelines

- Keep hands and fingers away from moving sections.
 - Do not allow children to play with the door or remote controls.
 - Ensure safety beams (if installed) are unobstructed and functioning.
 - In the event of power failure, use the **manual override** as instructed.
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3. After Installation

3.1 Immediate Checks

- Inspect the door for any visible damage upon installation.
- Ensure you understand how to operate both **automatic and manual modes**.
- Confirm that all remotes and access systems are working correctly.

3.2 Important Notes

- The site should remain clear of construction activity to prevent damage.
 - Protective film (if applicable) must be **removed promptly** to avoid adhesive hardening.
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4. Routine Maintenance

4.1 General Maintenance (All Doors)

- Keep tracks clean and free of dust and debris.
- Wipe down door surfaces regularly.
- Check for unusual noises or jerky movement.
- Test the door balance periodically.

4.2 Aluminium & Aluzinc Doors

- Clean with mild soap and water.
- Remove protective film immediately after installation.
- Avoid harsh chemicals or abrasive cleaning tools.

5. Annual Servicing

We strongly recommend a **professional service once per year** to:

- Check springs, cables, and hardware
 - Inspect motor performance
 - Ensure safe and efficient operation
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6. What Is Not Covered by Warranty

Your warranty covers **factory defects only**. The following are NOT covered:

- Damage caused by:
 - Incorrect use or misuse
 - Poor maintenance
 - Accidents or neglect
 - Third-party interference
 - Environmental factors:
 - Coastal/salt air exposure
 - Chemicals or corrosive environments
 - Uneven sunlight causing colour variation
 - Electrical issues:
 - Power surges
 - Lightning
 - Load shedding damage
 - Installation-related issues:
 - Structural movement
 - Uneven floors causing gaps
 - Normal wear and tear
 - Batteries (limited warranty only)
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7. Customer Responsibilities

To maintain your warranty and ensure proper operation:

- Inspect products upon delivery or installation
 - Maintain the door as recommended
 - Ensure installation site conditions are suitable
 - Remove protective film where applicable
 - Report any defects **promptly and in writing**
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8. Warranty Claims Process

If you believe your product is defective:

1. Notify us in writing within the warranty period

2. Provide:

- Proof of purchase
- Product details
- Description of the issue

Once assessed, we will:

- Repair, or
- Replace the product (at our discretion)

9. Important Limitations

- Our liability is limited to **repair or replacement of defective products only**
- We are not responsible for:
 - Indirect or consequential damages
 - Loss of use or inconvenience
 - Damage caused by third-party systems or products

10. Tips to Extend the Life of Your Door

- Service annually
- Keep moving parts clean
- Avoid slamming or forcing the door
- Address small issues early before they become costly repairs
- Use only approved parts and accessories