ACTION OVERHEAD GARAGE DOOR
RESIDENTIAL LIMITED WARRANTY

Professional Installation. Quality Products. Local Service Since 1980. Minnesota Owned.
At Action Overhead Garage Door, we believe our responsibility does not end when the job is complete. We stand behind the quality of our installation and service work and work with trusted manufacturers that provide warranties on the products we install.

This document explains what is covered by **Action Overhead Garage Door**, what is covered separately by the applicable **product manufacturer**, and what to do if you experience a problem.

WARRANTY COVERAGE AT A GLANCE

Coverage	Warranty
Action Installation Workmanship	**1 Year** from completion of installation
Action Repair/Service Workmanship	**1 Year** from completion of service
Garage Doors & Sections	Manufacturer's warranty
Garage Door Openers	Manufacturer's warranty
Springs, Hardware & Components	Manufacturer's warranty
Remotes, Keypads, Batteries & Accessories	Manufacturer's warranty

Manufacturer's Product Warranty
Warranty coverage varies by manufacturer, product, model, and component. All product warranties are subject to the terms and conditions outlined in the manufacturer's written warranty.

Manufacturer warranties cover eligible products and components only. Any additional service fees or labor charges incurred by Action Overhead Garage Door are not included in the manufacturer's warranty and may be the responsibility of the customer.

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1. ACTION'S ONE-YEAR WORKMANSHIP WARRANTY

Action Overhead Garage Door warrants that installation and service work performed by Action will be completed in a professional manner consistent with accepted industry practices.

If an issue caused by Action's workmanship is discovered within **one (1) year from the date the installation or service was completed**, Action will inspect the issue and, if covered under this warranty, correct the workmanship at no additional labor charge to the customer.

Examples may include problems directly resulting from the original installation, adjustment or repair performed by Action.

This warranty applies to the work specifically performed and documented by Action Overhead Garage Door.

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2. MANUFACTURER PRODUCT WARRANTIES

Garage doors, garage door openers, springs, hardware, accessories and other products installed or sold by Action may carry warranties provided directly by their respective manufacturers.

Manufacturer warranty periods and coverage vary by product and model.
Examples include warranties covering certain:

- Garage door sections and finishes
- Motors and drive systems
- Opener components
- Springs and hardware
- Windows and seals
- Electronic components
- Remotes, wall controls and accessories

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The manufacturer's written warranty in effect for the specific product at the time of purchase determines the actual product coverage.

Action Overhead Garage Door will assist customers in identifying the applicable manufacturer warranty and, when appropriate, facilitating a warranty claim.

The manufacturer retains responsibility for determining whether a product qualifies for coverage under its warranty.

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3. LABOR ON MANUFACTURER WARRANTY CLAIMS

There is an important distinction between a **product warranty** and a **labor/workmanship warranty**.
During Action's one-year workmanship warranty period, labor related to a covered Action workmanship issue will be provided at no additional charge.

After Action's one-year workmanship warranty has expired, a manufacturer may continue to warrant a particular product or component. Unless the manufacturer's warranty specifically includes labor, the customer may be responsible for applicable: **Service call, diagnostic, travel, removal, installation and labor charges associated with replacing a manufacturer-warranted product or component.**

Action will explain any anticipated charges before performing the work.

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4. WHAT ACTION'S WORKMANSHIP WARRANTY DOES NOT COVER

Action's one-year workmanship warranty does not cover problems resulting from circumstances unrelated to Action's workmanship, including:

- Normal wear and tear or components that have reached the end of their normal service life
- Routine maintenance, lubrication, balancing or adjustments resulting from normal use
- Accidental damage, vehicle impact, abuse, misuse or improper operation
- Damage caused by another contractor, homeowner repair or modification
- Work performed on the door or opener by another service provider after Action's work
- Building movement, settling, framing changes or pre-existing structural conditions
- Water intrusion, flooding, fire, corrosion, road salt, chemicals or environmental exposure
- Storms, lightning, wind, extreme weather or other events outside Action's control
- Electrical problems, power outages or power surges
- Internet, Wi-Fi, cellular, smart-home or third-party technology issues
- Batteries, light bulbs or other routine consumable items unless specifically covered by the manufacturer
- Cosmetic changes resulting from normal exposure, aging or environmental conditions
- Damage caused by failure to reasonably maintain or safely operate the garage door system

These exclusions apply to **Action's workmanship warranty**. A separate manufacturer warranty may provide coverage for certain products or conditions.

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5. MAKING A WARRANTY CLAIM

If you believe you have a warranty issue, contact Action Overhead Garage Door as soon as possible after discovering the problem. Please be prepared to provide:

- Customer name and installation address
- Approximate installation or service date
- Description of the problem
- Invoice or service information, if available
- Product model or serial number, when applicable
- Photos or video, if requested

Action will review the customer's service history and determine the appropriate next step. If an inspection is required, Action may schedule a technician to evaluate the equipment and determine whether the issue involves:

Action workmanship, a manufacturer product defect, normal wear and tear, or another non-warranty condition.

If the issue is covered by Action's warranty, the covered work will be corrected in accordance with this warranty.
If the issue is not covered, Action will explain the recommended repair and applicable charges before proceeding.

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6. MANUFACTURER WARRANTY CLAIMS
When a product appears to have a manufacturing defect, Action may assist the customer in submitting or processing the claim with the manufacturer.

The customer may be required to provide the manufacturer's requested information, including product serial numbers, photographs, proof of purchase or other documentation.

Approval of a manufacturer's warranty claim and the remedy provided are subject to the manufacturer's warranty terms and are ultimately determined by the manufacturer.

Replacement products or components provided through a manufacturer warranty remain subject to the manufacturer's warranty terms.

7. CUSTOMER RESPONSIBILITIES
Garage doors are large mechanical systems containing components that are under significant tension and experience normal wear through repeated use.

Customers are responsible for reasonable care and maintenance of their garage door system, including following manufacturer operating and maintenance recommendations.

If something appears damaged, unsafe or unusual, discontinue operation of the door when appropriate and contact a qualified garage door professional. Never attempt to repair or adjust high-tension springs, cables, bottom brackets or other components – these can cause serious injury.

8. OTHER WARRANTY TERMS
This warranty applies to work performed by Action Overhead Garage Door and documented through an Action invoice, proposal or service record.

Any additional or different warranty specifically stated in writing on the customer's signed proposal, contract or invoice will apply to that transaction.

Manufacturer warranties are provided by the respective manufacturers and are subject to their individual terms, conditions, exclusions and limitations. Nothing in this warranty is intended to eliminate or reduce any consumer rights that cannot legally be waived under applicable law.

WE STAND BEHIND OUR WORK
For more than four decades, Minnesota homeowners have trusted Action Overhead Garage Door to install, maintain and repair the systems they rely on every day.

If something isn't right, contact us. **We want the opportunity to understand the problem, explain the solution and make covered workmanship issues right.**

ACTION OVERHEAD GARAGE DOOR LOCATIONS

Prior Lake
18077 Murphy Lake Blvd., Prior Lake, MN 55372
952-447-4487

Champlin
12255 Ensign Ave. N., Champlin, MN 55316
763-767-3000

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