

Warranty Policy

Effective Date: September 8, 2026 **Last Updated:** September 8, 2026

At **Next Level Door Inc.**, we stand behind the quality of our workmanship and the products we install.

This Warranty Policy explains the warranty coverage that applies to garage door repairs, installations, parts, openers, and other services supplied by Next Level Door Inc. ("Next Level Door," "we," "us," or "our").

Nothing in this Warranty Policy limits or replaces any rights or remedies available to consumers under the Alberta Consumer Protection Act or other applicable law.

1. One-Year Workmanship Warranty

Unless otherwise stated in writing, **Next Level Door Inc. provides a one-year warranty on our labour and workmanship.**

The one-year warranty period begins on the date the applicable work is completed.

If an issue occurs during the warranty period and is determined to have been caused by our workmanship or installation, Next Level Door will correct the affected workmanship at no additional labour charge.

Examples may include:

- Improper adjustment caused by our installation;
- Hardware installed incorrectly by us;
- Installation-related alignment issues;
- Components becoming loose because they were improperly secured during our work; or
- Other problems directly resulting from our workmanship.

Warranty coverage applies only to the specific work originally performed by Next Level Door.

2. Parts and Product Warranties

Garage doors, garage door openers, springs, hardware, accessories, and other products supplied by Next Level Door may include a warranty provided by the product manufacturer.

The length and terms of manufacturer warranties vary by product.

Where a manufacturer warranty applies, Next Level Door will reasonably assist the customer with identifying the applicable warranty and submitting or coordinating a warranty claim when appropriate.

Manufacturer warranties are provided by the manufacturer and are subject to the manufacturer's own:

- Warranty period;
- Terms and conditions;
- Registration requirements;
- Exclusions;
- Claim approval process; and
- Replacement or repair policies.

Next Level Door cannot approve or guarantee a manufacturer warranty claim on the manufacturer's behalf.

3. Labour for Manufacturer Warranty Claims

A manufacturer's parts or product warranty does not automatically include labour performed by Next Level Door.

If a manufacturer-approved warranty requires a product or component to be removed, diagnosed, replaced, or reinstalled, labour charges may apply unless:

- The issue is also covered by our one-year workmanship warranty;
- The manufacturer specifically covers the labour expense; or
- Next Level Door has agreed in writing to provide additional labour warranty coverage.

We will advise the customer of applicable labour charges before performing non-covered warranty work whenever reasonably possible.

4. Garage Door Springs

Garage door springs are wear components with a service life generally measured in operating cycles.

Spring life can vary considerably depending on:

- How frequently the garage door is used;
- Door weight;
- Spring sizing;
- Environmental conditions;
- Corrosion;
- Maintenance;
- Changes to the garage door system; and
- The type or cycle rating of the spring installed.

A spring breaking after installation does not by itself indicate defective workmanship.

If a spring supplied by Next Level Door is covered by a manufacturer or specific written product warranty, that warranty will apply according to its terms.

Any specific warranty associated with a high-cycle spring or other upgraded spring package will be identified on the applicable estimate, invoice, or product documentation.

5. Garage Door Openers and Accessories

Garage door openers, remotes, keypads, cameras, battery backups, smart controls, sensors, and related accessories are generally covered by the applicable manufacturer's warranty.

Manufacturer warranties may differ between individual components.

Failures caused by matters outside the opener itself are not considered workmanship defects, including:

- Household electrical problems;
- Power outages;
- Power surges;
- Wi-Fi or internet problems;
- Router or network changes;
- Smartphone compatibility;

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- Third-party application problems;
 - Manufacturer cloud-service outages;
 - Damaged electrical outlets; or
 - Interference from other electronic equipment.

6. New Garage Doors

New garage doors supplied and installed by Next Level Door are covered by our one-year workmanship warranty for installation-related issues.

The garage door itself, including sections, hardware, windows, finish, insulation, and other manufacturer-supplied components, is subject to the applicable manufacturer's product warranty.

Manufacturer warranty periods may vary depending on the door model, material, finish, component, and manufacturer.

Normal differences in colour, texture, grain, finish, or appearance that fall within manufacturer tolerances are not considered workmanship defects.

7. Cosmetic or Delivery Damage

Customers should notify Next Level Door as soon as reasonably possible if they discover:

- Dents;
- Scratches;
- Finish damage;
- Broken windows;
- Missing components; or
- Other visible damage to newly supplied products.

Prompt notice allows us to determine whether damage occurred during manufacturing, transportation, delivery, or installation and to pursue the appropriate remedy.

8. Customer-Supplied Products

Unless specifically agreed otherwise in writing, Next Level Door does not provide a product warranty for equipment, parts, garage door openers, accessories, or materials supplied by the customer.

This includes products purchased from:

- Retail stores;
- Online retailers;
- Other garage door companies;
- Used-equipment sellers; or
- Private sellers.

Our one-year workmanship warranty may apply to the installation work we perform on customer-supplied equipment, but it does not cover:

- Product defects;
- Missing parts;
- Incorrect parts;

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- Compatibility problems;
 - Premature product failure;
 - Manufacturer defects; or
 - Problems caused by the design or condition of the customer-supplied equipment.

Additional labour required to remove, diagnose, repair, or replace defective customer-supplied equipment may be chargeable.

9. Existing Garage Door Components

When Next Level Door repairs one portion of an existing garage door system, our warranty applies only to the work and components included in the repair.

Garage door systems contain many interconnected components that may already have significant age or wear.

Repairing one component does not create a warranty on other existing components.

For example, replacing a broken spring does not create a warranty on the existing:

- Rollers;
- Hinges;
- Cables;
- Bearings;
- Tracks;
- Door sections;
- Opener;
- Electrical components; or
- Other parts not replaced as part of the original service.

Failure of an unrelated existing component is not considered failure of the original repair.

10. Normal Maintenance and Adjustments

Our warranty does not replace normal garage door maintenance.

Garage doors may require periodic:

- Lubrication;
- Inspection;
- Tightening;
- Balancing;
- Cleaning;
- Weather seal maintenance;
- Safety testing; and
- Adjustment as components naturally wear.

Routine maintenance and adjustments resulting from normal use are not considered defects in workmanship unless the issue is directly related to our original work.

11. What Is Not Covered

Unless required by law or specifically agreed otherwise in writing, our warranty does not cover damage, failure, service, or repairs resulting from:

- Normal wear and tear;
- Normal deterioration from age or use;
- Lack of maintenance;
- Rust or corrosion;
- Water or moisture damage;
- Ice or freezing;
- Extreme weather;
- Wind damage;
- Fire;
- Flooding;
- Lightning;
- Power surges or electrical problems;
- Vehicle impact;
- Accidental damage;
- Misuse or abuse;
- Vandalism;
- Pest or animal damage;
- Building movement or structural problems;
- Damaged framing or mounting surfaces;
- Alterations to the garage or garage door system;
- Painting or refinishing performed after installation;
- Improper adjustment by another person;
- Repairs or modifications by another contractor;
- DIY repairs or modifications;
- Customer-supplied parts or equipment;
- Internet, Wi-Fi, smartphone, or third-party software issues;
- Failure of components that were not part of our original work; or
- Circumstances outside Next Level Door's reasonable control.

12. Modifications or Repairs by Others

If another person modifies, adjusts, repairs, removes, or alters the work performed by Next Level Door, warranty coverage may be affected to the extent that the modification:

- Caused the problem;
- Contributed to the problem;

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- Altered our original work; or
 - Prevents us from reasonably determining the cause of the problem.

Customers should contact Next Level Door before having another party repair an issue they believe may be covered by our warranty whenever reasonably possible.

13. Warranty Service Calls

When a customer reports a potential warranty issue, Next Level Door may need to inspect the garage door or equipment to determine the cause.

If the problem is covered by our warranty, covered repair work will be completed according to the terms of this policy.

If inspection determines that the issue is **not** covered by warranty, normal service-call, diagnostic, labour, travel, or material charges may apply.

We will advise the customer of applicable charges before proceeding with additional non-warranty repairs whenever reasonably possible.

14. How to Make a Warranty Claim

To request warranty service, contact Next Level Door and provide:

- Your name;
- Service address;
- Telephone number;
- Original invoice or approximate service date;
- A description of the problem; and
- Photos or video of the issue if requested.

Warranty claims can be submitted by telephone or email.

We may first attempt to troubleshoot the problem remotely where appropriate.

If an inspection is necessary, we will arrange a service appointment.

15. Opportunity to Inspect and Correct

Customers making a warranty claim must provide Next Level Door with reasonable access to inspect the claimed problem.

Where Next Level Door is responsible for a covered warranty issue, we must be given a reasonable opportunity to correct the problem.

Except where emergency circumstances make it unreasonable, customers should contact Next Level Door before authorizing another company or individual to repair an issue claimed under our warranty.

Next Level Door is not automatically responsible for third-party repair costs that were incurred without our prior authorization.

16. Replacement Parts

If a covered component must be replaced under warranty, the replacement may be:

- The same product;
- A current equivalent product; or
- Another suitable replacement approved by the manufacturer.

Product designs, colours, models, and specifications may change or become unavailable over time.

An exact match cannot always be guaranteed.

17. Warranty Coverage and Property Ownership

Unless otherwise stated in writing or required by law, Next Level Door's workmanship warranty is provided to the customer who originally purchased the service.

Transfer of warranty coverage to a subsequent property owner is not automatic and must be approved by Next Level Door in writing.

Manufacturer warranties may have different transferability provisions and will be governed by the manufacturer's terms.

18. No Unauthorized Warranty Representations

No employee, representative, installer, supplier, or other person may extend or alter Next Level Door's warranty unless the change is confirmed by Next Level Door in writing.

Any additional warranty specifically shown on an estimate, invoice, contract, or written promotion will apply according to the terms stated in that document.

19. Limitation of Warranty

This Warranty Policy applies only to warranties voluntarily provided by Next Level Door.

It does not limit, exclude, or replace any statutory warranties, guarantees, rights, remedies, or consumer protections that cannot legally be excluded under Alberta or Canadian law.

Where this Warranty Policy conflicts with a mandatory requirement of applicable law, the legal requirement will apply.

20. Contact Next Level Door

For warranty questions or to request warranty service, contact:

Next Level Door Inc.

Airdrie, Alberta, Canada

Phone: 403-910-7110

Email: travis@nextleveldoor.ca

Website: www.nextleveldoor.ca

Please provide your name, service address, and original service information so we can locate your records and assist you as efficiently as possible.