

Gate Operator Warranty

Manufacturer Equipment Warranty + 1-Year Owens Contracting Workmanship Warranty

COVERAGE SUMMARY

Equipment: manufacturer's warranty (LiftMaster LA400: 5 years motor & mechanical, 1 year electrical & accessories)

Workmanship: 1 year from the date of installation (Owens Contracting)

Claims: notify Owens Contracting promptly upon discovery of any issue

1. Manufacturer Warranty (Equipment Coverage)

All equipment installed is covered under the manufacturer's warranty. Owens Contracting will assist with warranty claims; however, all coverage, terms, and approvals are solely determined by the manufacturer.

- **LiftMaster LA400 Operator:** 5-Year Warranty – Motor & Mechanical Components; 1-Year Warranty – Electrical Components & Accessories
- **LiftMaster Accessories (Photo Eyes, KPW5 Keypad, Remotes):** Typically 1-Year Manufacturer Warranty
- **Cartell Exit Sensor (CW-SYS):** Typically 2-Year Manufacturer Warranty

2. Workmanship Warranty (Owens Contracting)

Owens Contracting provides a 1-Year Workmanship Warranty from the date of installation. This warranty covers defects directly related to installation, including:

- Wiring connections and terminations
- Mounting and hardware installation
- System setup and configuration

3. Important Notes & Exclusions

- Electrical service must be properly installed and provide consistent, stable power (no surges, voltage drops, or improper wiring).
- Warranty does not cover damage caused by misuse, abuse, impact, vandalism, or Acts of God (lightning, flooding, etc.).
- Warranty does not cover issues related to gate structure, alignment, hinges, posts, or existing conditions.
- Normal wear and tear is not covered.
- Any modifications or repairs performed by others will void workmanship warranty.

4. Warranty Service Process (Claims)

- Customer must notify Owens Contracting promptly upon discovery of any issue.
- Owens Contracting will determine whether the issue is installation-related (covered under the workmanship warranty) or manufacturer-related (covered under the manufacturer warranty).
- Labor associated with manufacturer warranty claims may be billable after the first year.

5. Contact

- Owens Contracting
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Effective date: October 20, 2026