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**CANADA**

3435 S Service Rd  
Burlington, ON L7N 3W6

**USA**

4304 Walden Ave  
Lancaster, NY 14086

Phone: 877-845-3816

**AWCC-001**

## Checklist for Warranty Claims

- Include serial numbers (required). Do NOT send PO, SO, invoice, quote, packing slip, or VIN numbers.
- Photos:
  - Clear photo(s) of the serial number(s).
  - Photos of the defect (close-ups for paint or surface issues).
  - Avoid excessively large image files—compress if needed but keep serial readable.
- Description of the problem:
  - Be specific about quantity (e.g., “needing 4 slats” vs. “needing the slats”).
  - Describe location, timing, and any relevant usage or environmental conditions.
- Important timing note: Warranty begins on the ship date of the doors to the customer (not truck sale or in-service date).
- Warranty labor coverage (summary):
  - Limited warranty covers labor for disassembly/assembly of products deemed defective by AMDOR.
  - Labor allowances follow AMDOR’s time schedule; maximum allowable hourly labor rate is \$65.
  - All warranty labor claims must be approved in writing by an authorized AMDOR representative prior to starting work.
  - Allowances for removal and installation:
    - Curtain replacement: 3/4 hour
    - Balancer replacement: 1 hour
    - Door ajar switch: 3/4 hour
    - Bottom Panel Assembly: 1/2 hour
    - Slat replacement: 3/4 hour
    - Door removal and replacement: 1 1/2 hours
- Prefer JPG/PNG; one clear photo per issue plus one of serial number.
- If many photos, compress into a single ZIP or provide a shared folder link.
- Make sure serial-number images remain legible after compression.
- Please reference our web link following for our full warranty disclosure.  
[Warranty Terms of Business | AMDOR Doors, Lights and Lifting](#)