Help and support for your garage door

Canonical: https://www.bnd.com.au/support/

Details:

We’re here to help you get the most from your garage door. Find an operating guide, arrange a repair or service, or get help with your warranty. Choose what you need below and have your door or opener model handy when you get in touch.

Arrange a repair · Arrange a service · Call 13 62 63

On this page: Find the right help · When the door needs urgent assessment · Have the equipment details ready · Keep operation and maintenance separate · Registration and servicing · Contact our support network

Find the right help

What you need	Where to start	Useful information
A fault, damage or a door that will not operate	Book a repair	Describe the symptoms and whether the opening is secure.
Planned preventative maintenance	Book a service	Have the model and previous service date ready.
Operation, remotes or manual release	Owner manuals	Match the model/version before following a procedure.
Warranty registration or a possible defect	Warranty guide	Keep your invoice, installation details and service records.
Cleaning and routine care	Care and maintenance	Use the instructions for the actual surface and mechanism.
Urgent help outside normal availability	Find a local emergency repair contact	Contact the local provider to confirm coverage, attendance and charges.

When the door needs urgent assessment

If the door is damaged, crooked, off its tracks, has a broken spring or cable, or may fall, stop using it and keep people away from the opening. Do not force the door, adjust springs or cables, or disconnect an unsupported door from its opener. Arrange a trained technician.

If the property cannot be secured or access is blocked, tell the repairer. Your local repairer will confirm emergency availability, attendance time and charges.

Have the equipment details ready

Have ready	Why it helps

Door and opener model/version	Identifies the correct equipment, manual and compatible parts.
Installation date and dealer	Helps locate supply and installation records.
Symptoms, lights and sounds	Allows us to understand what happened without repeated operation.
Photographs taken from a safe position	Helps describe damage, labels and the installed arrangement.
Service history and purchase record	Supports maintenance planning and assessment of any warranty claim.
Suburb, access and urgency	Helps the local repairer assess availability and the visit.

Keep operation and maintenance separate

Owner guides cover everyday controls, approved remote/battery procedures, model-specific manual operation and routine checks. Installation manuals contain work for trained installers. Knowing the model prevents instructions for an older receiver or different release mechanism being applied to your equipment.

Owner check	Practical boundary
Door surface	Clean as directed by the door handbook. Coastal, industrial and sheltered exposure can need more frequent attention.
Visible guides/tracks and beam path	Keep accessible areas free of dirt and obstructions; do not alter brackets or alignment to bypass a fault.
Remote controls	Use the specified replacement battery and coding instructions. Keep controls out of children’s reach.
Operation	Observe unusual noise, uneven movement or a changing gap from a safe position; arrange assessment if behaviour changes.
Manual release and safety tests	Learn the exact model’s procedure while the equipment is in sound condition. Follow its precautions and testing schedule.

Do not apply grease or oil indiscriminately to tracks, locks, running strips or sensors. Lubrication depends on the door construction and handbook. Spring tension, cable work, track adjustment and opener force/travel setup belong with a trained technician.

Registration and servicing

Warranty cover follows the model and application. Our eligible residential Total Confidence package requires a matching B&D door and opener purchased in the same transaction, installation by B&D or a B&D Representative, registration and the specified servicing. The time or cycle limit ends cover when either is reached first. Springs, seals, lifting cables and opener accessories have separate component terms.

Read the model-specific warranty guide and keep your purchase, installation and service records.

The general warranty distinguishes standard cover from Total Confidence conditions. Check the full guide before assuming every product has a ten-year term.

Contact our support network

Call us on 13 62 63 or use Open our B&D repair request form / Open our B&D service request form . We also support enquiries about other brands; confirm local servicing, parts and suitability with the provider.

The linked forms are on our main B&D website. Review the Privacy Collection Statement and Privacy Policy when supplying your details. Opening this guide does not submit a booking or registration.

Specifications and further information

Explore the matching guides below for complete operating instructions, installation drawings and warranty conditions.

B&D general warranty terms — November 2025

B&D help and support for your garage door information