

# WARRANTY TERMS AND CONDITIONS

## NEED TO KNOW:

Failure to properly treat and maintain timber doors as specified below will cause problems including the following; veneer bubbling, timber/veneer cracking, door warping, joinery area cracking, door bowing.

- 24 months warranty will be provided after the doors are picked up from our company
- **All door surfaces (including top and bottom) must be SEALED PRIOR TO INSTALLATION.** The correct coats must be used to treat timber doors. Turps, thinner, and acrylic or water-based coats are **not** suitable for timber doors.
- External doors must be treated by an exterior coat. Engineered doors with timber veneers are not water-resistant and should be treated with an **oil-based coat**. Water-based coat may cause veneer bubbling or splitting.
- The surface and inside of doors should be of standard moisture content (~12%) before each coat of paint is applied. Doors sealed with a high moisture content inside will promote woodworm infestations, and the timber will begin to decay from within after a few months.
- No different colours for each face for external doors
- Dark colours are not recommended for external doors
- External doors must be hung in **weather-protected area**
- Doors must be stored and installed in buildings where the environment has a moisture rate of between 11% to 16%. Extremely dry, damp, and freshly plastered environments can cause damage to the door.
- External doors must be properly maintained every few years, especially for doors exposed to sunlight for prolonged periods. Ensure all the 6 surfaces of the door are refinished with proper resealing to increase lifespan of the door.
- Responsibility will not be taken for additional charges of hanging, painting, or other changes arising from the replacement of doors
- Doors are not considered faulty if they are warped less than 6mm on 2040mm (height) doors and 8mm on 2340mm (height) doors
- Pivot hinges (floor springs) with hold-on function are not recommended for doors 40mm thick, due to the rail of the doors becoming too thin to resist strong wind forces
- Timber and veneers used are natural products and hence the manufacturer will not take responsibility for significant variation in colour and grain patterns
- No warranty if the door was **slammed by wind** without **proper protection (e.g. fitting door stops)**
- No warranty if the moisture content of the door falls below 12% or exceeds 16%