

Zanda Warranty Terms & Conditions

This Limited Warranty applies to products (physical goods), and only for physical goods, purchased from Zanda Architectural (the "Physical Goods").

What does this limited warranty cover?

This Limited Warranty covers any defects in material or workmanship under normal use during the Warranty Period. During the Warranty Period, Zanda Architectural will repair or replace, at no charge, products or parts of a product that proves defective because of improper material or workmanship, under normal use and maintenance.

What will we do to correct problems?

Zanda Architectural will either repair the Product at no charge, using new or refurbished replacement parts.

How long does the coverage last?

The Warranty Period for Physical Goods purchased from Zanda Architectural is as follows.

Specific Product Warranty Periods		
Product	Mechanical Warranty	Finish Warranty
Visca Door Hardware	20 Years*	10 Years*
Astron Door Hardware	20 Years*	10 Years*
Winchester Door Hardware	20 Years*	10 Years*
Futura Door Hardware	15 Years*	7 Years*
Triad Door Hardware	10 Years*	5 Years*
Jura Elite Door Hardware	7 Years*	2 Years*
Jura Door Hardware	7 Years*	2 Years*
Sliding Door Hardware	10 Years*	5 Years*
Accessories including Door Stops, Bolts, Hinges	5 Years*	2 Years*
Pull Handles	10 Years*	2 Years*
Door Closers	10 Years*	5 Years*
Cabinet Handles	5 Years*	2 Years*
Locks, Cylinders and Latches	10 Years*	5 Years*
Electronic Locks	2 Years*	2 Years*

Important Disclaimer

**Zanda Architectural guarantees to repair or replace products as per the above chart ('Specific Product Warranty Periods') within the proven date of purchase if it tarnishes, discolours or corrodes; or if from the proven date of purchase any mechanical defects occur. This warranty applies only when properly installed and subjected to no more than fair wear and tear. This guarantee does not extend to labour costs, freight, personal loss, death or injury, or economic, consequential or property damage of any kind whatsoever. Please note. This warranty does not cover products which have not been properly maintained. See care & maintenance section in this warranty. This warranty excludes extreme environments where heat, weather and salty conditions are prevalent.*

We cannot accept a warranty claim for damage unless it resulted from a defect in our materials and workmanship. Therefore, we expressly exclude from this warranty: (a) Surface damage occurring after purchase and not caused by defects in materials and workmanship; (b) misuse, neglect or accidental damage; (c) failure to maintain and care for the product; (d) defects or damage caused by using the

product for a purpose other than that for which it was designed, such as the commercial use of the product; (e) defects or damage caused by improper installation; (f) damage caused by batteries; (g) modification and/or alteration to the product; (h) discoloration and scratches to finishes through normal use and ageing; (i) replacement of batteries, and (j) normal wear and tear.

Proper maintenance, care, cleaning and polishing in accordance with our usage instructions are essential to retain the product's finish, particularly products with soft finishes or with finishes that naturally age, such as Brushed Nickel, Satin Chrome, Polished Brass, Graphite Nickel, Matt Chrome, Unlacquered Brass, Matt Brass, Rumbled Brass, Roman Brass, Natural Bronze, Oil Rubbed, Satin Brass, Brushed Bronze, Antique Bronze, Buffed Bronze, Matt Antique Bronze, Venetian Bronze, Powdercoat. These products are subject to deterioration, corrosion and oxidation by conditions such as salt deposits, scratches from sharp objects, paint thinners and caustic agents. Our warranty does not cover claims in relation to a product's finish unless the problem was caused by an original defect in our materials or workmanship.

This is a parts only warranty. It does not cover your labour costs for product removal and reinstallation. The products covered by this warranty are designed for residential use only and any other use shall void this warranty.

This is a limited, express, warranty. As such, we certainly do not intend to exclude any other rights or remedies that you may have under the Australian Consumer or other relevant laws. Nothing in our express warranty should be construed as limiting or restricting any other statutory right or remedy available to you, except where the statute allows our warranty to override it.

What do you have to do?

To obtain warranty service, you must first contact the reseller who you purchased the goods from and produce proof of purchase and date the product was purchased. Your reseller will fill out the necessary forms to process your claim.

Care and maintenance

Brass

The high polish of Brass products is often treated with a clear protective coating to provide durability. Brass, like sterling silver, will gradually tarnish and take on an antique appearance. Atmospheric conditions, caustic agents such as paints, or scratches from sharp objects may cause the protective coating to crack or peel causing spotting and discolorations.

However, the beauty of the metal can be maintained by taking a few simple steps. Initial care for brass requires only a quick rub with Wax Polish and light buffing with a soft cloth. You may prefer to do this weekly, especially in exterior, often used or damp environments. "Blue Magic" Metal Polish is a quick, effective way of restoring mildly tarnished brassware.

If heavy discoloration occurs the finish can be restored by stripping the remaining lacquer and polishing regularly with "Blue Magic". Alternatively let it age naturally to an antique finish. The beauty of solid brass is that it can always be restored to its original lustre.

Stainless Steel

To aid the longevity and appearance of stainless-steel products it must be cleaned regularly or use a metal polish such as "Blue Magic" which can be applied periodically. Atmospheric conditions, salt deposits, acids, caustic agents, cement or dust on construction sites all have the potential to cause discolouration to the surface. If this occurs do not be concerned as usually this is not the stainless steel itself but particles clinging to its surface. The product can be revived by following the above maintenance procedure and

repeating regularly. This small amount of routine care can only preserve the elegance of stainless-steel hardware. For further information on care & maintenance of stainless-steel products please visit: <http://www.assda.asn.au/technical-info/technical-faqs/preventing-coastal-corrosion-tea-staining>

Aluminium

Many products are made from aluminium. Aluminium has a very high durability, a high strength to weight ratio and is light and corrosion resistant. Simple steps need to be carried out, despite the material's excellent properties, to maintain its appearance, avoid staining and the damage to the product.

Regular cleaning and maintenance to remove any build-up of dirt needs to be carried out in order to keep the surface looking pristine. Leaving it unmaintained for an extended period of time may cause staining which may require a harsher cleaning product that may in time damage and diminish the appearance of your décor. Light dirt should simply be removed using a sponge, lukewarm water and a neutral cleaning agent or you can use 'blue magic'.

Zinc alloy

Many handles are made of zinc alloy (otherwise known as Zamac or Zinc diecast)) which is an ideal material for die casting and allows for very intricate designs. One advantage of Zinc Alloy is the ability to electroplate it allowing a multitude of finishes.

The care and maintenance of Zinc Alloy is similar to other materials requiring regular maintenance. It is recommended to clean handles and knobs with luke warm soapy water and a soft, clean cloth. Ideally best to be carried out at regular intervals. At least every two months but more often if near the coast or in a corrosive or dusty environment.

Avoid using household cleaners containing damaging chemicals and never use abrasive scouring pads. These chemical cleaning agents are NOT suitable as it may cause a reaction and will damage the finish of the handles.

Graphite Nickel

Graphite nickel is the newest addition to the Zanda Architectural Hardware range of premium door hardware. Graphite nickel is ever increasing in popularity due to it's versatility in suiting both industrial and natural home interior designs. The care and maintenance of graphite nickel is like that of the other materials we offer.

Regular cleaning and maintenance is required to remove any build-up of dirt, in order to keep the surface looking pristine. Unmaintained surfaces over an extended period will decrease the chance of being able to bring graphite nickel back to original installation appearance. It is recommended to remove dirt with a sponge and lukewarm water alongside a neutral cleaning agent to ensure you don't damage the finish.

Other finishes

Regular cleaning and maintenance are required to remove any build-up of dirt, in order to keep the surface looking pristine. Unmaintained surfaces over an extended period will decrease the chance of being able to bring back to original installation appearance. It is recommended to remove dirt with a sponge and lukewarm water alongside a neutral cleaning agent to ensure you do not damage the finish.