

HUME DOORS & TIMBER (NZ) LTD



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GUARANTEE

TERMS AND CONDITIONS

Natural variations in the colour, texture or grain pattern of the wood are not considered defects. Doors must be accorded reasonable treatment by the purchaser and should be stored or hung in dry buildings and not in damp, moist or freshly plastered areas. The utility or structural strength must not be impaired in the fitting of the door, the application of hardware including cavity slider locks, or cutting and altering of the door for lights, louvres, panels or any special details. A maximum of 3mm may be trimmed from Any Door edge. Normal "show-through" of frame components in door shall not be considered a defect. All entrance and solid core must be hinged with three (3) hinges.

Entrance doors should be hung in weather protected areas. Doors that are installed in a fully exposed situation including opening out doors will not be warranted unless there is adequate overhead protection.

Immediately after fitting, and prior to hanging, the entire door, including the top and bottom edges, must receive two coats of paint, or sealer to prevent absorption of moisture.

Semi-gloss or satin finishes are recommended for all doors to reduce "show-through". Exterior finishes applied strictly in accordance with manufacturer's instructions shall be used on entrance doors. Doors exposed to direct weather conditions should be finished with light colours to reduce the risk of heat distortion which may cause warping. **Dark colours may void guarantee.** As a guide a dark colour is considered to be a colour with a LRV (Light Reflectance Value) of 0-50%, please consult your painter before proceeding. Both faces should have similar colours applied. Regular maintenance should be provided to prevent deterioration. Doors must be inspected upon arrival for visible defects and all claims based there on must be filed within seven (7) days. The manufacturer agrees to repair or replace at its option, unfinished and in the form originally supplied and without charge, any door found to be defective within the meaning of the guarantee. The manufacturer will not be held responsible for additional charges of hanging, painting or other charges arising from the replacement of doors. Any such defects must be brought to the attention of the manufacturer when discovered and in any event within five years from the date of shipment by the manufacturer. The manufacturer is not liable to reimburse any purchaser for doors repaired or replaced without the prior written consent of the manufacturer to such repairs or replacement. The manufacturer will not assume responsibility for doors which become defective because of failure to follow these conditions or for hazards of shipment or storage, after doors leave the control of the manufacturer.

ADVISORY NOTE

Considerable damage can occur during the delivery of doors particularly to country areas. "Special Packaging" is recommended (optional extra cost) in an attempt to prevent transit damage. As a guide a dark colour is considered to be a colour with a LRV (Light Reflectance Value) of 0-50%, please consult your painter before proceeding. Both faces should have similar colours applied. Regular maintenance should be provided to prevent deterioration. Doors must be inspected upon arrival for visible defects and all claims based there on must be filed within seven (7) days. The manufacturer agrees to repair or replace at its option, unfinished and in the form originally supplied and without charge, any door found to be defective within the meaning of the guarantee. The manufacturer will not be held responsible for additional charges of hanging, painting or other charges arising from the replacement of doors. Any such defects must be brought to the attention of the manufacturer when discovered and in any event within five years from the date of shipment by the manufacturer. The manufacturer is not liable to reimburse any purchaser for doors repaired or replaced without the prior written consent of the manufacturer to such repairs or replacement. The manufacturer will not assume responsibility for doors which become defective because of failure to follow these conditions or for hazards of shipment or storage, after doors leave the control of the manufacturer. The Company is not responsible for any transit damage.

INTERPRETATION OF WARP

Warp shall be interpreted as meaning the cupping/bowing or twisting of doors. It refers to distortion within the door itself and not its relationship to the jambs or frame in which it is hung. Warp exceeding 5mm for doors up to 2100mm x 920mm, 6mm for doors over 2100mm x 920mm and up to 2340mm x 920mm and 8mm for doors up to 2340mm x 1200mm shall be considered a defect. Doors in excess of 2340mm high or 1200mm wide are not guaranteed against warp.

EXCLUSIONS

The guarantee against warp does not apply to the following:

- a. Doors with face veneers of different species.**
- b. Doors that are improperly hung or do not swing freely.**
- c. External flush doors which have been painted or stained dark colours, or different colours each face.**

Experience has demonstrated that when warp occurs after doors have been delivered to storage or building sites, it is usually due to improper storage or adverse moisture conditions after hanging and not to faulty manufacture. The Company will accept no responsibility for doors when moisture content of the timber falls below 12% or exceeds 18%. The Company will not accept responsibility for conditions wholly beyond its control. However, the Company should be consulted promptly if excessive warping occurs to provide assistance in overcoming the difficulty.