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## **Parkwood Products Warranty**

This Warranty applies to physical goods, only purchased through an approved supplier of Parkwood Products.

### **What does this warranty cover?**

This Warranty covers any manufacturing faults in material or workmanship during the Warranty Period.

During the Warranty Period, Parkwood Products will repair or replace, parts of a product that proves defective due to manufacturing faults or replace full door panels if required. All warranty claims will be fully investigated prior to action being taken. This includes (but isn't limited to): Site Inspections, Photos of products and phone calls.

### **What will we do to correct the issue?**

Parkwood Products will either provide a replacement product, replacement parts or repair the product using new or refurbished replacement parts.

### **How long does the coverage last?**

The Warranty Period for Physical Goods purchased from Parkwood Products is 5 years in the case of Timber products and 10 years in the case of Duramax and Aluminium products from date of purchase.

A replacement Physical Good or part assumes the remaining warranty of the original Physical Good. If at time of replacement or repair a new warranty is wanted, then a requirement to purchase warranty plus must be met.

### **This Warranty does not cover:**

- Conditions, malfunctions or damage not resulting from defects in material.
- If the conditions outlined in the warranty requirements are not met.
- There are alterations made to the product not authorised by Parkwood Products.

### **What do you have to do?**

To obtain warranty service, you must first contact the company your product was purchased through to determine the problem and the most appropriate solution for you.

### **Disclaimer**

Replacement or repair products will be to the original condition and standard it was supplied in. No responsibility for other work taken out is covered such as (but isn't limited to): rehangings, painting, fitting of hardware or disposal of faulty product unless this was carried out by Parkwood Products at time of purchase.

The warranties are subject to the following further provisions:

**Timber Doors:**

Are designed for use in weather protected situations only. The warranty is void if:

- Exposed to driving rain and insufficient cover above door (min 1.2m)
- Exposed to long periods of direct sunlight (5 hours or more) this can cause heat cracks.
- If painted with an LRV equal to or less, then 40% (see your paint manufacturer for the LRV rating).
- Not sealed (6 sides) within 5 days of being on site and hasn't had its full coating applied within 28 days of being sealed. Oils and penetrating stains are not a sealant (refer to "Care For Your Door")
- If door reduced in size or altered in any way following delivery from Factory
- Understanding that due to seasonal and geographic variations in atmosphere moisture can cause a certain amount of shrinkage or expansion in a timber product, (refer to "Care For Your Door") as this is not considered a defect.
- Does not have a well-maintained coating.

**Aluminium Doors:**

Are designed for most weather situations and come with a long-lasting powder-coated finish. Mostly our aluminium doors are faultless, but there are still areas of care that need to be taken:

- Powder-coat finishes do come with varying grades and qualities, and some shading and discolouration can occur. This is not regarded as a defect.
- Durability and colour retentive qualities of the powder-coating can be improved by a maintenance programme of cleaning the joinery every 3-6 months.
- Powder-coating surface finish defects and blemishes which are only apparent to the naked eye at less than two metres from the door are considered acceptable.

**Duramax Doors:**

Are designed for extreme weather situations. They come with a 10-year warranty and are totally sealed by resin edging. But there are situations that would make the warranty void:

- Dark colour on outside and light colour to inside or vice versa will bow the door. This is not recommended.
- If the doors are trimmed down any more than what is recommended by manufacturer, this could cause the breakdown of the resin edge, which will cause delaminating.
- Painting Colours with LRV of equal to or less than 10% (see your paint manufacturer for the LRV rating).
- All sides of the door are not coated in the same products and colour

### Care for your door:

Should a defect in our workmanship (other than simple maintenance of what we speak of in this guarantee) develop within the warranty life time, we will repair or replace the door, at our discretion, to the re-seller. Parkwood will not consider any defects which fall within the following:

- A warp shall not be considered a defect unless it exceeds 6mm in the door itself
- Natural variations in colour and grain of timber are not considered defects.

Finishes and coatings are very important and should be followed through carefully. If clear finishing your timber entrance door, Parkwood recommends a Sikkens HLS sealer coat first and then finished with a Sikkens filter 7 product, which can be brought from most hardware stores. You can visit our website [www.parkwooddoors.co.nz](http://www.parkwooddoors.co.nz) for a list of stockists, or for other recommended door finishes, what must be used is a foam filling product. Please do NOT use an oil finish for exterior doors. For interior doors, all staining on timber should be tested before fully coating as Parkwood takes no responsibility for any effects that stain can cause to the look of the timber. Staining is at your own risk.

We are here to help you make the right choice, for your front door timber type, and what hardware will work best in your home, what finish will last the distance. Please use this opportunity to contact us if you need further assistance.

### Warranty Plus

Parkwood now offer clients a Full Cover warranty option on all doors!

This will be in addition to the Standard Warranty which covers full replacement of the door (or parts of a door) if faulty (and meets warranty conditions). The 'Warranty Plus Cover' comes at a small cost as a 'Peace of Mind Warranty'.

What your standard warranty covers:

- Door repair or replacement only

Warranty Plus offers an additional level of assurance which includes:

- Standard door repair or replacement as outlined in the warranty
- PLUS, door fitting
- PLUS, door finishing
- PLUS, re-fitting of any hardware

Warranty Plus covers up to \$500 of re-fitting and re-hanging costs. **Please state 'Warranty Plus' on your order to activate this option.**

Parkwood will work with the reseller and sort out all relating problems if the quality/workmanship fails. All problems relating to the door that Parkwood supplied would be fixed by Parkwood or contractors organised by Parkwood (If the warranty claim is investigated and proves to be a manufacturing fault). Please note that NO Parkwood warranty is effective if our 'Guarantee of Quality' is not followed and met.