



# THE DOOR KEEPER

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## Warranty

### Glass in Doors/Windows – Premium Range

- Cracks, breaks or scratches and/or rub marks in glass must be reported at time of delivery for any warranty claim to be considered.
- Defects in the manufacture of glass products carry a maximum of 2 years warranty.

### Glass in Doors/Windows – Factory Specials/Factory Seconds

- Cracks and/or breaks in glass must be reported at time of delivery for any warranty claim to be considered.
- Factory Special / Factory Second doors/windows are provided in “as is” condition and no warranty period is offered for scratches and/or rub marks or any other kind of manufacturing defect.

### Premium Range – Solid Timber Doors/Windows

- The Door Keeper Warranty period (on our Premium Range of Solid Timber Doors/Windows) is 2 years from date of purchase.
- The Door Keeper will (at their discretion) either repair or if unable to repair, replace the product in question.
- During the first year of the warranty period, if the product(s) require replacement, The Door Keeper will (at their discretion) either re-hang or pay for re-hanging, but will not be responsible for the cost of re-staining/painting.
- During the second year of the warranty period, if the product(s) require replacement, The Door Keeper will provide a replacement only and will not be responsible for the cost of re-hanging or re-staining/painting.

### Premium Range – Pre-hung Solid Timber Doors/Windows

- The Door Keeper Warranty period (on our Premium Range of Pre-hung Solid Timber Doors/Windows) is 2 years from date of purchase.
- The Door Keeper will (at their discretion) either repair or if unable to repair, replace the product in question.
- If the product(s) require replacement, The Door Keeper will (at their discretion) either re-hang or pay for re-hanging during the full 2 year warranty period, but will not be responsible for the cost of re-staining/painting.

### Factory Special – Solid Timber Doors/Windows

- The Door Keeper Warranty period (on our Factory Special Solid Timber Doors/Windows) is 6 months from date of purchase.
- The Door Keeper will (at their discretion) either repair or if unable to repair, attempt to replace the product in question with an identical model. If an identical model is not available, an alternative model will be supplied.
- The Door Keeper will not be responsible for the cost of re-hanging and re-staining/painting.

### Factory Special – Pre-hung Solid Timber Doors/Windows

- The Door Keeper Warranty period (on our Factory Special Range of Pre-hung Solid Timber Doors/Windows) is 6 months from date of purchase.
- The Door Keeper will (at their discretion) either repair or if unable to repair, attempt to replace the product in question with an identical model. If an identical model is not available, an alternative model will be supplied.
- The Door Keeper will not be responsible for the cost of re-hanging and re-staining/painting.

### Factory Second – Solid Timber Doors/Windows

- Factory Second Solid Timber Doors/Windows are sold on an “as is” condition and no warranty is offered on these doors.
- The Door Keeper will not be responsible for the cost of re-hanging and re-staining/painting.

## Conditions

Your warranty cover will immediately become void unless all of the following six conditions are met.

1. Report any faults before hanging or modifying Doors/Windows.
2. If not being fitted immediately, Doors/Windows must be stored correctly (See below)
3. Seal or paint all faces and edges at time of hanging.
4. Give as much overhead protection as possible.
5. Avoid painting in dark colours.
6. Avoid unnatural temperature variations from inside to outside faces.

### Sealing

Doors/Windows must be properly sealed (on all faces and edges) with a quality exterior grade timber sealant or woodstain designed for doors such as Sikkens HLS or Cutek Wood Preserver. A transparent top coat product such as Sikkens Filter 7 should also be used in most cases.

### Transport

Damage caused when a product is delivered by The Door Keeper or one of its subcontractors carries full insurance. Damage caused when a product is collected from The Door Keeper or delivered by the builders or customers nominated transport, is the builders or customers responsibility to organise insurance with the nominated company.

### Storage

Doors/Windows are not to be stored by –

- Leaning against a wall standing up where it can warp.
- Leaning against fresh plaster.
- Laying flat on new or damp concrete.
- Exposed to wind, sun, rain and general bad weather.

### Fitting

Incorrect hanging, modifying or altering of the Door/Window and lack of correct maintenance, will not be covered by warranty.

### Defects

A warp over 5mm on a 2040 x 820 door is considered a defect (larger doors have greater tolerances). Providing the storage, hanging and painting conditions have been adhered to the door will be replaced. As timber is a natural product, colour, grain pattern and texture are not considered defects. Warranty for warp does not include doors painted in dark colours, contrasting colours on faces, or un-natural temperature changes between both faces.

### Glass

Warranty claims for Cracks, Breaks, Scratches & Rub Marks must be made at time of delivery. As per Australian Standard AS4667:2000 Section 9.2.5. Inspect glass from a distance of 3.0 metres whilst holding in a perpendicular position using daylight without direct sunlight or with a background light suitable for observing any defects. Failure to perform these actions will result in a rejection of any warranty claims.

### Sale Conditions - Centor ES2 & S1E Retractable Insect Screen/Blind

1. Screens need to be rolled away completely when not in use.
2. In windy conditions (Over 15 Knots), the screens must be rolled away to avoid damage / stretching of screen. To assist in rolling away in these conditions and to avoid damage, partly close doors to enable them to act as a wind break.
3. To avoid damage / stretching, pets such as Cats & Dogs must not be able to come into contact with the screen at any time.
4. To avoid damage / stretching, small children must be kept from pushing or leaning onto the screen.
5. If sagging occurs, contact manufacturer immediately for possible re-tensioning of screen. Do not delay as this can promote stretching and increase sagging.
6. If screen edge comes out of top or bottom channel, slowly retract screen and with only a little help it will self feed back onto the roll.

There are quite a few different ways to fit these bifolds and depending on which way your fitter prefers, as well as the house construction type will determine the best method. A detailed fitting guide is available free of charge. Please contact us to arrange for a copy to be posted or emailed to you.

If you require any further information, please do not hesitate to contact us.

### **The Door Keeper**