



WARRANTY

Thank you for selecting Eco Timber Doors and Windows.

We are committed to bringing you the products of the highest quality and value, supported by a comprehensive warranty.

The warranty is valid for ten (10) years from the date of original purchase. The warranty of replacement products will be limited to the remainder of the original warranty period. The products are warranted to be free from defects in manufacturing, materials and workmanship. If such a defect appears during the time of this warranty, Eco Timber Doors and Windows will, at its option (1) repair the defective product, (2) replace the defective materials or (3) refund your purchase price. If a replacement is elected Eco Timber Doors and Windows will not be responsible for installation or refinishing of replacement parts. Timber is a natural Material and there will be associated character and variation.

The glass will comply with Glass and Glazing Federation visual quality standards and the seals on the double glazed units will be free from failure if fitted in accordance with the company procedure for a period of ten (10) years for standard units and five (5) years for slimline units. "failure" meaning failure of insulation glass unit resulting in penetration of moisture into the air space and appearance of moisture on the glass inside the air space.

No other glass defect or phenomena are covered by this warranty.

Locking mechanisms, hinges, handles and metallic moving parts are warranted for one (1) year to be free from functional failure subject to reasonable care by the customer. Please refer to the Hardware Manufacturers warranty and maintenance guidelines. Surface finishes and cosmetic deterioration due to wear and tear are not covered by this warranty.

Please refer to Trada literature with regard to suitability and characteristics of timber for proposed use.

Surface Treatment warranties are according to the system and the paint manufacturer. These are subject to regular maintenance inspections of at least yearly intervals being undertaken by the customer. Flexible joints and surface finishes need to be maintained. Any defects should be rectified at the earliest opportunity.

Coating system durability is a function of many factors, which can make lifetime projections difficult. Please note that opaque finishes outperform the translucent finishes by a factor of 2-3.

Warranties exclude natural resin exudation, leaching and movement around knots and joints.

All warranties are subject to environmental conditions of the site, location and adherence to good working practices and the care and maintenance procedures stated in the manufacturers literature.

Care needs to be taken so that the joinery is not fitted or stored in adverse conditions. It is recommended that it is not fitted early during building projects. The severity of site conditions could cause surface damage, blemishes, splits, discolouration and timber movement which we are not responsible for.

Wide Boards (above 120mm), especially those used in Contemporary doors, are not advised in exposed Locations. Site/ Installation detailing should ensure that they are sheltered from direct weathering.

Moisture levels should be monitored throughout the build so that extreme conditions are avoided. Untreated Joinery is not recommended. If joinery is supplied untreated a surface treatment will need to be applied by the customer, that will limit moisture variations, prior to installation.

Inward Opening doors and windows are not advised in exposed Locations. Site/ Installation detailing should ensure that they are sheltered from direct weathering.

Claims under these warranties must be made within 60 days of appearance of defect. Any remedial work not completed by Eco Timber Doors and Windows must be approved by us and completed to an appropriate standard by a competent contractor. Such contractor must provide a written quote for the repairs and the contractor and quote must be approved in writing by us before any repairs take place. Such approval shall not be unreasonably withheld.

Exclusions

Eco Timber Doors and Windows build its Doors and Windows to be durable and long lasting. There are certain conditions or applications, however, over which we have no control. Defects or problems as a result of such conditions or applications are not the responsibility of Eco Timber Doors and Windows. They Include:

- Improper installation, field finishing or maintenance
- Corrosion, wear or failure of standard hardware in seacoast application
- Normal wear or discolouration of finishes, including tarnishing of brass
- Any misuse, modification or alteration
- Cracks, shakes and movement of incorrectly treated joinery
- Variation in the colour and grain of natural wood parts
- Environmental conditions or use exceeding design standards
- Special glass or glazing
- Electric operators (please see manufacturer's warranty)
- Warpage of 6mm or less plm of stiles and rails
- Minor glass imperfections that do not affect normal vision or product performance, including curvature of the glass due to atmospheric conditions
- Condensation or frost on exposed surfaces

We shall in no event be liable for any consequential or incidental damages of any kind. This warranty gives you specific the legal rights and you may have other rights.

The foregoing warranty is in lieu of all other warranties, express or implied, and no other person (including any employee, Agent, Dealer or Representative) is authorized to make any representation or warranty concerning this product, except to refer purchasers to this warranty.

This is not a warranty of future performance but only to repair/replace or refund.