

# Standard Warranty Certificate

## WARRANTY OVERVIEW:

In addition to the guarantees under the Australian Consumer Law, NEDF Pty Ltd provide an extended warranty on complete products that are fit for purpose and have been correctly installed in accordance with the relevant Australian Standards and recognised building practices and the relevant NEDF Pty Ltd Product Care Guides. In the event of failure, NEDF Pty Ltd will attempt to make right on the goods or find an alternative agreement with the customer.

**NORTH EASTERN DOOR FRAMES PROUDLY GUARANTEE ALL PRODUCTS SHALL BE FREE FROM MATERIAL AND MANUFACTURING DEFECTS FOR THE FOLLOWING PERIODS FROM THE DATE OF DELIVERY:**

**2**  
YEAR

**TWO YEARS LIMITED WARRANTY ON:**

- Timber Fire Doors • Life Safety Doors • Bal Rated Doors • Acoustic Doors • Radiation Doors
- Personnel Access Doors • Timber Door Frames

**3**  
YEAR

**THREE YEARS LIMITED WARRANTY ON:**

- Standard Timber Flush Panel Doors

**5**  
YEAR

**FIVE YEARS LIMITED WARRANTY ON:**

- Pressed Metal Door Frames • Security Doors

**WARRANTY ON HARDWARE IS AS PER THE MANUFACTURER'S GUIDELINES**

## Exclusions

- Claims for non conforming deliveries (incomplete, defective or incorrectly supplied) will only be considered if made within 5 working days of delivery. All delivery checks are the responsibility of the customer. Under NO circumstance will North Eastern Door Frames be liable if the product is installed prior to checking that product was supplied correctly and free of defects.
- North Eastern Door Frames is not liable to reimburse any customer for doors and frames repaired or replaced without the prior written consent from North Eastern Door Frames for the repair or replacement.
- Improper assembly or installation services provided by others as well as damage caused on site.
- Normal wear and tear including, but not limited to, progressive deterioration of finishes and materials due to exposure to sun, rain, abrasion, heat and/or cold.
- Materials and quality of workmanship during on-site assembly and installation by others.
- Warp for doors over 2440mm x 1220mm, or doors subjected to uneven heating and cooling through the door panel. 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, including storage conditions after delivery of products.
- Fire doors where more than the maximum of 3mm has been trimmed from any edge of the door.
- Doors hung with less than the recommended number of hinges determined from the North Eastern Door Frames Hinge Guide using the correct door type and dimensions.
- External Doors must be hung in weather protected areas. Doors that are installed in a fully exposed situation including opening out doors will not be warranted.
- Staining or scratching of visible surfaces, contamination by construction dust or debris as well as damage or deterioration caused by wind, rain or other environmental impacts.
- Costs for labour, installation, removal or refinishing of the replacement product or component, and incidental or consequential damages of any kind other than as mandated by applicable state law.
- Any product that has not been installed and maintained in accordance with the relevant Australian Standards and the recognised building practices and the relevant North Eastern Door Frames Product Care Guides.
- Any product that has been subject to misuse, physical abuse of any form of neglect.
- Factory priming of any product is only to protect the product while in transit and general handling. It is the responsibility of the customer to immediately coat the product as per the North Eastern Door Frames Product Care Guides or the product will be excluded from corrosion or surface deterioration defects.
- Frames that are not installed plumb, square and suitably anchored using the correct fixing points by the installer.
- North Eastern Door Frames must receive a written quote for any proposed site rectification works of its products and approve the proposed costs prior to commencement. Under no circumstances is North Eastern Door Frames liable for expenses that were not quoted in writing and agreed upon before the works commenced.



**North Eastern Door Frames**

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