



# GUARANTEES

## Guarantee and Warranty Information

All products supplied by Papakura Joinery Ltd are guaranteed to be of good workmanship and materials and free from defects for a period of 5 years from the date of manufacturer. Papakura Joinery will provide remedial work to correct any defects that develop due to faulty materials or workmanship.

Papakura Joinery aims to manufacture and supply a quality joinery product to the highest standard. Failure to follow the recommendations outlined below may result in product failure and void any warranties.

No Liability will be accepted where problems or damage occurs from the following conditions;

Where faults, poor performance or damage to the product which can be attributed to incorrect installation of the product, warranty claims will not be entertained.

## Site Storage for Timber Joinery

All joinery products must be kept in a cool dry area free from moisture and direct sunlight immediately on arrival to site.

Your timber joinery must be stored on an even surface ( To avoid twisting etc )

All surfaces ( Including tops and bottoms of door leaves and window sashes ) need to be primed and sealed prior to installation of the product. Warranty claims will not be accepted where the product has not been primed/ painted. Warranty claims for damage distortion of the product due to being painted in a dark colour where the product is exposed to direct or indirect sunlight , will not be accepted.

Remedial work carried out under the terms of this warranty does not include painting.

## Exterior Joinery

PJ recommends purchasing all exterior joinery products factory primed or sealed. Use only premium quality oil base alkyd primers and sealers. Within 4 weeks of receiving your joinery you will need to apply a minimum of 2 successive coats ( Preferably oil- based enamels) to all primed surfaces, paying special attention to all 'end grain' areas, (tops and bottom of doors and sashes in particular.) All joinery that has timber removed /drilled or checked out for hardware including locks, catches etc must have a coat of primer immediately on removal of timber.

## Interior Joinery

Prime or seal all timber surfaces immediately upon the product reaching site, and follow the procedures/conditions above re: exterior joinery. All surfaces must be sealed 2 faces and 4 edges upon arrival to site. Doors must be kept in a dry cool area and not be exposed to direct heat / sunlight or non ventilated areas. If air conditioning is used in a confined and non ventilated area all warranties will be void.

## Maintenance & Care

For ongoing maintenance and care of your joinery – Timber surfaces need to be kept clean ( normally a damp cloth with a light detergent will suffice.) Please ensure coating and recoating instructions are strictly adhered to of your specified product ( Instructions for this will be available on the suppliers website).

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