

# PRODUCT GUARANTEE



## ENVIROWOOD™

Thank you for purchasing Envirowood solid timber joinery - Australia's premium joinery product sourced from Australian Forestry Standard (AFS) certified forests with full chain of custody (CoC) certification.

Finlayson's is a member of the Australian Window Association and as such conforms to an industry code of conduct designed to protect consumers.

Our joinery is inspected by 3rd party NATA accredited auditors to validate that the window and door products examined have been manufactured to the relevant Australian Standards and the legislative requirements of the Australian Building Code.

Finlayson's offer an industry leading Product Guarantee for Envirowood Joinery.

- 7 years against defects arising from faulty workmanship or materials.
- 10 year structural guarantee against fungal decay (rot), termite attack and insect borers - product replacement and labour costs.
- 25 year structural guarantee against fungal decay (rot), termite attack and insect borers - product replacement.

#### Conditions, Exclusions and Limitations of Guarantee

- Envirowood Joinery Installation and Maintenance Instructions must be followed. (Please see reverse side)
- Envirowood must be used in a manner consistent with the Building Codes of Australia.
- Envirowood must have a paint or stain system maintained for the **life of the product**. All faces and all edges must be maintained to ensure optimum serviceability, appearance and dimensional stability.
- Where Envirowood products are cut, notched, drilled or rebated on site, the exposed area **must be resealed** with a suitable resealing product such as Tanalised Enseal Clear or Tanalised Ecoséal to ensure that an integral treatment envelope is maintained.
- The Light Organic Solvent Preservative (LOSP) used in Envirowood is manufactured by Arch Wood Protection to protect from fungal decay, termite attack and insect borers. The guarantee applies for any **correctly treated, installed and maintained** Envirowood products which become structurally unserviceable due to the action of termites or decay.
- Guarantee does not cover deterioration or damage to Envirowood due to any other cause apart from fungal decay, termites or insect borers. Other issues not covered by guarantee may include weathering, corrosion, bleaching, mould and surface stains, checking, mechanical wear and tear, physical breakage etc.
- Guarantee is not in effect outside of Australia.
- Proof of purchase is required.

#### Finlayson's Timber & Hardware Pty Ltd

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## ENVIROWOOD™

**To get the very best performance from Envirowood and ensure your guarantee is valid, procedures for storage, handling and installation must be followed.**

Many of the procedures relate to controlling the interaction of wood with water. Changing wood moisture content can lead to changes in shape and increased risk of fungal attack.

- All joinery must be sealed with an oil based primer or equivalent approved sealant within 48 hours of delivery but preferably as soon as it reaches site. For a nominal cost Envirowood can be supplied factory pre-primed. This provides temporary protection from weather and contamination during transport, site storage and construction. The priming of the putty is the purchasers responsibility and must be done as soon as a putty "skin" appears.
- The top, underside and edges of joinery should be sealed with 2 coats as this is where the end grain is located which gains/loses the most amount of moisture.
- Store joinery away from direct sunlight and out of the weather at all times. High humidity, pooled water and unusually hot locations should be avoided. Wetting or drying can cause distortion of joinery.
- All joinery should be stored flat on a minimum of 3 gluts and away from moisture.
- Joinery should be fitted to the relevant Australian Standards.
- It is the responsibility of the installer to ensure jambs are plumb and sill and heads are level to ensure square and free of twists or sag so joinery operates correctly.
- Protect the joinery if brickwork or rendering is being built around the frames.
- All external doors require three 100mm hinges per leaf.
- Double hung windows which have been factory hung, may need minor adjustment after the initial settling in period. This is the responsibility of the purchaser however can be carried out by Finlayson's for a nominal charge.
- Un-primed Joinery is supplied factory sanded with the final sanding and arissing the responsibility of the purchaser/painter.
- When hanging joinery please allow sufficient clearance for 3-4 coats of paint to eliminate any binding.
- Joinery should be painted on a regular basis - some areas of your house may require more frequent painting and maintenance than others.
- Regular maintenance is required for all hardware, even stainless steel as they are moving parts. In most environments maintenance is recommended every 6 months and every 3 months in marine or industrial environments.
- The use of paint coatings in dark tones is not recommended for high sunlit areas and will void guarantee, as unreflected heat will cause distortion due to uneven drying.
- Installation where large differences in temperature can exist on each side of joinery items should be avoided. For example, an external west facing wall with air conditioning inside.

**Please remember timber is a natural product and changes in climatic conditions will cause slight movements in joinery components. This is not considered a defect.**

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