

Warranty & Maintenance

Installation

Eden Made is a supplier and not a contractor. As such we do not install windows and doors.

If requested we can provide you with details of a BSA registered builder who will undertake installation work including lock fitting. By Regulation only registered and insured contractors are permitted to do installations. Should you be undertaking building already it is most common for your existing contractor to undertake the joinery installation work and you will need to ascertain if s/he prefers the joinery to arrive pre-hung or to hang it on site himself.

Inspection upon Delivery

Joinery should be carefully checked on arrival to ensure it is acceptable and correct to the shop drawings. It is common for small dents to occur during transportation and installation process and these are easily fixed with a quick sand. For deeper dents, a hot domestic iron used over a wet tea towel positioned on the affected timber will steam out even deep knocks quite easily.

Eden Made will send a tradesperson to undertake any rectifications if notified within 24 hours of delivery. It is important joinery is not stored in an excessively hot, cold or moist location (particularly on new concrete) and that it is fully sealed on all faces within 48 hours of arrival prior to installation.

Particular attention should be paid to the tops and bottoms of doors and windows and the outside framing timbers that will be concealed in the walls after installation. Please note that colours and grain variations in timber are a natural occurrence and do not constitute a defect. All Colour variations can be camouflaged with a light stain or grain filler if uniformity is required but you need to discuss your requirements with your painter.

Warranty Terms and Conditions

Eden Made warrants to the original consumer that the quality of workmanship and materials of built in timber joinery items will be free from structural defects which may render the product unserviceable for 6 Years from date of purchase. Exposed joinery projects such as gates, window hoods etc carry a 1 year warranty for defects which may render the product unserviceable.

All doors and windows are designed to 700Pa velocity and 150Pa water rating unless a higher rating was specified on the shop drawings provided for the particular application.

Joinery contracted to be factory primed will be sealed with one coat of white primer or sikkens primer only. Sanding and subsequent undercoats are the responsibility of the purchaser. Factory priming is not meant to provide a long lasting seal from the elements and subsequent coats must be applied within 14 days of delivery or warranty is void.

Doors must be inspected upon arrival for visible defects and all claims based thereon must be filed within two (2) days.



To comply with this limited warranty, it is the consumer's responsibility to properly care for and protect all timber products.

- Prior to installation, the entire door and its frame, or window and its frame, both interior and exterior, and including top and bottom edges and hinge checkouts, must receive a minimum of two (2) coats of recommended paint, stain or sealer within 48 hours of delivery to prevent undue absorption of moisture which may cause warping to occur. If joinery is pre primed, subsequent coats must be applied within 14 days.
- Doors must be stored flat, in a dry place with ventilation all round. Avoid freshly plastered rooms or other damp areas, and ensure doors are not in direct sunlight. Do not stack on new concrete.
- Regular maintenance to prevent breakdown and exposure to the elements should be provided to prevent deterioration.
- A change in climatic conditions can cause slight movement in the components of some solid timber joinery, which are not considered defects. All joinery must be sealed within 48 hours of delivery to site to minimise expansion and contraction.
- Eden Made requires that if your door receives direct sunlight it should be painted in a light reflective colour, or an approved transparent finish.
- Dark Colours may cause shrinkage due to surface heating and will void this warranty. Specifically external doors painted in colours with a light reflectance value of less than 50 are not covered by this warranty.

Exclusions

Eden Made will not be held responsible for charges of hanging, lock or hardware fitting, painting or any other charges arising from the replacement of remedial work on joinery. This warranty under Section 69 of the Trade Practices Act will be limited to: such remedy replaces, or the repair of products only. The company is not liable to reimburse any purchaser for the joinery replaced or repaired by others without written consent from Eden Made. Back charging for unauthorized work will not be accepted.

- Texture and colour variations do not constitute defects as timber is a natural product.
- Warping refers to distortion within the door itself and not to its relationship to the door jamb or frame in which it is hung. Warping exceeding 5mm in standard 2040mm x 820mm doors shall be considered a defect. Allowable warp increases proportionally with larger joinery items. Claims for gaps or warp in double or French doors will not be considered unless the passive door is plumb and fitted with a barrel bolt at the top and bottom.

Allowable distortions nominated by WADIC are as follows:

Allowable distortions	Limit
Twist measured diagonally across the door 820mm wide	5mm
Bending along the door height: up to 2150mm high	4mm
Bending along the door height: between 2150 and 2400mm high	6mm
Surface misalignment, at the meeting edge of double swing or French doors, when closed	5mm



The Guarantee against warp does not apply to the following:

- 35mm and 40mm thick doors wider than 920mm or higher than 2400mm
- Doors that are improperly installed or do not swing freely.
- External Doors which have been painted dark colours or different colours on each face, or which are exposed to unnatural temperature variations between both faces due to for example air conditioning.
- External doors that are painted with non-microporous finishes such as acrylic, lacquer or polyurethane.
- Doors that are not fully sealed on all six faces.

Experience has demonstrated that warp occurs after doors have been delivered to storage on building sites, and is usually due to improper storage or adverse moisture conditions after hanging and not to faulty manufacture. The Manufacturer will not accept responsibility for joinery when moisture content of the timber falls below 12% or exceeds 16%. The warranty for hardware items not manufactured by Eden Made is limited to the warranty period offered by the manufacturer even if this is shorter than 5 years.

Cleaning and Maintenance

Timber

Wipe surfaces using a sponge cloth lightly dampened with water and a mild detergent. Dry off with a clean cloth.

Glass

Wipe surfaces using a microfibre cloth, lightly dampened with water and a mild glass cleaner. Be careful not to clean glass when it is very hot or very cold. Extreme temperature changes can cause glass to crack.

For difficult spots, wipe surfaces using acetone on a clean cloth. Follow this with the above standard cleaning procedure to ensure all acetone is removed. Do not allow acetone to come in contact with any other surface, including painted surfaces, as it may cause damage.

Hardware

We recommend any dirt, sand, dust and any other debris be removed as regularly as possible. This will protect your hardware and limit potential functionality issues. Wipe down the visible surfaces with a soft damp cloth and then rinse off by wiping with a clean damp cloth.

Maintenance

Keep rollers, locks and hinges lubricated with a silicone based spray. We suggest that you follow the procedures detailed on the silicone based spray packaging.