

GOLD COAST DOORLAND GUARANTEE & INSTRUCTIONS – SOLID TIMBER JOINERY

*Subject to terms and conditions set forth herein, stock/imported timber doors sold by **GOLD COAST DOORLAND** are guaranteed by the manufacturer for **two years** from the date of shipment by the manufacturer to be of good material and workmanship, free from defects which render them unserviceable or unfit for use for which they were manufactured.*

TERMS AND CONDITIONS (V2.13 effective 01/01/2009)

STORAGE

Doors must be accorded reasonable treatment by the purchaser. Raw doors must be stored flat in a dry building, not in a damp, moist or freshly painted or plastered area.

ALTERATIONS TO DOORS SUPPLIED

The utility or structural strength must not be impaired in the fitting of the door or the application of hardware

- Cutting and altering the door for lites, louvres, panels or any other special details
- Excessive trimming of doors to size

If in doubt, please [contact us](#) for expert advice.

SEALING AND PAINTING

Immediately after fitting and prior to hanging, the entire door including the top and bottom edges must receive at least two coats of paint, varnish or sealer to prevent undue absorption of moisture or to prevent timber drying out. Light, reflective colours are recommended for all external doors as the application of dark colours may cause bowing, twisting, shrinkage and splitting. The use of dark colours on doors exposed to sunlight will void Gold Coast Doorland warranty. Semi gloss or satin finishes are recommended for all doors. The objective of painting a door is to seal the timber; that is to prevent moisture absorption or loss. Your paint supplier should be consulted as to the number of coats required to effectively seal the door. It is the responsibility of the owner to maintain an ongoing adequate seal, according to the paint supplier's recommendations to prevent deterioration of the doors. Never use two pack or automotive paint on solid timber doors.

TIMBER VARIATIONS - Natural variations in the colour and texture of timber are not to be considered defects. Colour variation will differ with timber types. Some timber species may show natural gum veins and minor surface cracking & splitting.

GENERAL CONDITIONS

Gold Coast Doorland will not assume responsibility for doors, which became defective because of failure to follow these recommendations or for hazards of shipment or storage, after doors leave the control of the manufacturer. Doors must be inspected upon arrival for visible defects and all claims based thereon must be filed immediately. Gold Coast Doorland agrees to repair or replace at its option, unfinished and in the form as originally supplied and without charge, doors found to be defective within the meaning of this guarantee. Any such defects must be brought to the attention of the manufacturer promptly when discovered, and, in any event, within two years from the date of shipment by the manufacturer. Gold Coast Doorland is not liable hereunder to reimburse the purchaser for doors repaired or replaced without prior written consent of the manufacturer to such repair or replacement. A warp not exceeding 5mm on doors up to 2100 x 920 x 40, or 6mm on doors over 2100 x 920 x 40 and up to 2400 x 1200 x 40 shall not be considered a defect. Doors in excess of 2400 high or 1200 wide are not guaranteed against warp, bow or twist.

It is recommended that External Doors have a minimum of 1.2m of cover at no higher than 2.4m from the ground. Gold Coast Doorland will not warrant doors that are fully exposed to the weather.

INTERPRETATION OF WARP

Warp shall not be interpreted as meaning the cupping or twisting of doors. It refers to distortion within the door itself and not to its relationship to the jambs or frame in which it is hung. Therefore, warp-exceeding tolerances noted above shall be considered a defect only:

1. When cupping is determined by applying a straight edge to the concave face of the door,
or
2. When a twist is determined by placing the door face against a true plane surface. The guarantee against warp does not apply to the following:
 - a. Doors that are improperly hung or do not swing freely.
 - b. External doors which have been painted or stained with dark colours.
 - c. Doors where closers and associated hardware are fixed in a manner that causes undue stress on the door.

Experience has demonstrated that the warp occurs after doors have been delivered to building sites, it is usually due to improper storage or adverse moisture conditions after hanging and not to faulty manufacture. Gold Coast Doorland will accept no responsibility for doors where moisture content of the timber falls below 12% or exceeds 18%. The manufacturer cannot assume responsibility for conditions wholly beyond his control. He should however, be consulted promptly if excessive warping occurs so as to be of assistance in overcoming the difficulty. Any claims should be made within fourteen (14) days of the fault arising and will need to be accompanied with proof of purchase.

PIVOT DOORS & FRAMES

Pivot Doors with hydraulic closers will require regular inspection and maintenance. We recommend that every year (or as often as needed) that the 2 independent hydraulic valves be adjusted to the desired settings. Non hydraulic pivots only require adjustment of the top bearing plate as needed. The failure to adjust the hydraulic settings and any force against the natural action of the closer may damage the door and/or the closer and may void the warranty. If in doubt, please [contact us](#) for expert advice.

ADVISORY NOTE

Considerable damage can occur during the delivery of doors, particularly to country areas. Special packaging is recommended in an attempt to prevent transit damage. Gold Coast Doorland is not responsible for transit damage. Nothing herein contained shall exclude the rights which any purchaser may have as a result of a breach of the obligations imposed on manufacturers and suppliers by the Trade Practices Act or similar State or Territory laws.

This Warranty is limited to the repair or replacement of the faulty product at the Company's discretion but does not extend to the installation or refinishing of a replacement or repaired product.

Any hardware (excludes hinges & pivots) supplied with the doors is only covered by the manufacturer's warranty which may vary depending on the hardware selected.

Gold Coast Doorland reserves the right to change specifications and prices without prior notification.