



## **SUPERWOOD INDUSTRIES SDN BHD**

Please find the attached pre-quotation for most ranges of wooden entry doors with a warranty of 15 years; this warranty is given on the functionality, ironmongery, of the door; the material (timber) of the door, warranty is provided with the following term and conditions. Kindly take note.

### **For UK market (Door Leaf only)**

- (1) These door leaf has to be with proper UV outdoor coating for all surfaces, including the four edges of the door. Furthermore, constant yearly checking and maintenance (such as, repairing if the paint has deteriorated) should be provided for good protection of the quality of the timber door.
- (2) There should be no direct contact with water / rain for the door at all time; and, besides the probable UV outdoor coating, for the front entry door, a reasonable \*weather shade should be provided, this is to prevent with the direct contact of the rainfall.

### **For France, Poland and Romania (Complete door set - Pre-hung door)**

- (1) There should be no direct contact with water / rain for the door at all time; and, besides the probable UV outdoor coating, for the front entry door, a reasonable \*weather shade should be provided, this is to prevent with the direct contact of the rainfall.
- (2) Proper maintenance, such as repainting /coating shall be done to the surface of the door, once every two to three years should be carried out for the entry wood door. (as the warranty of the coating is within two years only).
- (3) Appropriate handling and installation method of the frame and door should be carried out, this is to prevent the unnecessarily damage of the entry door, which would impact the overall door functionality and quality too.



## WHAT THIS WARRANTY does not COVERS

Superwood Industries Sdn. Bhd. manufactures and sells both individual Entry door and complete door systems. This warranty does not cover parts or components (e.g., locksets, handles, etc.) not sold by Superwood Industries Sdn. Bhd. to the original owner.

### **Superwood Industries Sdn Bhd is not liable for damage, product failure or product performance due to:**

- ❖ Normal wear and tear, including normal wear and tear of weatherstrip; and natural weathering of surfaces. Variations in the color or texture of wood or finish; surface cracks that are less than 1 mm in width and/ or 50 mm in length; for knotty alder and juniper: surface checks that are less than 2.5 mm in width and/or 127 mm in length, and knot placement, quantity, or size.
- ❖ Failure to provide an adequate overhang for exterior doors; damage caused by extreme temperature buildup where storm doors are present. For general guidelines, see our “Appropriate Protection for Exterior Doors” in our product literature for specific information pertaining to your structure, consult your contractor or other building professional.
- ❖ Normal wear and tear to hardware and naturally occurring changes to hardware finishes (e.g., corrosion or tarnishing).
- ❖ Improper installation not in conformance with Superwood Industries Sdn. Bhd. installation instructions (note: see [www.superwood.com.my](http://www.superwood.com.my) for current installation instructions); operational problems and problems related to water and/or air infiltration/leaking as a result of improper installation or flaws in building design or construction.
- ❖ Misuse or abuse; failure to follow the care and maintenance instructions.
- ❖ Installation into a condition that exceeds product design standards and/or certified performance specifications and/or is not in compliance with building codes.
- ❖ Alteration or modification of the Product (e.g. customer applied peepholes, mail slots, security systems).
- ❖ Improper field finishing of all surfaces (front and back) and edges (top, bottom, and sides) of the door slab and frame; variation or unsatisfactory results in sheen or texture resulting from the field application of paint or any other finishing material.
- ❖ Any cause beyond our reasonable control (e.g. fire, flood, earthquake, other acts of nature, and acts of third parties outside of our control).
- ❖ Bow or misalignment in the frame or jamb in which the door slab is hung (if such is purchased from Superwood Industries Sdn. Bhd. unmachined and not prehung).
- ❖ Wood decay for any wood components (including Pine) that come in direct contact with soil. Note: superficial mold/mildew does not indicate wood decay. The wooden door should not have any direct contact with soil.
- ❖ Structural integrity issues or other problems caused by improper field fitting of the hardware, improper sizing of the door slab, or other assembly problems.
- ❖ Hardware, accessories or inserts that are not provided by us.
- ❖ Condensation or damage as a result of condensation (Note: unless due to insulating glass failure, most condensation problems are related to excessive humidity levels in a structure; contact a heating/air conditioning specialist for help).

## Superwood Industries Sdn Bhd is not liable for:

- ❖ \*Warp for any 1 m wide by 2.4 m high by 44.45 mm, or smaller door slab, which does not exceed 6.35 mm in the plane of the door slab itself; door slabs wider and/or higher are not guaranteed for warp.
- ❖ Slight imperfections or wavy distortions in the glass that don't impair structural integrity. Note: wavy distortions in the glass (e.g. related to laminate interlayer or heat strengthening of glass) are not considered a defect. Slight color variations in glass are not considered a defect.
- ❖ Slight expansion or contraction due to varying environmental conditions; slab movement (shrinkage or swelling) of 6.35 mm or less due to temperature and humidity.
- ❖ Labor and materials for repainting or refinishing activities or the removal or disposal of defective product(s); labor exceeding the time periods specified above.
- ❖ Screen damage due to normal wear and tear, misuse, abuse, or insect or animal activity.
- ❖ Discoloration or rusting of decorative metal accent options, such as grilles, clavos, straps, etc.; discoloration of wood sills provided by us.

