



## DJ NEWMAN JOINERY LTD

**GUARANTEES.** We offer the following guarantees on our products:

50-year guarantee against rot and fungal attack on all Accoya® product.

20-year guarantee against rot and fungal attack on all hardwood product.

10-year guarantee against rot and fungal attack on all internal softwood product.

3-year guarantee against rot and fungal attack on all external softwood product.

Please note the Company does NOT recommend the use of softwood for any external joinery.

Each of the above guarantees is subject to the product not having been left exposed prior to being surface finished and having been properly painted, varnished, stained or treated and maintained in accordance with the recommendations of the paint, varnish or stain manufacturers.

### 5-year guarantee\* (maximum) on workmanship

The Company will not accept responsibility for products that have been cut down or altered after manufacture, or where such use or structural strength is impaired following improper fitting of such products or any hardware affixed to such products. Such guarantee shall not cover natural movements of wood including twisting nor the swelling of timber as a result of exposure to the elements without appropriate protection.

Location	Moderate Climate †	Hard Climate †	Extreme Climate †
Sheltered ‡	5 Years	4 Years	2 Years
Partly Sheltered ‡	4 Years	3 Years	1 Year
Unsheltered ‡	3 Years	2 Years	N/A

### 5-year guarantee (maximum) on hardware against manufacturing defects, finish and mechanical failure

No guarantee for hardware shall exceed any guarantee given by the hardware manufacturer. No guarantee will be given for hardware if the property is within 2km of the coast unless expressly underwritten by the Company at the time of placing the order.

Location	Moderate Climate †	Hard Climate †	Extreme Climate †
Sheltered ‡	5 Years	3 Years	N/A
Partly Sheltered ‡	4 Years	2 Years	N/A
Unsheltered ‡	3 Years	N/A	N/A

### 5-year guarantee (maximum) against failure of factory double-glazed windows

No guarantee for glazing shall exceed any guarantee given by the glazing supplier and is subject to both the glazing and the unit to which it is affixed being properly maintained in accordance with the requirements of the glazing manufacturer.

### 2-year guarantee against failure of factory slim line double-glazed windows.

This refers to any glazing with a cavity thickness of 8mm or less. This guarantee is subject to the same conditions as for standard double-glazed units, above.

2-year guarantee (maximum) on full factory-finished dark paint colours (e.g. black)

Location	Moderate Climate †	Hard Climate †	Extreme Climate †
Sheltered ‡	2 Years	2 Years	1 Year
Partly Sheltered ‡	2 Years	1 Year	1 Year
Unsheltered ‡	1 Year	1 Year	1 Year

This guarantee will be voided if the surface finish has been damaged by neglect, poor fitting or excessive wear-and-tear.

5-year guarantee<sup>¤</sup> (maximum) on full factory-finished stained products including clear lacquer

Location	Moderate Climate †	Hard Climate †	Extreme Climate †
Sheltered ‡	5 Years	4 Years	2 Years
Partly Sheltered ‡	4 Years	3 Years	1 Year
Unsheltered ‡	2 Years	1 Year	1 Year

This guarantee will be voided if the surface finish has been damaged by neglect, poor fitting or excessive wear-and-tear.

5-year guarantee<sup>¤</sup> (maximum) on full factory-finished light-painted colours, e.g. white

Location	Moderate Climate †	Hard Climate †	Extreme Climate †
Sheltered ‡	5 Years	3 Years	2 Year
Partly Sheltered ‡	4 Years	2 Years	1 Year
Unsheltered ‡	2 Years	1 Year	1 Year

This guarantee will be voided if the surface finish has been damaged by neglect, poor fitting or excessive wear-and-tear.

- 
- † Moderate Climate: includes non-coastal areas at low altitude;  
Hard Climate: includes an area within 2 km of the coastline;  
Extreme Climate: any area of high exposed altitude or direct coastal areas.
- ‡ Sheltered: Protected from storms and direct UV exposure, e.g. by a large roof overhang or beneath a porch;  
Partly Sheltered: Not fully exposed to storms by virtue of some protection against the elements and partially shaded from UV exposure, e.g. a window set back in a reveal;  
Unsheltered: Fully exposed to the elements and/or UV light, e.g. a window set flush with the face of a building.
- ★ General Care:
- Joinery components must not be used as scaffold supports, walkways, templates or be subjected to other abuse.
  - Ensure adequate building ventilation, especially where wet trades have been as high levels of humidity can cause excessive swelling and the decorative coating to blister and discolour.
  - Products must be protected at all times from dust and debris during the building process. Failure will cause damage to decorative coating, weather seals glass and ironmongery mechanisms.
  - When the building is finished, there should be adequate ventilation when the heating is switched on to avoid abnormal levels of humidity causing either an increase or a decrease in the moisture content of joinery component
  - All moving parts should be maintained free of all binding and dragging.
  - Joint tolerances should be maintained with an optimum gap to facilitate their operation and water run off where applicable.
  - Any item of ironmongery disconnected or removed for any reason must be reconnected or refitted otherwise damage to the joinery may ensue.
  - When operating opening windows or door sets, if a resistance is felt do not forcibly operate the item or damage will occur. Always investigate the reason for the resistance.
- ¤ General maintenance.
- All painted products should be inspected annually and any surfaces that have been damaged or where the paint film has some other form of defect should be treated with a good quality suitable microporous coating;
  - Any surface cut, particularly those exposing end grain must be brush coated with preservative and then coated with at least one full coat of microporous paint suitable for exterior application before the joinery is in a fixed position;

- If the paint finish film is damaged, it must be repaired immediately; Failure to do so will result in reduced durability of the coating system;
- Frames should not be rubbed down with coarse sanding paper. If a key is required use a fine sanding cloth;
- Cleaning:
  - Superficial surface dirt can be removed by washing with water and a damp cloth. Remove heavier accumulations with a mild solution of household detergent. Always wipe the surface well with clean water to remove excess detergent.
  - Do not allow abrasive tools, strong detergents, ammonia, bleach or other harsh cleaning chemicals to come into contact with finished surfaces. Avoid solvents.
  - Avoid leaving detergents and other liquid cleaners on wood substrates to prevent possible absorption.
  - Avoid saturating the product.
  - Care must be taken to ensure cleaning cloths are kept free from grit and debris.
  - Do not Jet wash, use a pressure hose or use pole cleaning as these methods of cleaning will damage the paint and can dislodge any glazing bars and damage seals.
- Failure to follow the above recommendations for care and maintenance may affect any guarantee and the long-term performance of the joinery products.