RESOURCE SHEET / 02

Care & maintenance

Timber windows and doors | Handling, finishing and ongoing care

Cedarlite Industries Ltd has manufactured timber windows and doors in New Zealand since 1987, combining traditional joinery methods with modern technology. In this document, the "Company" means Cedarlite Industries Limited, its subsidiaries, associates, joint ventures and assigns.

01 Receiving, handling & installation

Pickup: Inspect immediately; claims for damaged goods must be made upon pickup. **Delivery:** Inspect immediately; claims for short or defective delivery, or transit damage, must be made within 24 hours.

Carry doors on edge and store them upright in a level position to avoid bending before installation, especially heavy doors such as acoustic lead-lined doors. Window and door frames must be installed with appropriate flashings.

02 Painting, staining & oiling

Cedarlite does not apply topcoats. The contractor must apply the paint, stain or oil finishing system at installation. Cedarlite does not apply a sealer coat to clear finishes. Do not expose joinery to outside weather before the required finish has been applied.

Apply the complete coating system, including the required number of coats, coverage and drying intervals, in accordance with the coating manufacturer's instructions. The contractor is responsible for finishing at installation.

Ensure all faces and edges, including the tops and bottoms of doors, are correctly painted, stained or oiled. Apply subsequent coats and maintain the coating in accordance with the paint manufacturer's recommendations. Avoid water-based sealers and primers, and dark finishes on joinery exposed to direct sunlight.

03 Regular care

Protect tracks, rollers and fittings from dust and dirt. Clean and operate them regularly once installed to maintain smooth operation. Clean stainless steel hinges regularly; the supplied care guidance recommends 30 Seconds water spot remover, used according to its product guidelines.

Annual care / Five-year repainting

Inspect, clean and refresh joinery at least annually. Wash annually and repaint painted finishes every 5 years. Maintain stain and oil finishes at the coating manufacturer's recommended intervals, or sooner where exposure requires. Maintain coatings in accordance with the paint manufacturer's recommendations.

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Limited warranty

Coverage begins on the date of supply

COMPONENT	WARRANTY PERIOD
Sashes and doors	5 years
Fixed frames	10 years
Hardware	The lesser of 2 years or the manufacturer's specified warranty; follow its care guidelines.

The Company warrants against defects in manufacturing, materials and workmanship for the periods above.

04 Scope & exclusions

Normal wear and tear is excluded. Except for statutory warranties applicable under New Zealand law, no other express or implied warranties apply. Liability excludes incidental or consequential damages and is limited to repair, replacement or refund of the actual purchase price of the item concerned.

Incorrect alterations, additions, installation or glazing may void this limited warranty. Natural colour and texture variations, and shrinkage or swelling with seasonal humidity, are normal timber characteristics and are not defects.

The warranty excludes causes beyond the Company's control, including defects in the supporting structure; materials, glass, glazing materials, hardware or components not manufactured or supplied by the Company; and, for manufacture-and-supply-only contracts, weathertightness at the junction between joinery and cladding, which is the responsibility of others.

The warranty does not apply to doors within the stated industry tolerances: hanging within ±6 mm of vertical over 2.4 m; flatness within ±4 mm per metre vertically and ±2 mm per metre horizontally; and closed double-hinged door faces within ±5 mm of the same plane.

Doors over 2.4 m (2400 mm) high: Bowing is excluded from this limited warranty. This exclusion does not affect statutory rights that cannot lawfully be excluded.

05 Conditions & claims

Full payment must have been received for all products, including installation and glazing if applicable. The warranty applies to the original purchaser and is not transferable unless the Company agrees.

Claims must be made **in writing within 10 days** of the fault first becoming apparent. Allow the Company an adequate opportunity of **at least 10 working days** to make good the items concerned. Products must be correctly installed, used and maintained in accordance with the care instructions, including annual washing, repainting painted finishes every 5 years, and maintaining stain and oil finishes to the coating manufacturer's instructions.