



Knotwood Australian Warranty.

Warrants to (name of Person or Entity where product is installed):	
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That any Knotwood extrusion will conform to the standards set out in Clause 1 and Clause 2 of this Warranty (attached), subject to the terms and conditions set out in Clause 3 of this Warranty (attached).

Print Name of Contractor or Owner:	
Order Number:	
Property Address/Installation Address:	
Substantial date of Completion:	
Description of product on jobsite:	

I have read and agreed to the terms of the Knotwood warranty and acknowledge receipt of a copy of the Warranty Certificate.

Signature of Contractor or Owner:	
Date:	

Duly authorised on behalf of Knotwood – Name & signature:	
Date:	



Clause 1. Knotwood expressly warrants that its aluminium products are free from manufacturing defects in material or workmanship.

When installed according to Knotwood specifications and properly maintained, such product is guaranteed against the following:

- 1.1 Buckling: The product itself will be free of any buckling that is not associated with the substrate and/or structure to which the Knotwood system is attached.
- 1.2 Corrosion: When base coat has been applied by Knotwood and properly maintained, such product is further guaranteed against rusting and corroding. Subject to the limitations set out in Clause 3.
- 1.3 What we will do. If, during the Limited Warranty Period, the Product is defective in material or workmanship, Knotwood will, at its sole discretion, replace the defective portion of the Product. Knotwood's replacement of the defective Product of this Limited Warranty is the exclusive remedy for the Covered Person for any defect in materials or workmanship. KNOTWOOD WILL NOT REFUND OR PAY ANY COSTS IN CONNECTION WITH LABOUR OR ACCESSORY MATERIALS.

Clause 2. Knotwood Finish

During the warranty period there will be:

- 2.1 Checking/Cracking. No visible checking or cracking of the Knotwood Finish.
- 2.2 Chalking Resistance. No chalking of the Knotwood Finish in excess of that represented by No.8 rating based on ASTM D4214.
- 2.3 Base Colour Retention. No colour change of the Knotwood Finish greater than 5 CIE Lab AE units calculated in accordance with ASTM 2244 Section 6.3. Colour change shall be measured on the exposed paint surface which has been cleaned of oil, grease, chalk, oxidized film or other contaminants, corresponding values shall be measured on the original retained batch panel. [Warranty grade jobs only] (Panel stored in the dark at temperatures below 30° C)
- 2.4 Gloss Retention. Coated surfaces will exhibit gloss retention of a minimum of 30% of the original. Gloss retention shall be measured on the exposed paint surface which has been cleaned of oil, grease, chalk, oxidized film or other contaminants, corresponding values shall be measured on the original retained batch panel. [Warranty grade jobs only] (Panel stored in the dark at temperatures below 30° C)
- 2.5 Adhesion. Adhesion of Knotwood Finish when initially applied to test panels and measured by reference to AAMA 2604-02 Clause 7.4.2 will show no removal of the film.
- 2.6 Timber Grain Colour Variation. Due to the nature of the sublimation process, colour variation may occur. This unique product is designed to mimic real wood with colour and image inconsistencies. This is not considered to be a defect or warranty issue. During the Warranty Period any change in colour which may occur to the powder coating will occur evenly over



any compatible surface on the same plane provided that such surfaces are exposed to an even degree of weathering.

Clause 3. Warranty Terms and Conditions

- 3.1 The "Warranty Period" for the warranties in Clause 1 shall mean upto 15 years on the product for aslong as the "owner", "purchaser" named above shall own the property on which the material was originally installed and the warranty in Clause 2 shall mean upto 15 years, commencing on the date of completion.
- 3.2 Registration of the product is required for the warranty to be in effect. This warranty is valid for the original purchaser and one other owner of the structure where the product(s) have been installed.
- 3.3 One time transfer of warranty. Upon change of ownership, this Warranty, if still in effect, may be transferred to the new owner by the original purchaser under the terms and conditions of this Warranty, provided that the transfer must be registered not later than 90 days after transfer of the legal title to the property on which the product is installed; and provided that after the transfer, the Warranty shall be prorated based upon the date of installation. The right to transfer this Warranty is limited to the original purchasers and does not extend to transferees. If the transfer is not registered within ninety (90) days after transfer of the legal title, then Knotwood shall have no further obligation under this Warranty.
- 3.4 Normal atmospheric conditions exclude corrosive or aggressive atmospheres such as those contaminated with chemical fumes, salt or other corrosive elements, including highly aggressive coastal areas within proximity of a body of salt water. Knotwood recommends the cleaning and maintenance intervals (shown in table below) be followed to prevent corrosion from accumulated deposits.

Category (AS4312)	Corrosivity Level	Environmental Type	Required Cleaning
C1 & C2	Very low & low	Non-hazardous	Every 12 months
C3/T	Medium	Typical	Every 12 months
C4	High	Swimming & leisure pools / light industrial	Every 6 months
C4	High	Coastal	Every 6 months
C5-M	Very high	Beachfront / marine	Every 3 months
C5-I	Very high	Heavy industrial	Every 3 months

- 3.5 Required Maintenance. As per the maintenance table above, use a soft sponge or cloth, water and mild detergent or non-abrasive soap with the pH range of 5-9 to clean the powder coated area of dirt, grim and other debris. Pressure washing and the use of harsh detergents or chemicals is not recommended. Include in your maintenance records the following: date, time, specific products used, name of maintenance person and their designation, maintenance company name and general condition of the powder coated finish.
- 3.6 The warranty will not extend or cover:



- a. This warranty does not cover any damage or material failure due to but not limited to normal weathering of the product, normal wear, staining of product surface, accidental or intentional damage, damage by hail, fire, flood, lightning, wind, flying objects, earthquake or other acts of God, chemical pollutants, neglectful maintenance, reasonable fading, misuse or abuse, excessive heat temperature differentials, modifications or alterations in any manner, other such similar or dissimilar occurrences beyond Knotwood's control.
 - b. Customers shall make available to Knotwood, the dates of the installation of the coated metal, the maintenance records including details of washing and cleaning procedures in compliance with the annual cleaning requirements as stated in the Required Maintenance section of this warranty. Customers shall demonstrate that the failure of the coated metal was due to a breach of the warranty stated herein.
 - c. Claims must be made in writing to Knotwood within 30 days of the discovery of a problem and authorization obtained prior to beginning any repair and/or refinishing work. The claimant must provide proof of coverage. Claims can be made by writing to Knotwood at the Product Performance Department. After receiving such notice, Knotwood must be given a reasonable opportunity to inspect and verify the claim.
 - d. Knotwood exclusive liability under this warranty, or otherwise, will be limited to refinishing and/or repairing, at Knotwood's sole discretion, the defective powder coating. The warranty on any refinished, repaired or replaced coated metal supplied here under shall be for the remainder of the warranty period applicable to the originally coated metal. All warranty work will be performed by a company or contractor selected by Knotwood. Colour variance between refinished and/or repainted product and original shall not be indicative of a defect.
- 3.7 This warranty represents the entire agreement between parties in relation to its subject matter and supersedes any previous agreement whether written or oral between the parties in relation to its subject matter. The limited warranties state the entire liability of Knotwood with respect to the products covered by them. Knotwood shall have no liability for any incidental or consequential damages. No person is authorized to make any representation or warranty on behalf of Knotwood except as expressly set forth above, and any such statement shall not be binding on Knotwood except as expressly set forth above, Knotwood makes no warranty of any kind, express or implied, including, without limitation, any implied warranty of merchantability or fitness for a particular purpose. Warranties shall be the duration of the limited warranty or such shorter duration as provided under applicable local law. These limited warranties give you specific legal rights, and you may also have other rights which vary from area to area.
- 3.8 NOTHING IN THIS WARRANTY SHALL BE CONSTRUED AS A WARRANTY OF THE WORKMANSHIP OF ANY INSTALLER OR AS IMPOSING ON KNOTWOOD ANY LIABILITY FOR UNSATISFACTORY PERFORMANCE CAUSED BY FAULTY WORKMANSHIP IN INSTALLATION.

