



Knotwood Australian Warranty Application Form.

That any Knotwood extrusion will conform to the standards set out in Clauses 1, 2, and 3 of this Warranty (attached), subject to the terms and conditions set out in Clause 4 of this Warranty (attached).

Print Name of Contractor or Owner:	
Company Name:	
Knotwood Order Number:	
Property Address/Installation Address:	
Date of purchase:	
Description of product application:	
Interior / Exterior	
Environment Category* (clause 4.4)	C1 <input type="checkbox"/> C2 <input type="checkbox"/> C3 <input type="checkbox"/> C4 <input type="checkbox"/> C5 <input type="checkbox"/>

Warranty Being Applied For

Powder Coat Only 10 year* (clause 2)	
Powder Coat Only 25 year* (clause 2)	
Woodgrain up to 15 years (AS3715) (clause 3)	

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 of Sales Manager:	
Date:	

Duly authorised on behalf of Knotwood – Name & signature of Operations Manager:	
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. Standard Colours Warranty - Interpon

Knotwood is an approved applicator of Interpon D1000 and D2525 products. Interpon warrants the powder film integrity and colour retention of their products on correct application. Knotwood offers Interpon’s D1000 and D2525 on their behalf upon registration of this warranty.

The Interpon warranty provides the following:

- 2.1. D1000 - 10 Year Warranty. The film integrity and colour retention shall perform consistent with AS 3715 and AAMA 2603 in domestic residential environments located greater than 100 metres from shore line or coast, on structures that meet Building Code of Australia (BCA) Class 1 and 10 only.
- 2.2. D2525. The film integrity and colour retention shall perform consistent with AAMA 2604 in commercial, multi-density residential, and domestic residential environments. Building classes are denoted in the Building Code of Australia (BCA). The D2525 warranty is as follows:
 - 2.2.1. Powder Film Integrity - 25 Years. Interpon warrants the film integrity performance of D2525 products, on correct application, shall be consistent with AAMA 2604 for 25 years
 - 2.2.2. Colour Retention - 15 Years. Interpon warrants the colour retention performance of D2525 products, on correct application, shall be consistent with AAMA 2604 for 25 years

Clause 3. Knotwood Finish

During the warranty period there will be:

- 3.1. Appearance. The Knotwood Finish shall be uniform in appearance and texture, and free of excessive scratches which penetrate through to the base metal
- 3.2. Checking/Cracking. No visible checking or cracking of the Knotwood Finish. No checking of the Knotwood Finish in excess of that represented by no. 0 rating for whites, pastel colours, and deep colours, according to the tests prescribed in AS/NZS 1580.481.1.8
- 3.3. Humidity Resistance. The Knotwood Finish shall withstand 100% relative humidity at $40 \pm 3^{\circ}\text{C}$ for 1000 hours, in accordance with AS/NZS 4506
 - 3.3.1. Blistering and Creep. The Knotwood Finish shall not suffer blistering and creep from humidity exposure within the limits prescribed by AS/NZS 1580.481.1.8
- 3.4. Chalking Resistance. No chalking of the Knotwood Finish in excess of that represented by:
 - no. 2 rating for whites and pastel colours, and
 - no. 3 rating for deep coloursaccording to the tests prescribed in AS/NZS 1580.481.1.11
- 3.5. Impact Resistance. The Knotwood Finish shall be capable of withstanding an impact energy of 2.5 N.m when carried out in accordance with AS 3715, with no signs of detachment following the tape pull test
- 3.6. Mortar Resistance. Mortar shall be readily dislodged without the use of an implement and shall not cause any detachment of the powder or Knotwood Finish.
- 3.7. Colour Shade Retention. No colour change of the Knotwood Base Colour 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.
- 3.8. Coating Thickness. The average coating thickness on significant surfaces, measured in accordance with AS 2331.1.4, shall be a minimum of 60 microns
- 3.9. Gloss Retention. Coated surfaces will exhibit gloss retention of a minimum of 50% of the original in accordance with AS/NZS 1580.481.1.5. 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). When measured in accordance with ISO 2813 using a 60-degree exposure head, the specular gloss shall not vary by more than ± 7 gloss units from the nominated value.
- 3.10. Adhesion. Adhesion of Knotwood Finish when initially applied to test panels and measured in accordance to ISO 2409 will show no removal of the film worse than classification 0.
- 3.11. Corrosion. There shall be no corrosion present beyond that allowable in accordance with AS 233.33.2.

- 3.12. 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.
- 3.13. Up to 15 years. Warranty is subject to the environment classification of application C1/C2/C3 is 15 years, C4 is 12 years, C5 is 7 years. *For more information speak with your representative.

Clause 4. Warranty Terms and Conditions

- 4.1 The “Warranty Period” for the warranties in Clause 1 shall mean up to 25 years on the product for as long as the “owner”, “purchaser” named above shall own the property on which the material was originally installed and the warranty in Clause 3 shall mean up to 15 years, commencing on the date of completion.
- 4.2 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.
- 4.3 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.
- 4.4 The classification of exterior environments is defined in AS4312-2008 and the category will determine how often cleaning is necessary to keep the powder coating looking its best.

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

4.5 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. Keep clear maintenance records for the life of your product which include 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.

4.6 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.
- a. 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.
- b. 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.
- c. 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.

4.7 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.

4.8 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

4.9 Remedy for covered defects:

In the event that a defect covered by the Warranty does occur during the Warranty Period, Knotwood will either refund the proportion of the purchase price originally paid for the affected portion of the Products; or provide the further quantity of the Products to repair such covered defect.