



Knotwood Pty Ltd

Australian Warranty
Application Form



Purchaser Name as
Displayed on Invoice:

Knotwood Invoice Number:

Property Address/
Installation Address:

Invoice Date:

Value of Product excl GST:

Description of Product
Application:

Interior/Exterior:

Environment Category
(clause 4)

C1 C2 C3 C4 C5 T D

Warranty Being Applied for

Woodgrain up to 15 years (AS3715) (clauses 2 & 3)

Warranty period approved by knotwood:

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

Purchase Owner:

Name:

Signature:

Date:

Duly authorised on behalf of Knotwood:

Name:

Signature:

Date:

Duly authorised on behalf of Knotwood:

Name:

Signature:

Date:

1. Purpose of this Document:

Knotwood Pty Ltd (**Knotwood**) manufactures aluminium modular systems (**Materials**) which are used for a range of applications including facades, garage doors, cladding, ceiling, screens and enclosures, decking, fencing, gates and doors and balustrades.

This warranty provides you with the rights and protections in relation to the **finish** of the materials as set out in section 3, for the duration set out in section 2 and subject to the exclusions and limitations set out in section 4.

2. Length of Woodgrain Warranty:

Up to 15 years from date of invoice when registered in accordance with section 6 (**Warranty Period**). Your warranty must be registered within 90 days from the date of the invoice for the warranty to be effective.

Warranty periods are determined by Knotwood and may vary according to project design and location. The final approved warranty period will be set out in the signing page of this document.

Corrosivity Zone	Warranty
C1 - C2	15 Years
C3	10 Years
C4	7 Years
C5	7 Years
T	7 Years
Decking (D)	7 Years

3. The Knotwood Finish – Woodgrain:

Knotwood warrants that the finish of the Materials will perform to the Australian Standard AS/NZS 3715.

Knotwood warrants that there will be no colour change of the finish greater than 10 ΔE Lab AE units calculated in accordance with ASTM 2244 Section 6.3.

Colour change will be measured on the exposed paint surface which has been cleaned of oil, grease, chalk, oxidised film or other contaminants. Corresponding values will be measured on the original retained batch panel (panel stored in the dark at temperatures below 30° C).

During the Warranty Period any change in colour which may occur to the powder coating will occur evenly over any comparable surface on the same plane provided that such surfaces are exposed to an even degree of weathering.

4. Limitations and Qualifications:

This Warranty is subject to the limitations and qualifications set out below. Please read these limitations and qualifications carefully. If you have any questions, please contact Knotwood directly.

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.

Exclusions: This Warranty does not extend to damage to the Knotwood finish caused by normal weathering of the Material; 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, or faulty workmanship in installation. Normal atmospheric conditions exclude corrosive or aggressive atmospheres such as those contaminated with chemical fumes or other corrosive elements.

Customer Own Metal: This Warranty will apply to customers own metal but only in circumstances where the base coat is applied by Knotwood.

Cleaning and Maintenance: The Warranty is also conditional upon regular cleaning and maintenance levels (shown in table below).

Environment	Conditions	Corrosivity Zone	Example Environment	Environment Description	Recommended Minimum Cleaning
Exterior Environment	Mild	C1	Dry Indoors	Inside heated or air conditioned buildings with clean atmosphere	Every 12 Months
		C2	Arid, Urban, Inland & City	Most areas of Australia at least 50km from the coast. Inland 3-6km for a less sheltered bays or gulf. Can extend to within 1km from quiet, sheltered seas.	Every 12 Months
		C3	Light Industrial & Coastal	From 1km to 10km inland along ocean front areas with breaking surf & significant salt spray. May be extended inland to 50km by prevailing winds & local conditions. From 100m to 3-6km inland for a less sheltered bay or gulf. From 50m - 1km inland around sheltered bay.	Every 6 Months
	Severe	C4	Sea Shore (calm)	From 200m to 1km inland in areas with rough seas & surf. May be extended inland by prevailing winds and local conditions From the shoreline to 50m inland around sheltered bays In the immediate vicinity of calm salt water such as harbour foreshores.	Every 6 Months
		C5	Surf Sea Shore & Heavy Industrial	Within 200m of rough seas and surf beaches. May be extended inland by prevailing winds and local conditions	Every 3 Months
	Tropical	Tropical (T)	High, Humid and Monsoonal	High, humid and monsoonal locations incl. tropical islands	Every 3 Months

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, grime and other debris. Pressure washing and the use of harsh detergents or chemicals is not recommended.

In order to make a successful warranty claim, Knotwood will request evidence of the maintenance records for the life of your Materials which include the following: date and time of clean, specific products used, name of maintenance person and their designation, maintenance company name and general condition of the powder coated finish (**The Cleaning Register**).

Original Purchaser Only: The Warranty is provided to the person or entity with its name on the invoice of sale, being the original purchaser. The Warranty is not transferrable.

Storage: Knotwood Materials must be stored undercover prior to installation.

Inspection: Knotwood reserves the right to inspect the premises at which the Materials have been or will be used or installed as part of the Warranty registration process and / or inspect tests as necessary at any time after a claim is made in connection with this Warranty.

5. Recourse:

Subject to Knotwood's obligations under applicable laws which cannot be excluded, modified or restricted under law, including as described in the section entitled Australian Consumer Law set out below, Knotwood's liability to you for a claim under this Warranty is limited to Knotwood's choice of one of the following options:

- providing the same Material in a quantity sufficient to replace the defective Material; or
- providing equivalent Material in a quantity sufficient to replace the defective Material; or
- the cost of repairing the defective Material.

If Knotwood provides you with new Material (whether of the same or equivalent Material), to replace the defective Material, the New Material will be covered by this Warranty for the remainder of its term as if the new Materials were the original Materials. Knotwood will not provide you with a new Warranty in relation to the new Materials provided to you in accordance with this Warranty.

Knotwood's liability does **not** extend to:

- labour costs associated with the removal or repair of the defective Material, or installation of the replacement Material irrespective of whether the Warranty Claim is successful; and
- injury to persons, damage to property, loss of income, profit or business, or any other indirect loss arising from or caused in any way by the defective Material.

6. Registration:

In order to take advantage of the Warranty period offered by Knotwood, you must register the Materials and complete the online warranty application process available

<https://www.knotwood.com.au/warranty/>.

This must be completed within 90 days of invoice date.

To register your warranty please email your completed application form to customercare@knotwood.com.au

7. Warranty Claims:

To make a claim under this warranty you must:

- Email customercare@knotwood.com.au and advise the issue with the Materials and that you want to make a warranty claim.
- Attach evidence of the issues (including photos and/or video).
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- Attach evidence of the purchase (e.g. invoice).
- Attach evidence of the Cleaning Register.
- Provide any other reasonable information or evidence as requested by Knotwood.

Knotwood will assess your Warranty claim and advise whether it has been successful or whether any further information or assessment is required (which may include on site assessment). You must co-operate with any further requests for information.

The decision to approve or reject a Warranty claim lies solely with Knotwood and its decision is final.

8. Notice to Consumers:

The above warranties are cumulative to our obligations under the Australian Consumer Law and are not intended to restrict or limit those obligations.

Knotwood products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.