



**Solid
Screen**
By The Door Keeper



Warranty Certificate

Our goods 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 the goods fail to be of acceptable quality and the failure does not amount to a major failure. ¹

Solid Screen by The Door Keeper provides an extended warranty against defects in addition to the consumer guarantees contained in the Australian Consumer Law

We offer high-quality solid timber doors and pre-hung frames and our aim is to make it as easy as possible for our customers, from the initial sale process, through to understanding the warranty inclusions. We back our Australian made solid timber doors and warrant them to be free from material and manufacturing defects for a period of two years from the date of purchase. Should in the unlikely event that our products prove to be defective in materials or faulty workmanship which may require repairing or replacing, refer to the table below to see what your products are covered for in the 2 year warranty period.

1. A major failure includes where the goods are substantially unfit for the intended purpose, they are unsafe or they are substantially different from a sample, description or image portrayed.

	REPAIR or REPLACE	RE-STAINING / PAINTING COSTS	FREIGHT TO SITE IF ORIGINALLY PURCHASED	REHANGING COST	HARDWARE / ASSOCIATED COSTS OF REPLACEMENT
LOOSE DOORS RAW	2 YEARS ✓	✗	✓	✗	N/A
LOOSE DOORS STAINED	2 YEARS ✓	✓	✓	✗	N/A
PRE - HUNG RAW	2 YEARS ✓	✗	✓	✓	✗ MANUFACTURERS WARRANTY ONLY
PRE-HUNG STAINED	2 YEARS ✓	✓	✓	✓	✗ MANUFACTURERS WARRANTY ONLY

Conditions and Care

Report any faults before hanging / installing or modifying Doors.

Seal or paint all faces and edges at the time of hanging if not purchased pre-finished.

Select the best timber for less overhead exposure – if your doors will be fully exposed to the elements (not recommended), then the New Guinea Rosewood timber only will be considered for a warranty claim. We

always recommend protecting doors as much as possible, and warranty for doors with very high exposure to the elements, will be treated as such, and at our discretion for any potential warranty claim.

Avoid painting or staining doors in dark colours if they will be exposed to more than 2 hours of direct sunlight daily. Again the more durable and stable the timber, the longer your doors will last outside of our warranty period.

Avoid unnatural temperature variations from inside to outside faces - like full sun exposure outside with cold air-conditioning inside.

Maintain, or at a minimum inspect the finish/ coating on your doors at an eight-month to yearly basis. These doors are costly products that will last a very long time if you properly maintain and care for them. Re-coating with Cutek Low VOC is as quick and as easy as it gets, without the requirement for a professional contractor.

Delivery

Damage caused when a product is delivered by The Door Keeper or one of its subcontractors carries full insurance. Damage caused when a product is collected from The Door Keeper or delivered by the builders or customers nominated transport, is the builder's or customer's responsibility to organise insurance with the nominated company.

Glass in Doors

Cracks, breaks or scratches and/or rub marks in the glass must be reported at the time of delivery for any warranty claim to be considered.

Defects in the manufacture of glass products carry a maximum of 2 years warranty.

Aluminum and Stainless Steel Mesh in Safety Screen Doors

Damage, scratches, rub marks and defects must be reported at the time of delivery for any warranty claim to be considered.

Mesh should be cleaned by removing loose deposits with a wet sponge as dry dusting will damage the powder-coated finish. It is recommended to use a mild detergent diluted in warm water with a soft cloth to remove excess dust or salt deposits. After cleaning use a different cloth with fresh water to remove any remaining detergent. It is very important to not hose or use high-pressure water blasters to clean the mesh as this will void the warranty for the mesh, including the door itself. Do not allow excess water to sit on the profiles of the timber doors – use a cloth or chamois to dry the horizontal surfaces of the timber profiles after cleaning.

Contact information

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