

# Warranty



## **Warranty Coverage**

Mana Doors Pty Ltd warrants that the timber and composite doors manufactured by us (the "Product") will be free from defects in material and workmanship, under normal use and service, in accordance with the Australian Timber and Composite Door Standards 2017, Australian Standards for Timber-Hardwood-Sawn and Milled Products, and relevant National Construction Guidelines.

## **Warranty Period**

This warranty is valid for a period of 5 years from the date of purchase (the "Warranty Period"). The warranty is extended only to the original purchaser and is not transferable.

## **What is Covered**

During the Warranty Period, Mana Doors Pty Ltd will, at its discretion, repair or replace any Product that is found to be defective in materials or workmanship, provided the Product has been installed, maintained, and used in accordance with the following:

**Installation:** The Product must be installed according to the guidelines specified in the Australian National Construction Code and relevant installation instructions provided by Mana Doors Pty Ltd.

**Maintenance:** The Product must be maintained according to the care and maintenance guidelines provided by Mana Doors Pty Ltd and any applicable Australian standards.

**Use:** The Product must be used in a manner consistent with its intended purpose and within the limitations set out in the Australian Timber and Composite Door Standards 2017.

## **Exclusions from Coverage**

**This warranty does not cover:**

### **Oversized Doors:**

- Joinery Doors exceeding 2400mm in height or 1200mm in width are not covered under this warranty.
- Joinery Doors exceeding 2400mm in height or 1020mm in width are not covered under this warranty.

Oversized doors are more susceptible to warping, bowing, and other issues due to their size, and therefore fall outside the standard warranty coverage.

### **Thickness and Design Limitations:**

- Doors with a thickness of less than 35mm for solid timber or composite construction are not covered.
- Doors incorporating glass panels larger than 40% of the door's total surface area may not be covered if the glass panel is not installed according to the relevant glazing standards.

### **Environmental Exposures:**

- Doors installed in locations exposed to extreme environmental conditions (e.g., coastal areas with high salt exposure, areas with excessive humidity, or locations prone to flooding) without proper protection and treatment as per Australian standards are excluded from warranty coverage.
- Unfinished doors or doors not sealed with a protective coating on all six sides (including top and bottom edges) are not covered under this warranty.

### **Natural Variations:**

Natural variations in colour, texture, and grain pattern of timber, including sap marks, knots, and mineral streaks, are not considered defects and are not covered by this warranty.

### **Warping and Bowing:**

- Minor warping or bowing of up to 5mm for doors up to 2100mm in height and 3mm for doors up to 1200mm in width is considered acceptable within industry standards and is not covered by this warranty.
- For doors larger than these dimensions, warping of up to 6mm is acceptable and is not covered.
- Improper Use or Installation:
- Damage caused by improper installation, including but not limited to the use of non-compliant hardware, incorrect fitting, or failure to follow installation guidelines as per the Australian National Construction Code, is not covered.
- Any modification or alteration of the Product that affects its structural integrity or performance, including trimming beyond the manufacturer's specified limits, will void the warranty.

### **Warranty Claims Procedure**

To make a warranty claim, the original purchaser must notify Mana Doors Pty Ltd in writing within 30 days of discovering the defect. The notification should include the following:

- Proof of purchase (invoice or receipt).
- A detailed description of the defect.
- Photographs of the defect.
- The location of the installed door.

**Claims should be sent to:**

Mana Doors Pty LTD  
43 Southeast Boulevard, Pakenham Vic, 3810  
sales@manadoors.com.au  
03 9063 0050

**Mana Doors Pty Ltd reserves the right to inspect the Product at the site of installation before processing the warranty claim.**

**Limitation of Liability**

The maximum liability of Mana Doors Pty Ltd under this warranty shall be limited to the replacement value of the defective Product. Under no circumstances shall Mana Doors Pty Ltd be liable for any incidental, indirect, or consequential damages, including but not limited to loss of use, loss of profits, or loss of business.

**Governing Law**

This warranty shall be governed by and construed in accordance with the laws of Victoria, Australia.