

# WARRANTY



H.M. Cowdroy Pty. Limited (Cowdroy) warrants its products to be free from defects in material and workmanship for periods, as laid out in the following product range warranty table, from the date of purchase.

Product Range	Warranty Period (with receipt)	Recommended Care & Maintenance
Sliding and Folding Door Track Systems	5 years	Keep free of debris and dust - inspect monthly. Wash & clean every 3-6 months with mild detergent and warm water, rinse with clean cold water and wipe dry. Avoid soaking rollers, bearings and functional components.
Weather Seals	2 years*	Inspect every 3 months. Wipe clean every 6-12 months with a cloth, mild detergent and warm water. Avoid soaking and wipe dry.  *Due to the uncontrollable variation in atmospheric conditions and substrate surfaces, self-adhesive seals do not carry a warranty. However, self-adhesive products which are identified by Cowdroy as being defective in material may be replaced at Cowdroy's discretion.
Glass Tracking Systems	5 years	Keep free of debris and dust - inspect monthly. Wash & clean every 3-6 months with mild detergent and warm water, rinse with clean cold water and wipe dry. Avoid soaking rollers, bearings and functional components.
Replacement Wheels, Rollers and Components	2 years	Keep free of debris and dust - inspect monthly. Wash & clean every 3-6 months with mild detergent and warm water, rinse with clean cold water and wipe dry. Avoid soaking rollers, bearings and functional components.
Insect Screen and Accessories	1 year	Wash & clean every 3-6 months with a soft brush, mild detergent and warm water. Rinse with clean cold water and wipe dry.
Barrier Doors	3 years – on frame, grill and steel mesh  1 year – on handles, locks, door closers, hinges and fibreglass mesh	Keep free of debris and dust - inspect monthly. Wash & clean every 3-6 months with a soft brush, mild detergent and warm water. Rinse with clean cold water and wipe dry.  Avoid soaking locks, cylinders and functional components.
SHELVIT Shelving System	5 years	Wipe clean with a cloth, mild detergent and warm water and wipe dry.

Product Range	Warranty Period (with receipt)	Recommended Care & Maintenance
Wetline Board	1 year	Clean with a clean dry or damp cloth. If necessary glass cleaners can be used. The cleaning solution should be applied and wiped dry immediately. Avoid citrus cleaners, abrasive cleaners and solvents such as acetone, paint stripper and lacquer thinner.
Door Furniture and Accessories	1 year	Keep free of debris and dust - inspect monthly. Wash & clean every 3-6 months with mild detergent and warm water, rinse with clean cold water and wipe dry. Avoid soaking locks, cylinders and functional components.

No Warranty is given without a Receipt unless approved, in writing, by a Cowdroy representative.

Warranty extends only to the original purchaser of the product and is limited to Cowdroy's option to the repair, or at Cowdroy's option, the replacement of any products proven to be faulty in manufacture or materials, with the same or equivalent product free of charge. Labour charges, transportation and other costs associated with the replacement or re-installation of the parts or product are excluded from this warranty and will not be paid by Cowdroy. This warranty does not extend the warranty period and does not initiate a new warranty period.

Cowdroy assumes no liability under the warranty for the following:

- Misuse, abuse, accidental or intentional damage, improper or negligent adjustment or operation by the purchaser,
- Improper or negligent maintenance or installation,
- Inaccurate or incorrect site or operational specifications,
- Damage caused by any third party,
- Repair or modification other than as authorised by Cowdroy,
- Use contrary to the instructions furnished by Cowdroy,
- Use of replacement parts other than authorised parts,
- 'Tea Staining' on stainless steel,
- Corrosion related damage when used in a corrosive environment,
- Tarnish or excessive wear on soft finishes such as brass or bronze as deterioration is possible under some climatic conditions, frequency of use or other factors
- General expected wear and tear

Soft finishes (final finishes and/or coatings supplied to metal, aluminium and plastic substrates):

- It is important to note that soft finishes will age (deteriorate). The speed of aging will depend on the climatic location and the amount of use.
- Tarnishing is a fact of soft finishes. The speed of tarnishing will depend on the climatic location and the amount of use.
- All soft finishes are easily damaged by chemicals such as cleaning solvents, glass cleaners, brick acid and many other chemicals. Use of these chemicals will damage the finish.
- Due to the above points Cowdroy assumes no liability under this warranty for aging or damage to soft finishes.

To the extent permitted by law, this warranty is the only warranty granted by Cowdroy and is in lieu of all other express or implied warranties or guarantees. There are no implied warranties as to the merchantability, quality or fitness for purpose other than for the purpose they were designed for.

In all other respects the standard Terms and Conditions of Cowdroy apply.

The customer expressly acknowledges and agrees that it has not relied upon, and the company is not liable for, any advice given by the Company, its servants, agents, representatives or employees in relation to the suitability for any purpose of the Goods.

The provisions of any act of law (including but not limited to the trade practices Act 1974) implying terms, conditions and warranties, or any other terms, which might otherwise apply to arise out of the agreement between the company and the customer in relation to the goods (the "Agreement"), are hereby expressly negated and excluded to the full extent permitted by law.

This warranty shall be interpreted in accordance with and governed by the laws of New South Wales, Australia.

On discovery of any defect in goods, the customer must immediately notify Cowdroy in writing of such defect. The customer must not carry out any remedial work to allegedly defective goods without first obtaining the written consent of the company to do so.

For full terms and conditions of sale, please refer to the Cowdroy Trading Terms document.

#### Australian Consumer Law:

*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.*

#### Important Coastal Information:

Selected Cowdroy hardware items may be available in a range of durable quality finishes obtained by careful processing and rigid specifications and standards. When selecting a finish, it is important that climatic conditions and frequency of usage be taken into consideration, as some finishes are more susceptible to deterioration than others.

Coastal environment is extremely harsh on finish and materials. Cowdroy strongly recommends that any building situated within 5 kilometres of the coast or affected by direct coastal breeze, should only use Polesium™, aluminium or 316 grade stainless steel hardware. Cowdroy recommends that all of its products exposed to harsh climatic conditions should be washed and cleaned every month with a mild detergent to stop salt build up and all cylinders should be lubricated with a suitable graphite powder as Cowdroy will not replace hardware that is in a corrosive environment.

#### Glossary of Standard Finishes:

##### Metal Plated Finishes (Not covered by warranty)

- Matt Chrome – Matt substrate with chrome plating
- Bright Chrome – Plated finish on a polished substrate.
- Satin Chrome Plated – A finished satin substrate with chrome plating.
- Polished Brass Plated – Brass plated and clear coated.
- Satin Nickel – A finished satin nickel plated finish. Usually clear coated.

##### Stainless Steel Finishes (where offered)

- Polished Stainless Steel – Polished Stainless to a near mirror finish. Provides excellent corrosion resistance. Will "tea stain" in corrosive environments.
- P.V.D / Stainless – Brass permanent colour applied to stainless steel. Provides excellent corrosion resistance.
- Satin Stainless Steel – Stainless steel wire brushed to satin finish. Provides excellent corrosion resistance. Will "tea stain" in corrosive environments.

##### Anodised Finishes (where offered)

- Clear Anodised – Aluminium anodised in a natural finish. Provides good corrosion resistance.
- Bronze Anodised – Aluminium anodised in a brown/bronze finish. Provides good corrosion resistance.
- Gold Anodised – Aluminium anodised in a gold finish. Provides good corrosion resistance.
- Mill finish – untreated aluminium. May corrode quicker than anodised finishes.

##### Powdercoat Finishes (where offered)

- Standard powder coat – generally a black or white finish. Improved aesthetics and corrosion resistance.
- Special powder coat – any colour outside the standard colour range. Specific colour matching