

8 Year Timber Grain Coating Warranty

Woodlook Warranty - 8 years Residential and Commercial

The warranty is subject to the terms and conditions noted within. This Full warranty is on aluminium substrate material only, all other substrate will have a warranty excluding adhesion.

Woodlook does not warrant against any design or installation of materials used for load bearing, undercarriage, support structures or other materials by others for construction and installation of Woodlook causing movement and subsequent damage to Woodlook or utilising Woodlook where it does not adhere to local building or council building codes.

Woodlook does not cover damage to its Woodgrain or Powdercoat surfaces due to milling, sawing and drilling or bending.

Colour variation may occur and is not deemed a fault or warrantable point. Colour variances may occur due to a volume order and differing delivery dates. Such as normal hardwoods, timber grain colour varies. In Woodlook thermal imaging this is due to the density of the grain in the transfer paper, allowing penetration of a base colour to vary the finished look. Woodlook is true like timber in this respect.

Woodlook reserves the right to determine in its own discretion whether a defect exists for which a claim may exist.

Woodlook is not responsible for ancillary products or components attached to Woodlook products and will not be responsible for any costs relating to “other products” or labour costs involved.

Clause 1 Woodlook Finish

1.1 Film Integrity

Film integrity warranty is 8 years and shall be defined in accordance with Clause 3.1. During the Warranty Period there will be no visible checking or cracking of the powder coating.

1.2 Colour Integrity

1.2.1 Colour Retention

The Colour Retention Warranty Period is 8 years and is defined in accordance with clause 3.1. During the Warranty Period the colour change of the powder coating shall maintain an average colour consistency on the building of less than or equal to 5 (five) CIELAB DE units (please refer to Note 1)

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

Note 1. DE Units (Hunterlab) determines colour change and is calculated in accordance with ASTM D2244, Section 6.3. Colour change shall be measured across representative exposed powder coated surfaces that have been cleaned of oil, grease, dirt, chalk, oxidised film or other contaminants. Corresponding values shall be measured on the original retained batch panel.

1.2.2 Chalking Resistance

The Chalking Resistance Warranty Period is 8 years and is defined in accordance with clause 3.1.

During the Warranty Period chalking of the powder coating will be not more than that represented by a No. 6 rating based on ASTM D 4214, test method A (Method D 659) when measured on the building averaged across representative exposed powder coated surfaces.

During the Warranty Period any chalking which may occur to the powder coating will occur evenly over any compatible surface provided that such surfaces are exposed to an even degree of weathering.

Clause 2: Warranty

2.1 Gloss Retention

The Warranty Period applicable to gloss retention shall be 8 years and shall be defined in accordance with clause 3.1. Gloss retention of the powder coating when applied to test panels shall be greater than or equal to 30% when exposed in accordance with Clause 7.9.1.1 of AAMA2604-8 and when measured in accordance with Clause 7.9.1.4 of AAMA2604-8.

During the Warranty Period, any reduction in gloss which may occur to the powder coating will occur evenly of any compatible surface provided that such surfaces are exposed to an even degree of weathering.

2.2 Adhesion

The adhesion of the powder coating, when initially applied to test panels and when measured in accordance with AAMA2604-8 Clause 7.4.1.1 will show no removal of film.

Clause 3: Warranty Terms and Conditions

3.1 Warranty Period

The "Warranty Period" for the warranties in Clause 1 shall mean a period as stipulated in years under clause 1.1, 1.2.1 and 1.2.2 and 2.1 (eight (8) years), (Residential and Commercial) commencing on the date of completion.

3.2 Performance Criteria

The performance criteria referred to in Clauses 1 and 2 of this Warranty are strictly conditional upon the powder coating being applied to aluminium substrate. It is understood that gloss, chalk and colour change may not be uniform if the surfaces are not equally exposed to the sun and elements.

3.3 Conditions

Normal atmospheric conditions exclude corrosive or aggressive atmospheres such as those contaminated with chemical fumes or other corrosive elements. Woodlook recommends a maintenance program be in effect to prevent corrosion from accumulated deposits as per Maintenance Guide below.

3.4 Exclusions

The warranty will not extend or cover:

- a. Damage to the coated metal caused by handling, shipping, processing and/or installation;
- b. Damage to the coated metal caused by scratching or abrading after installation;
- c. Damage to the coated metal as a result of standing in water or closer than 10m to water.
- d. 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, earth quake or other acts of God, chemical pollutants, neglectful maintenance, reasonable fading, misuse or abuse, excessive heat temperature differentials, modifications or alterations in any manner what so ever.
- e. The customer shall make available to Woodlook the dates of 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 warranted stated herein.
- f. Claims must be made in writing to Woodlook within 30 days of the discovery of a problem and authorisation obtained prior to beginning any repairs and/or refinishing work. The claimant must provide proof of coverage. After receiving such notice Woodlook must be given a reasonable opportunity to inspect and verify the claim.
- g. Woodlook's exclusive liability under this warranty, or otherwise, will be limited to refinishing and/or repairing, at Woodlook's sole discretion, the defective powder coating. The warranty on any refinished, repaired or replaced coated metal supplied hereunder 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 Woodlook. Colour variance between refinished and/or repainted product and original shall not be indicative of a defect.

This warranty represents the entire agreement between parties in relation to its subject matter and supersedes any previous agreement whether written or verbal between the parties in relation to its subject matter. The limited warranties state the entire liability of Woodlook with respect to the products covered by them. Woodlook shall have no liability for any incidental or consequential damages. No person is authorised to make any representation or warranty on behalf of Woodlook except as expressly set forth above, and any such statement shall not be binding on Woodlook except as expressly set forth above, Woodlook 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.

Required Maintenance

On a scheduled basis use a soft sponge or cloth, water and mild detergent, non-abrasive soap with the pH range of 5-9 to clean the powdercoated area of dirt, grime and other debris. Pressure washing and the use of harsh detergents or chemicals is not recommended. Include in your maintenance records 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.

NOTHING IN THIS WARRANTY SHALL BE CONSTRUED AS A WARRANTY OF THE WORKMANSHIP OF ANY INSTALLER OR AS IMPOSING ON WOODLOOK ANY LIABILITY FOR UNSATISFACTORY PERFORMANCE CAUSED BY FAULTY WORKMANSHIP IN INSTALLATION.