

# Our door guarantees

JANUARY 2024



**PLEASE READ THIS PRODUCT WARRANTY BEFORE YOU INSTALL ONE OF OUR DOORS. IN PARTICULAR, PLEASE NOTE THAT YOU MUST COMPLY WITH CERTAIN INSTRUCTIONS RELATING TO ITS INSTALLATION AND MAINTENANCE TO BE ABLE TO CLAIM UNDER THIS PRODUCT WARRANTY.**

We pride ourselves on supplying quality products, and are pleased to offer the following guarantees on our products:

- Limited 30 year warranty on Oak Statement Suffolk and Oak Statement Palermo doors.
- Limited 25 year warranty on Oak Original Suffolk and Oak Original Palermo doors.
- Limited 10 year warranty on both External and Internal Oak, Walnut, Laminate, White Primed and Hardwood Doors.
- Limited 5 year warranty on Handle Packs, general wear and tear is not covered.
- Limited 1 year warranty on Frames, Linings, White Moulded Doors, Pine Doors, Gates and Crysta-Glas

All Guarantees are subject to the doors/handles/Crysta-Glas/ frames and gates being prepared, installed, treated and maintained in accordance with our recommendations for installation and maintenance, subject to the terms set out below. The manufacturer warrants that all doors/handles/Crysta-Glas/ frames and gates (except those expressly excluded from this warranty) shall be free from defects in material and workmanship which would render the said doors unserviceable or unfit for their ordinary, recommended use, for a period of 1, 5, 10, 25 or 30 years from the date of purchase, depending on the item purchased (as detailed above).

This warranty extends and is available only to the first retail purchaser of our doors/handles/Crysta-Glas/ frames and gates and is not available and may not be enforced by any person to whom such product(s) are transferred by such a purchaser. Subject as expressly provided in this warranty, and except where the doors/handles/Crysta-Glas/ frames and gates are sold to a person dealing as a consumer (within the meaning of the Consumer Rights Act 2015), all warranties, conditions or other terms implied by statute or common law are excluded to the fullest extent permitted by law. Where the doors/handles/Crysta-Glas/ frames and gates are sold under a consumer contract as defined by the Consumer Rights Act 2015 the statutory rights of the purchaser are not affected by this warranty.

The appearance of field finished doors/gates is not warranted in any event. Natural variations in the colour or texture of wood shall not be considered as defects. Warp, twist cup or bow shall not be considered a defect unless they exceed the following tolerances: Warp, 6mm in the plane of the door/gate itself; Cup, 2mm across the width of the door; Bow, 4mm along the length of the door/gate. Any warranty against warp does not apply in any event to the following: all doors/gates which are wider than 914mm, or higher than 2,134mm doors/gates that are improperly hung or do not swing freely. Delamination caused by failure to protect and seal all exposed surfaces of the door/gate/lining/frame including failure to lacquer top and bottom edges of the door(s)/gate(s). In respect of doors/gates covered by this warranty, the manufacturer may, as its option and in its sole discretion, either issue a credit note, repair the door(s)/gate(s) without charge or replace the door(s)/gate(s) without charge, in the same state of fitting and/or finishing as was originally supplied and the manufacturer shall have no further liability whatsoever to the purchaser.

Our doors/frames/gates and linings should be checked annually and kept clean, top up coats must be applied when the finish looks a little tired or worn, so that the door/gate/frame/lining is kept fully protected. Our ironmongery should be kept clean and free of any debris that would impede its functionality. Do not use harsh abrasives on any of our products, a damp cloth and mild detergent should suffice. Latches/hinges/handles will require checking if further lubrication is required for them to continue to function smoothly.

**The following must be carried out. Failure to do so will invalidate your warranty/return:**

## **Handling and Storage**

- Doors must be examined immediately. Any damages or defects on the door must be reported on delivery.
- Once a door has been worked on it is deemed the sale has been accepted and therefore cannot be returned.
- Doors should always be stored flat inside on 3 bearers. Ideally in the same room where they are to be installed and within their packaging to protect them from damp and dirt until they are ready for finishing and fitting.
- Doors should not be fitted where extremes of temperature or humidity may occur, e.g. round new concrete, in a newly plastered room or near a sauna. This is because it will have a very high humidity level until dried and ventilated. Gentle internal heating and good ventilation will help reduce the problem.
- In new build situations the doors should only be fitted when wet trades have departed, sufficiently dried and the property is ready for final decoration.

## **Trimming and Finishing**

- All of our products should be treated with a coat of finish as soon as they are taken out of their packaging, offered up, cut and then fully finished to prevent moisture absorption prior to final fitting.
- When applying the finish pay particular attention to sealing the timber end grain on the tops and bottoms of the doors: Ensure that all lock, latch, letterbox (if applicable) and hinge cut-outs are also fully treated.
- Failure to treat all the timber surfaces may lead to excessive changes in moisture content which will cause the timber to shrink or swell, possibly causing splits and distortion. All bare timber surfaces require finishing before installation.
- Our Pre-Finished doors will require any bare timber areas caused by trimming and cut outs made for hardware to be adequately treated before final fitting. Should a door require any trimming or alterations, they must be immediately re-treated to prevent moisture absorption which can lead to splitting and warping.
- Please refer to the door label or the product page on the website [www.xljoinery.co.uk](http://www.xljoinery.co.uk) for instructions on the number of coats to be applied and the recommended treatment.
- When trimming an internal or external door, please refer to the product information on our website [www.xljoinery.co.uk](http://www.xljoinery.co.uk) or the label on the door. This will indicate how much can be taken from the door. Please note any reduction must be removed evenly from each side.
- Bi-Folds are supplied with a track and folding hardware and cannot be trimmed.
- Clear translucent coatings are not recommended for external doors as the timber may discolour through UV degradation.
- White Moulded and White Primed doors require a top coat after fitting. They are only suitable for painting.

## **Installations**

### **Internal Doors**

- Three hinges must be used to hang the doors.
- Latches and locks should not be fitted adjacent to door mid-rails where the joint maybe compromised.
- All hardware screw holes should be pre- drilled to prevent any timber splitting.
- Fire doors have individual fitting guidelines and the installer must refer to the Global Assessment Report referenced on the front of the fire door label.
- Rebated Door Pairs are supplied with separate instructions for fitting and trimming.

# Our door guarantees

JANUARY 2024



## **External Doors**

- Three hinges must be used to hang the doors, four hinges for Stable doors.
- External doors must have a weather-bar or rain deflector fitted to ensure that water runs away from the face and bottom edge of the door. Stable doors require a weather bar at the bottom of the face on each half leaf. These should be suitably fitted and sealed across the top where they meet the door face.
- A drip bead should be fitted to the frame head to prevent moisture ingress to the top edge of the door.
- All hardware screw holes should be pre- drilled to prevent splitting of the timber.
- Latches and locks should not be fitted adjacent to door mid-rails where the joint may be compromised.
- We recommend letter box cut outs are not made through vertical panels as this could lead to moisture ingress and/or failure of the product.
- In areas of severe exposure, external doors should be protected by a canopy or porch in addition to recommended finishing, with extra coats of finishing to be applied.
- Sidelights are supplied with separate instructions for fitting/trimming.

## **Maintenance**

- To prolong the natural beauty of the door, our doors should be checked annually and kept clean by regularly wiping the surface down with a clean damp cloth.
- To renew the lustre of the finish and ensure the product is fully protected, top up coats must be applied when the original finish looks a little tired or worn.

Please note: Under our warranty, liability is limited to replacing the door alone. XL Joinery shall have no further liability whatsoever to the purchaser for any consequential costs.

For further details with regards to our warranties and terms and conditions, please visit our website: [www.xljoinery.co.uk/terms-conditions](http://www.xljoinery.co.uk/terms-conditions).

You will also find a comprehensive overview on handling and storage, trimming, finishing, installation and maintenance for all our products, on our website and on the back of the labels. Please ensure you read these in full before installing our products.

## **Exclusions**

This warranty does not, in any event, cover the following:

- Periodic check-ups, maintenance and repair or replacement of parts due to normal wear and tear.
- Cosmetic damage, including but not limited to scratches and dents.
- Costs relating to transport, removal, or installation of the product.
- Malfunction or damage caused by any cause not attributable to the manufacturing, design, or installation of the product (including but not limited to fire, water, neglect, improper use etc).
- Abuse or misuse, including but not solely limited to the failure to use this product for its normal purposes or in accordance with XL Joinery's instructions for usage and maintenance.
- Failure, damage, unsatisfactory service or appearance, or any other defect caused by failure to follow recommended handling, fitting, finishing and maintenance instructions.
- Any structural alteration of the product.

## **How to claim**

Any claim under this warranty must be made to the retailer, who will discuss your claim with XL Joinery.

Following receipt and review of the claim details by XL Joinery (or an inspection if XL Joinery considers this necessary), if XL Joinery determines that the warranty is applicable, XL Joinery will arrange for credit for the amount of the faulty product if the product is not part of a prehung set or La Porte set. Otherwise, XL Joinery will replace the faulty product. XL Joinery reserves the right to charge for the inspection if it confirms that no manufacturing defect is evident.

Any removed product becomes the property of XL Joinery.

If a product replacement is required under this warranty, and the identical product is no longer available, it will be replaced with a product equivalent to the value at the time of purchase.

Claims made under this warranty are only valid if the product warranty has been registered with us or upon presentation of proof of purchase of the applicable product. We may request proof of purchase from you if traceability through the relevant retailer is not possible, or if XL Joinery cannot identify the product as being an XL Joinery product.

## **Limitation of Liability**

To the maximum extent permitted by applicable national laws, this warranty will be the customer's sole and exclusive remedy against XL Joinery. XL Joinery's liability is limited to replacing the relevant faulty product alone. XL Joinery shall not be liable for any consequential or Indirect loss arising in connection with the product. Insofar as XL Joinery's liability is excluded or limited this shall also apply to Its employees, staff, representatives, and agents.