

**WINDOW AND DOOR CARE AND WARRANTY**  
**(Version 12, applicable from 25/06/2024)**

**Project Name:**  
**Project Address:**  
**Building consent #:**

**1. Company Background**

- a) MJN McNaughton Ltd "Company" has been manufacturing timber windows to exacting specifications in New Zealand since 1937.
- b) MJN McNaughton Ltd is committed to producing high quality doors and windows using traditional joinery manufacturing methods in conjunction with new technology.
- c) The term "Company" refers to M J N McNaughton Limited, its subsidiaries and associates, joint ventures and assigns.

**2. Product care**

- a) Please check for damage immediately upon pickup. All claims for damaged goods must be made upon pickup.
- b) Please check for damage immediately upon delivery. All claims for short or defective delivery, or goods damaged in transit must be made within 24 hours.
- c) Do not expose joinery products to outside weather conditions before applying the finished coat of paint or stain.
- d) All windows and doors must have the first coat of either paint or stain applied before installation. If it has not been part of the arrangements for MJN McNaughton Ltd to paint prior to delivery, painting must be carried out by a qualified painting contractor immediately following delivery.
- e) A second coat of paint or stain must be applied within three weeks of the first coat, with annual washing and 5 yearly repainting to occur.
- f) Care must be taken to ensure tops and bottoms of doors are painted correctly.
- g) Subsequent coats of paint or stain and maintenance of the coating must be applied in accordance with paint manufacturer's recommendation. Manufacturers guidelines must be adhered to when using the migrating wood oils as this can affect the glazing system.
- h) Doors must be carried on edge and stored in an upright level position to avoid any bending prior to installation. (Especially important for heavy doors such as acoustic lead lined doors).
- i) Tracks, rollers and fittings should be protected from dust and dirt, cleaned and used regularly once installed, to ensure smooth operation.
- j) Window and door frames must be installed with appropriate flashings.
- k) Stainless Steel hinges require regular cleaning. 30 Seconds water spot remover is recommended as per product guidelines.
- l) Joinery must be inspected, cleaned and refreshed annually at a minimum. Avoid:
  - Water based sealers and primers
  - Dark finishes on joinery exposed to direct sunlight to minimize excessive heat uptake.Note, the McNaughton warranty will be void if dark colours with a Light Reflectance Value (LRV) less than 45 are used.

**3. Limited warranty**

- a) MJN McNaughton Ltd warrants against defects in manufacturing, materials and workmanship commencing from date of supply, as per below:
  - Sashes and doors for a period of 5 years.
  - Fixed frames for a period 10 years.
  - Hardware is warranted to the lessor of 2 years or the manufacturers specified warranty who's product care guidelines must also be adhered to.

- Timber profiles are warranted to the lessor of 10 years or the manufacturers specified warranty who's product care guidelines must also be adhered as described in the following website:
  - [https://www.klc.co.nz/files/1814/9905/4007/Koppers\\_GENERIC\\_Guarantee\\_2015\\_NZ.pdf](https://www.klc.co.nz/files/1814/9905/4007/Koppers_GENERIC_Guarantee_2015_NZ.pdf)
  - <https://www.klc.co.nz/files/5114/9360/3160/GLULAM-Certificate.pdf>

b) Normal wear and tear is expressly excluded. Except for statutory warranties applicable under New Zealand law, no other warranties whether express or implied will apply.

c) MJN McNaughton Ltd's liability under its warranty does not include incidental or consequential damages, and shall be limited to the cost of repair, or replacement of the item concerned or refund of the actual purchase price of the item in question.

d) Although MJN McNaughton Ltd products are of high quality, this limited warranty may be voided in the event of incorrect alterations, additions, installation, glazing or painting by a third party. Objects placed on or near the glass can cause thermal cracking in glazing systems (including application of glass film).

e) Natural variations of colour and textures and / or shrinking and swelling of components are considered to be normal characteristics of wood which vary with seasonal humidity and are not considered to be defects. Please note, the use of a heat pump may lead to movement of timber products.

f) This Guarantee is conditional upon MJN McNaughton Ltd receiving full payment for all products (including installation and glazing if applicable) supplied by MJN McNaughton Ltd

g) This warranty is not transferrable and applies to the original purchaser unless MJN McNaughton Ltd agrees.

Warranty does not apply to:

- Defects due to any cause beyond MJN McNaughton Ltd's control including, without limitation, defects in the structure to which the joinery is affixed
- Materials, glass, glazing materials, hardware or componentry not manufactured or supplied by MJN McNaughton Ltd
- Weather tightness – where the contract is one of manufacture and supply only, the junction between joinery and cladding systems is the responsibility of others
- Doors that fall within the industry standard tolerances of:
  1. Hanging to within  $\pm 6$  mm of vertical for every rise of 2.4m
  2. Remaining flat to within  $\pm 4$  mm per metre vertically and  $\pm 2$  mm per metre horizontally
  3. When closed, the faces of double-hinged doors remaining within  $\pm 5$  mm of the same plane.

Warranty is subject to:

- Any claims being made in writing to MJN McNaughton Ltd within 10 days of the fault first becoming apparent
- Timber joinery being washed annually and repainted 5 yearly
- MJN McNaughton Ltd being provided an adequate opportunity of no less than 10 working days, to make good any items in question
- The product being properly installed, used and maintained in accordance with the product care instructions set out above.
- To satisfy warranty and building code requirements joinery must be installed as detailed in McNaughton installation diagrams shown on McNaughton website. Any variances are to be approved in writing by McNaughton Project Manager.
- This warranty document being signed and dated by an authorized MJN McNaughton signatory along with project name, address and consent # accurately recorded.

.....  
Signed: M.J.N McNaughton Ltd:

.....  
Dated