



William Russell Doors
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GUARANTEE

Subject to terms and conditions set forth herein, doors manufactured by WILLIAM RUSSELL DOORS are guaranteed by the manufacturer for five years from the date of shipment by the manufacturer to be of good material and workmanship, free from defects which render them unserviceable or unfit for use for which they were manufactured.

STORAGE

Always store your raw doors flat, in a dry place and avoid freshly plastered areas.

INSTALLATION

All solid construction and external doors need to be hung with three hinges to provide sufficient support. The structural strength of the door must not be impaired in the fitting of the door, application of hardware, alterations or in excessive trimming of the door. If in doubt, please contact us for expert advice. Awnings are recommended for entrance doors exposed to weather.

TIMBER VARIATIONS

The timber and veneers used in doors are a natural product that will have significant variation in colour and grain pattern. William Russell Doors will utilise its skills developed over 50 years to give you a quality product but these variations are unavoidable and will not be considered defects. Please note: Sassafras varies widely in appearance from one panel to another, consistency cannot be guaranteed.

The timber used for matching timber edge strips will be matched to the door edge unless specified differently at time of order. As timber is a natural product there may be significant variation in colour and grain pattern. Timber edge strip thickness may vary due to the variance in moisture content, this is not considered a defect.

FINISHING OF DOOR

Immediately after fitting and prior to hanging, the entire door (including the top and bottom edges) should be finished to prevent undue absorption of moisture or to prevent the timber drying out. Always use a paint or finish from a reputable paint supplier, ensure you use the correct finish for the application and timber species. Always follow the paint manufacturers advice.

Exterior finishes shall be used on external doors and doors exposed to direct sunlight should be finished with light reflective colours, as dark colours can cause excessive heat absorption resulting in bowing, twisting and shrinkage. Direct sunlight may discolour timber doors where clear finishes are used as clear finishes are transparent to light and offer limited UV protection. Awnings are recommended for entrance doors exposed to weather.

Semi gloss or satin finishes are recommended for all doors to reduce show-through. Normal show-through of frame components in flush panel doors shall not be considered a defect. In particular, hard two pack finishes should not be used on joinery doors where normal movement will cause cracking of the finish. Please contact us for advice on the suitability of a particular door type for the paint finish you have selected.

The objective of finishing a door is to seal the timber; that is to prevent moisture absorption or loss. William Russell Doors will not accept responsibility for doors where the moisture content falls below 10% or exceeds 15%. Your paint supplier should be consulted as to the number of coats required to effectively seal the door. It is the responsibility of the owner to maintain an ongoing adequate seal, according to the paint supplier's recommendations, to prevent deterioration of the doors.

GENERAL CONDITIONS

William Russell Doors will not assume responsibility for doors, which became defective because of failure to follow these recommendations or for hazards of shipment or storage, after doors leave the control of the manufacturer. Doors must be inspected upon arrival for visible defects and all claims based thereon must be filed immediately. William Russell Doors agrees to repair or replace at its option, unfinished and in the form as originally supplied without charge, doors found to be defective within the meaning of this guarantee.

Any such defects must be brought to the attention of the manufacturer promptly when discovered and in any event within five (5) years from the date of shipment by the manufacturer. William Russell Doors is not liable hereunder to reimburse the purchaser for doors repaired or replaced without prior written consent of the manufacturer to such repair or replacement. A warp not exceeding 5mm on doors up to 2134 x 914 x 38 or 6mm on doors over 2134 x 914 x 38mm and up to 2438 x 1219 x 38mm shall not be considered a defect. Doors in excess of 2438mm high or 1219mm wide are not guaranteed against bow or twist.