

Screen & Barrier Product Warranty



Care & Maintenance

The finishes that are applied to EHI-Hawkesbury Pty Ltd's screen and door products are of the highest quality and are extremely durable and weather resistant. Like all fixtures around the home some maintenance is required to preserve the original appearance of the product.

Anodised Aluminium

Surfaces should be kept clean by prompt removal of all dust, dirt, grime and any foreign matter using clean water and a small amount of mild detergent. Do not under any circumstances use any abrasive type cleaning agent (Ajax or similar) or cleaning material (such as steel wool) as it will damage the anodised surface. Thoroughly wash of any residue of detergent with clean water.

Powdercoated Aluminium

Deposited grime absorbs moisture and holds it against the powdercoated surface, damaging the coating. Surfaces should be kept clean by prompt removal of all dust, dirt, grime and any foreign matter using a soft sponge with clean water and a small amount of mild detergent. Thoroughly wash off any residue of detergent with clean water to avoid deterioration of the coating which will occur as a result of soap deposition. Do not under any circumstances use any abrasive type cleaning agent (Ajax or similar). If small scratches occur, they can be buffed out using a good quality car polish. Care must be taken to ensure the coated surface is not removed.

Frequency

Frequency of cleaning is largely dependent on the location of the building. In most circumstances cleaning may be carried out every 3-4 months. Products installed close to more severe conditions such as marine or industrial environments should be cleaned every 2-4 weeks.

Terms & Conditions

Warranty Period

Commences from the date of Installation by EHI-Hawkesbury Pty Ltd. All Flyscreens and Flydoors period 2 years. All Diamond Grille Barrier products (Doors and Grilles) 5 years.

Claims

Any claim must be submitted in writing to EHI-Hawkesbury Pty Ltd within 30 days of occurring together with proof of purchase.

EHI-Hawkesbury Pty Ltd may inspect the product (during normal business hours) to determine the nature and cause of the defect. If EHI-Hawkesbury Pty Ltd determines that there is a valid claim, the cost to repair or replace the defective product with the same or similar product will be borne by EHI-Hawkesbury Pty Ltd. If EHI-Hawkesbury Pty Ltd determines that the claim is not valid, it may recover any costs related to such warranty claim.

Exclusions

The warranty does not cover:

1. Defects that occur outside the specified warranty period.
2. Normal wear and tear (including sun damage eg. fading).
3. Corrosion – in saltwater locations.
4. Defects resulting from installation by a person who is not an authorised EHI-Hawkesbury Pty Ltd installer.
5. Product that has been repaired and/or serviced by a person who is not an authorised EHI-Hawkesbury Pty Ltd installer.
6. Product that has been modified or altered in any way.
7. Product that has not been maintained in accordance with the care and maintenance instructions.
8. Product that has been damaged by matters covered by the owner's insurance and/or outside the control of EHI-Hawkesbury Pty Ltd installer – such as fire, theft, abuse or an act of God.
9. Defects that result from use other than normal residential use.
10. Locks, cylinders, hinges, door closers or any other associated accessories, mesh or hardware fitted to the product. Refer to relevant manufacturer/supplier.

Limitations

This warranty applies to the exclusion of any term, condition, warranty, representation or covenant of any kind in respect to EHI-Hawkesbury Pty Ltd product (or any part thereof) including its value, quality, durability, condition, design, operation, description, merchantability, performance or fitness for use of purpose.

If any condition or warranty is applied into this warranty under the Trade Practices Act 1974 or any other equivalent legislation, and cannot be excluded, the liability of EHI-Hawkesbury Pty Ltd for breach of the condition or warranty will be limited to one or more of the following at the option of EHI-Hawkesbury Pty Ltd.

1. In the case of goods
 - a) The replacement of the goods or the supply of equivalent goods
 - b) The repair of the goods
 - c) The payment of the cost of replacing the goods or acquiring equivalent goods
 - d) The payment of the cost of having the goods repaired
2. In the case of services
 - a) The supplying of the services again
 - b) The payment of the cost of having the services supplied again