



# 25 Year Guarantee

Designer Doorware Pty Ltd guarantees their products against defects in workmanship or materials. If, within 25 years (unless specified in the warranty periods listed below) the product is found to be defective, Designer Doorware will repair and/or supply the same or an equivalent product free of charge as per Designer Doorware's Terms and Conditions of Sale.

Due to the diverse range of products and finishes Designer Doorware offers, the warranty period will vary:

- Locks & door closers 2 Years
- Living finishes and Electroplated finishes No Finish Warranty
- Powder coated finishes No Finish Warranty
- Bullet + Stone Concrete Components 2 Years
- PVD (Physical Vapor Deposition) finishes Limited Lifetime

## Exclusions

In addition to the warranty periods set out above, this warranty does not apply to and Designer Doorware Pty Ltd assumes no liability for the following:

- Any damage or defects caused by:
  - Improper installation or failure to follow the fitting instructions
  - Fair wear and tear, misuse, or neglect, depending on where the product has been installed, either in a private residence or commercial application
  - The product being exposed to non-standard conditions
  - Circumstances outside Designer Doorware's control including but not limited to damage caused during transit
- Any damage or defects caused to the item the product is installed onto:
  - Where the product has not been installed by Designer Doorware
  - The installation has not been conducted in accordance with the instructions that are supplied with product and available on the Designer Doorware website
  - Where the product has not been used for its original purpose by which it was designed for
- Any damage or defects which are acceptable within industry variance standards
- Failure or damage due to improper maintenance as per guidelines listed below under 'Product Maintenance'
- Damage caused by circumstances outside Designer Doorware's control
- Warranty becomes void for any Door Closer installed on the push side of an external door
- Any modifications or repairs to a product as supplied that are not conducted by us or our agents
- Indirect or consequential loss or damage
- Cost of removal and/or replacement
- Cost of freight, packaging and/or travelling time
- All finishes unless PVD are classified as soft finishes as deterioration is possible under some climatic conditions including direct sunlight
- Certain finishes (including plated finishes) which are applied to goods are protective coatings which may wear off. Designer Doorware is not liable for any tarnishing or excessive wear of such finishes. Such tarnishing or excessive wear is not a defect in the goods and the Seller is not liable to accept the return of such goods under any warranty
- No finish warranty is offered on Designer Doorware's Living Finish products, as they are designed to age and improve over time. Living finishes include raw brass, oil rubbed bronze, stainless steel, chrome plating, powder coating and other lacquered and non-lacquered or non-PVD finishes

## Limited Lifetime warranty

All PVD Finishes are covered by a limited lifetime warranty to the original purchaser who occupies the commercial premises upon which the product was originally installed, against defects in material or workmanship. Fair wear and tear and damages caused by accident, improper use, improper care or maintenance, recklessness, alteration or negligence voids the lifetime limited warranty.

Whilst PVD offers a high level of hardness durability on wear resistance it is not indestructible. Normal wear and tear such as gloss reduction, scratching, staining of the finish over time due to use, cleaning practices or atmospheric conditions are not deemed to be manufacturing defects.

## Product Design

In the interest of constantly enhancing products, Designer Doorware reserve the right to alter dimensions, materials and designs, any time without notice.

## Returning Products Under Warranty

When returning goods, the Buyer is responsible for packaging them in a transport secure manner. Designer Doorware reserve the right to set out instructions for packaging the products and may advise you of them before you return the products. Designer Doorware will not be responsible for any loss and/or damage that may occur during transit. Loss and/or damages during transit would void the warranties set out in this document.

## Product Maintenance:

### Finishing Care

All Designer Doorware products are made with superior quality materials and finishes to meet strict standards. However, it is necessary that the products be cared for during and after installation to aid in their longevity.

Our special finishes (excluding Plated and PVD finishes) are fabricated and coloured by hand; variations in size, shape and colour are a natural result of this process. Tooling marks and surface scratches are part of the character of the finished pieces.

Below is a brief outline on how to care for your Designer Doorware product, however for more detailed information please refer to the 'Finishes and Materials Care and Maintenance' guide.

### Caring for Door Handles during Installation

Cleaning new door handles should not present any problems, although more attention may be required if the installation period has been prolonged. Where surface contamination is suspected, immediate attention to cleaning will promote a trouble-free service life. It is important to know that these products need constant maintenance, or they will appear to oxidize.

### Caring for Stainless Steel Door Furniture

Clean the stainless steel when it is dirty to restore it to its original appearance. This may vary from once to numerous times a year for external application or it may be once a day for an item in hygienic or aggressive situations. Stainless steel is quite easy to clean, washing with soap or mild detergent and warm water followed by a clean water rinse is usually quite adequate for domestic and architectural conditions.

There are many cleaning products from which to choose. Depending on the type of cleaning and level of contamination, some products are better than others. Although some products are called "stainless steel cleaners" they may scratch the surface and may contain bleach which will dull, tarnish, or discolour the metal if not completely removed. We recommend using Eagle One Never Dull (available from Designer Doorware) for stubborn stains. Any rubbing should follow satin lines of the steel and always ensure thorough rinsing after cleaning.

### Caring for Living Finishes Door Furniture

For Unlacquered Polished or Satin Brass finishes, apply brass polishing compound (Brasso) with a soft cloth which will remove the patina and restore the brass to its original shine.

For all other living finishes, an occasional application of a pure, nonabrasive wax (Johnson paste wax) is helpful in preventing spotting build-up, and light buffing with a soft cloth will produce a high lustre. Do not allow materials such as toothpaste, nail polish remover or caustic cleaners to remain on the surface.

Over time, with constant cleaning, the surface of your product may begin to show wear. It is natural to see variation all over the surface which will darken or lighten where frequently touched. The wear will take the form of faint lines in the highly polished surface.

For best results, it is recommended to follow the proper cleaning routine every 6 months depending on the frequency of use.

Do not use spirits or harsh cleaners on any living finishes as it may strip away any wax or protective coating.

## Caring for Plated Finishes and PVD Coating Door Furniture

To maintain the superior finish of these plated Designer Doorware products, please ensure that only a damp cloth is used with diluted, mild detergent to remove any stains or fingerprints. It is recommended that this be done regularly and incorporated into a general cleaning routine.

Do not use harsh solvents, abrasive cleaners, scourers or any type of adhesive tape on any plated or PVD Designer Doorware products as this may affect the thickness of the protective coatings.

PVD offers a high level of hardness durability on wear resistance, however it is not indestructible and therefore normal wear and tear such as gloss reduction, scratching, staining of the finish over time due to use, cleaning practices or atmospheric conditions can occur.

## Caring for Powder Coated Door Furniture

To maintain the superior finish of these Designer Doorware products, please ensure that only a damp cloth is used with diluted, mild detergent to remove any stains or fingerprints. It is recommended that this be done regularly and incorporated into a general cleaning routine.

We recommend a light clean with use of an automotive polish to remove minor scratches by working in small sections gently.

Do not use harsh solvents, abrasive cleaners, or scourers on any of Designer Doorware's powder coated or lacquered products as this may affect the thickness of the protective coating over time.

Powder coated colour finishes may chip with rough handling, and therefore caution should be taken during maintenance and use.

## Caring for Timber Door Furniture

Scandinavian oil is applied by hand over the natural sanded timber, which enhances and protects the grain of the timber. However, the oil will fade over time and is not impervious to moisture or wear and tear.

It is recommended that these Designer Doorware timber products be re-oiled annually for interior doors and every 3 months for exterior doors or higher use areas.

Scandinavian oil can be purchased from your local hardware store, and it is recommended that you follow the oil manufacturer's instructions carefully.

## Caring for Concrete Door Furniture

To maintain concrete products, the use of warm soapy water and a clean cloth can be used to remove any stains or fingerprints. Should this not be enough to remove a stubborn stain or mark, we recommend the use of a light abrasive chemical compound such as Ajax or Windex as acceptable.

Harsh abrasives or cleaning chemicals could wear down the sealer and should be avoided where possible.

Just like granite and marble, concrete is a porous substance and is susceptible to marking and staining. The sealer works to fill these pores and will protect against spills and stains; however, we recommend acting swiftly (within a few hours) to clean up any spills that may penetrate the concrete.

Should the sealer be damaged throughout its lifetime, it can be treated and re-applied onsite with minimal fuss. In retail or commercial settings where the product will see repeated use, re-sealing is recommended every 5-10 years. In residential settings re-sealing is recommended every 10+ years.

For further information, talk to Designer Doorware's friendly specialist consultants +61 3 9300 8888 or email [customerservice@designerdoorware.com](mailto:customerservice@designerdoorware.com) for a copy of the detailed 'Finishes and Materials Care and Maintenance Guide'.

## Product Stewardship

With a greater concern for the impact that businesses have on the environment, Designer Doorware has recognised the need to do more to minimise our overall footprint, including taking responsibility for the products we manufacture for the lifetime of their use.

That is why Designer Doorware introduced a product stewardship program as part of our increased focus on our environmental policy. The stewardship program encourages the reuse and recycling of components to reduce both the manufacture of new components and the overall disposal of waste.

Each product is constructed from high quality components to ensure a quality product that is durable and results in a long product lifecycle, contributing to our commitment to a 25 year product guarantee. However, once the product has exceeded its life, we will take it back, free of-charge, to be disassembled and examined for the reuse of certain components, or the recycling of the base material, such as brass and stainless steel to be turned into a new product.

We will accept all old Designer Doorware products, including levers, accessories, pull handles, joinery, and locks, to be efficiently reused, or sustainably recycled to ensure that each product's footprint is reduced.

For more information and return details, contact us directly on +61 3 9300 8888

## Overall Environmental Objectives

- To promote a sound awareness of, and favourable attitudes towards, the environment amongst all staff, suppliers, and customers.
- Seek to reduce, and where possible limit, any adverse impacts the company's activities may have on the local, national, and international environment.

## Environmental Policy

Designer Doorware's environmental policy establishes a framework for setting and reviewing environmental goals which Designer Doorware aims to operate by:

- Recognising its environmental obligations, both locally and globally, to future generations.
- As a progressive company, accepts its responsibility for environmental protection.
- Operates in a manner which protects the human environment, especially the health of staff, customers, and visitors.
- Endeavours to ensure that customers and visitors to its showrooms and offices are made aware of the company environmental values and the types of behaviour which might be detrimental to those values.

## Environmental Principles

To support Designer Doorware's Environmental Policy, the following principles have been developed to provide additional direction on specific issues.

Designer Doorware employs the best practicable methods to:

Conserve energy (produced by non-renewable resources, and by methods which pollute the environment).

- Conserve water resources and minimise wastewater disposal
- Minimise, and where possible, eliminate the use of harmful substances
- Ensure the correct and safe disposal of all substances
- Minimise waste generation through reduction, reuse, and recycling
- Minimise pollution – noise, visual, electromagnetic radiation, and odour
- Address environmental concerns in all planning and landscaping decisions
- Encourage procurement procedures that adhere to the principles of the environmental policy
- Encourage teaching and research activities designed to facilitate and implement the policy

Should you have any queries regarding any aspect of this document please refer your queries to:

## Designer Doorware

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