

Hallmark Doors 5 Year Warranty

All Hallmark doors are covered by the Hallmark Doors 5 Year Warranty. Each Hallmark door is subject to the below conditions of warranty.

Hallmark doors are manufactured to strict quality standards and hopefully you never need to make a warranty claim. However all doors are made from timber products and thus are subject to movement. Our warranty covers door movement beyond specified limits.



Hallmark Interior Doors

Warranty

Hallmark doors are manufactured with the highest craftsmanship and carry a five-year warranty provided all storage, handling, finishing and hanging instructions are followed.

Hallmark doors are warranted against defects in workmanship and materials, specifically delamination of veneer, or clashings, separation of the skin from the core, veneer splits and excessive distorting from tolerance. The manufacturer will not be held responsible for additional charges of hanging, painting or other charges arising from the replacement of doors.

Storage and Handling

Inspect all doors upon arrival for freight damage and visible defects. The manufacturer must be notified within four days if damage has occurred. Any claims outside of this time frame cannot be recognised.

- › Show through of any components on a 3mm skin door is not considered a defect.
- › Warp exceeding 5mm shall be considered a defect on doors up to 2400x910mm. This excludes cavity slider doors, see points below.
- › Doors exceeding this size carry no guarantee against warp. The manufacturer will accept no responsibility for defective doors when the moisture content of the timber exceeds 18%.
- › All doors for cavity slider units must have steel inserts

to maintain stability. Door leaves up to 1980x810mm require steel inserts on 1 edge, preferably both edges. Door leaves that exceed either 1980mm high or 810mm wide require steel inserts on both edges. Door leaves with steel 2 sides are covered under warranty up to a size of 2700x1210mm. Door leaves exceeding this size are not covered under warranty. Please note that warping less than 5mm is not considered a defect and is not covered under warranty.

- › Doors must be stored flat in a clean, dry area away from direct sunlight. A flat MDF cover sheet must be placed on the top door at all times should it be exposed.
- › Variations in colour are not considered a defect.

Finishing

When finishing, ensure the door is dry and free from dust and grime. The two faces and all four edges of the door must be sealed and coated (including lock holes and check outs) within four days of arriving on site. Linseed oil or Linseed oil based products are not to be used on any of Hallmark's interior doors. Staining is at your own risk. Hallmark Doors do not accept any liability for the finished quality of a stained door. Coating 'slump' on the veneer joins is normal and will not be considered a defect. The manufacturer is not liable for the paint finish. Any fibre raise should be sanded flat before coats are applied. Fibre raise is a natural reaction and is not considered a defect.

For veneer doors please refer to the veneer section of this warranty.

Hallmark Doors Warranty (continued)

Interior doors must not be painted in dark colours as these colours tend to absorb more heat and may cause the door to distort. A light colour has a Light Reflectance Value (LVR) greater than 40 (white is 100, black is zero). Refer to your paint manufacturer for further advice. Note: dark colours on any interior door will void the warranty.

Installation

- › All interior doors must be installed in dry buildings only. Doors installed in situations with excessive air movement (i.e. buildings not at 'lock up' stage) void the warranty.
- › Interior doors must not be installed within the direct air movement of an air temperature controller.
- › All doors must have at least three hinges. Doors over 2200mm high must have four hinges.

Care and Maintenance

Hallmark interior doors are designed for interior use only and should never be used in a situation subject to exterior conditions, high moisture or high temperature fluctuations such as spa or sauna rooms.

Doors installed in bathrooms or laundries that become scratched or damaged are to have the coating repaired immediately. Any repair work must be carried out under the instructions of the coating manufacturer.

Technical Information

Tolerances:

- +/- 2.0 mm for width, height and thickness
- +/- 3.0 mm for squareness across the diagonal of the door
- +/- 5.0 mm for twisting or bowing

Conditions & Limitations

The warranty does not apply if:

- › Damage is caused by normal wear and tear or by circumstances outside of Hallmark Doors' control.
- › Installation, storage, handling, maintenance, uses or repairs are not carried out under the manufacturer's instructions.
- › Extra facings such as mirrors, MDF, veneer panelling or similar products are affixed to any face of the door, post manufacture. Other laminate products such as HPL and vinyl will require prior approval from Hallmark.

Note

- › Information and specifications may change without notice.
- › Timber colours and grain patterns may vary from those illustrated in our brochure.

Hallmark Exterior Doors

Warranty

To be read in conjunction with Hallmark interior doors warranty. Hallmark exterior doors carry a five year warranty against defects in workmanship, materials and excessive distortion from tolerance. All technical information, storage and handling specifications are as per the Hallmark interior doors warranty. Exterior doors installed in a situation with high temperature fluctuations such as spa or sauna rooms carry no warranty against warp.

Uses

- › Sheltered exterior with adequate eaves covering. (minimum 1200mm).
- › General interior

Limitations

- › Unprotected exterior use
- › Saunas, steam rooms, smoke houses etc.
- › Fire doors

Finishing

Exterior finishes must be used on all exterior doors. All doors must be fully painted with a full coating system prior to site installation. Exterior doors must not be painted in dark colours as these colours tend to absorb more heat and may cause the door to distort. A light colour has a Light Reflectance Value (LVR) greater than 40 (white is 100, black is zero). Refer to your paint manufacturer for further advice.

Note: dark colours on any exterior door will void the warranty.

Veneer

Appearance of veneer and selecting your veneer

Veneer may have natural features such as pin knots, gum, figure, mild-indentations, slanted/curved direction of grain, paling-fence-effect, different leaf widths, off-centred crowns etc, and manufacturing features such as join lines and knife rub-marks. These are not defects but intrinsic features of natural wood veneer and its processing. Natural veneer may vary in appearance between different logs, within logs, from samples to actual current stock and from the images on our website compared to samples or the veneer used on a project.

As it is not possible to cover all associated manufacturing materials, conditions, products and methods, the end-user is responsible for carrying out the necessary tests and trials to check that the veneer, coating type, fabrication methods, associated materials and cleaning products/ methods are suitable for the application.