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## Important Information for our Valued Customers

At Danmar Garage Doors, we continuously strive to underpin our high quality products and workmanship with an exceptional level of customer service. The following leaflet outlines some important information our customers need to be aware of when choosing Danmar to supply and install your timber garage door. Should you have any further queries, please do not hesitate in contacting us directly.

### Timber used by Danmar

Having attributes such as being highly durable, light in weight and dimensionally stable, **Western Red Cedar** is the ideal choice for your garage door. In addition, Western Red Cedar has natural preservatives that provide resistance to borers, termites, rot and fungus growth. The lack of pitch and gum veins also allows this Cedar to readily accept sealers, thus accentuating its natural colour variations (a distinguishing feature of this timber).

Even though Western Red Cedar is predominantly used within our product range, we are also able to manufacture garage doors from other suitable timbers. We would be delighted to discuss any specific requirements with you.

### Timber Grade

Danmar only purchases premium quality cedar, however due to the colour variation of timber we offer all our customers a **Natural Timber Grade**. The main features of this grade are as follows:

- The timber is randomly selected from our premium quality Cedar stock
- The timber features natural colour variations, occasional tight knots, grain swirls and shakes
- Small surface cracks (up to 1mm wide) will be filled and sanded prior to sealing.
- The garage door will be sealed to your requirements
- Only the front face will be free of mechanical marks and defects. Although this will be avoided as much as possible, the back face may contain minor manufacturing blemishes.
- Manufacturing blemishes (including sealing) on the front face will not be visible from a distance greater than 5 meters (when viewed perpendicular to the door).

### Timber Sealing / Staining

We strongly recommend that your door be sealed / stained prior to delivery. Danmar accepts no responsibility for any sealing / staining process arranged by the customer. We offer the following sealing / staining finishes to your garage door:

#### 1. Fully Sealed

A fully sealed garage door will have the following layers applied:

- 1 x stained base coat Sikkens HLS on both sides (unless otherwise specified, this will be 'Dark Oak')
- 3 x top coats high quality Sikkens Filter-7 applied to the face side only

Our extensive experience indicates that the above process ensures maximum protection for the garage door before a refresher coat is required. East and South facing doors can last up to 5-6 years with North and West facing doors usually needing attention after 3-4 years. Irrespective of the time frames indicated, it is the owner's responsibility to maintain the condition of the garage door.

#### 2. Part Sealed

We will apply 1 x stained base coat of Sikkens HLS (unless otherwise specified, this will be 'Dark Oak') to both faces of the garage door. This will ensure protection from external exposure for up to a **maximum of 3 months**. The garage door must be oiled, stained or painted by the customer within this period. Please refer to the paint manufacturers notes prior to applying the finishing coats.

**PART SEALED DOORS ARE ONLY SUPPLIED WITH OUR STRUCTURAL WARRANTY.  
WE DO NOT RECOMMEND PART SEALING IF THE DOOR IS EXPOSED TO WET WEATHER.**

#### 3. Clear Finish

A clear finish garage door will have the following layers applied:

- 1 x top coat alkyd based, semi gloss UV protected clear varnish to the inside
- 4 x top coats alkyd based, semi gloss UV protected clear varnish to the outside face

When a door has a clear finish, the only colour visible is that of the natural timber. This 'natural colour' will start to change once it is exposed to the elements. We recommend that a refresher coat is applied every 2 – 3 years.

#### 4. Oil Finish

An oil finish garage door will be treated in the following manner:

- 1 x coat of CD-50 Copper-8 based pigmented preservative on the inside face
- 2 x coats of CD-50 Copper-8 based pigmented preservative on the outside face

Oiling the timber is the best option when a 'natural feel' is desired. The best way to maintain a fresh, new look of the garage door is to periodically (every 12 – 18 months) apply a light coat of CD-50 preservative with a spray, brush or rag.

### Timber Preservation

As a general rule, we recommend that your garage door be re-coated every 3 – 4 years. However, if the door has been exposed to more adverse weather conditions, there may be a need to re-coat at an earlier stage. We advise our customers to inspect their garage doors on a regular basis and re-seal when the first signs of 'greying' appear.

### Standard Colour Range

Our colour range consists of the following:

- Dark Oak – this is our standard and most popular colour
- Clear Pine
- Walnut
- Jarrah

Due to the natural colour variation of timber, Danmar cannot colour match the garage door to any existing feature of your home (e.g. a front door) or any other garage door viewed by the customer.

### Servicing your Garage Door

All moving parts should be lubricated on a regular basis using multi-purpose spray grease. In addition, Danmar recommends that the garage door is serviced by a qualified technician in accordance with the following schedule:

- Single & double garage door: every 12 months
- Extra large garage door (over 14m<sup>2</sup> or 150kg): every 6 months

### Warranty

Danmar offers the following warranties.

#### 1. Structural Warranty

Danmar warrants that your door will be **free from all structural defects**, as specified for the selected timber grade, for a period of **3 years**. Natural features contained within the timber cannot be accepted as defects.

#### 2. Installation Warranty

**Only where Danmar has arranged installation**, all parts and workmanship will be covered under warranty for a period of **12 months** (from the date of installation and in accordance with Danmar's detailed warranty policy). Where the garage door is installed in more corrosive environments (e.g. close to the ocean), the 12-month parts warranty is only applicable if all hardware has been powder coated **prior to installation**.

All warranty claims are subject to the customer producing a satisfactory service history.

### Installation of your Garage Door

- The installation will only commence if a suitable working area (**3.5 meters x the width of the garage**) has been cleared by the customer.
- The customer must ensure the installer has suitable access to a live 240V power point.
- If the installation cannot proceed due to factors outside our control, Danmar will charge the customer a standard call out fee to recover costs.

### Payment Terms (for customers without a trade account)

- Danmar requires a **50% progress payment** before the order is accepted and scheduled through the factory. The balance of payment is required **prior to dispatch** from our factory or **upon installation** (which option is applied is solely at the discretion of Danmar).
- Danmar will **not release the remote control handsets** until full and final payment has been received.
- Danmar accepts cash, cheque, EFT, debit card or credit card (excluding American Express or Diners Card) as forms of payment.
- The garage door remains the property of Danmar Garage Doors until full and final payment has been received.

### General Information

- Subject to Danmar receiving all relevant information pertaining to the manufacture of the garage door (i.e. final sizes, colour, design etc.) and also a 50% progress payment (where applicable), **factory lead times** for most orders generally vary between **3 – 6 weeks**.
- **Warranty call outs** can only be accommodated during **normal business hours**.