

# Form A

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# Payment Terms

- Payment terms are strictly as set out in Payment Breakdown on the Quotation
- Changes in payment terms are a breach of the agreement
- KPJ does not accept cash at its premises
- All monies are to be deposited into our nominated bank account
- Bank charges for Cash Payment will be added to the customer's account
- No Cheques accepted
- Interest at 2% monthly for Overdue account
- Due to FRAUD, we can no longer accept POP slips as final PROOF OF PAYMENT. All payments must reflect in our account PRIOR to Manufacturing OR Delivery
- Banking details have been excluded from our general correspondence as a safeguard-Emails and documents can be altered or hacked
- Should you request the banking details via email please note you do this at your own risk

FOR BANKING DETAILS PLEASE CONTACT THE OFFICE AND WE WILL FORWARD BANKING DETAILS VIA SMS OR WHATSAPP TO THE NUMBER PROVIDED TO US

NB: PLEASE DO NOT USE BANKING DETAILS SENT VIA EMAIL OR STATEMENTS ETC.

K Parker Joinery does not accept responsibility for any funds paid into incorrect Bank Accounts, it remains the sole responsibility of the client to ensure that the correct Banking Details are used.

# Price Validity

## Glass Hardware Ironmongery

- Prices are subject to Rand Dollar exchange and are subject to change on Order
- Price can only be held if KPJ is in possession of all the necessary information at the time of order. Delays in measuring or receiving final production requirements can lead to price adjustments.
- Glass prices limited to notice period from PG Building Glass
- Glazing is according to the National Building Regulations unless otherwise specified on the quote
- Glazing is not included unless specified in the Body of the Quote
- Hardware gear is supplied with all Sliding and Folding Doors
- Windows are supplied with a Gold or Silver Wedge Handle and Silver Friction Hinges
- Sliding Sash Windows are supplied with Gold or Silver Lifts and Pully Wheels
- Sliding Sash Windows are weighted for glass as per quote or 4mm Float glass on a Rope Pully System
- Ironmongery which includes but not exhaustive, Hinges, Locks, Flush Bolts, Handles or any other door mechanism are NOT supplied with any of our Products unless separately indicated on the quote or offer

# Cancelation of Orders and Refunds

**Under no circumstances will a credit of the Buyers account or refund be considered for Special Order Goods.**

The Seller will only consider a credit of the Buyers account or refund based on the following circumstances:

- If the Buyer cancels the order before the Goods are scheduled for delivery, the Seller shall credit your account with the Purchase Price within 10 Business Days of your cancellation or alternately refund the Buyer the Purchase Price if that is his/her preference. **THE BUYER SHALL BE LIABLE FOR THE DELIVERY CHARGE IF THE CANCELLATION IS NOT DONE BEFORE THE CONFIRMATION OF THE DELIVERY DATE**
- If the Seller accidentally delivers the incorrect Goods to the Buyer. The Buyer must inform the Seller via e-mail to [kelly@kparkerjoinery.co.za](mailto:kelly@kparkerjoinery.co.za) within 24 HOURS OF DELIVERY that the incorrect Goods were delivered. The Seller will collect the Goods from the Buyer at no charge. If the Goods are missing any accessories or parts, the Seller is entitled to (subject to applicable law) refuse the return, or only to estimate the value of the missing accessories and parts and to credit the Buyer's account or refund the Buyer in respect of **Page 11 of 18 K PARKER JOINERY CC TERMS AND CONDITIONS** the returned item only. It should be NOTED that this will be done only after the Seller has inspected the Good and validated the Buyers return. The Seller will at the Buyers choice deliver the correct Goods to the Buyer as soon as possible (if the correct Goods are available), **OR CREDIT THE BUYERS ACCOUNT WITH THE PURCHASE PRICE OF THE GOODS LESS THE ESTIMATED VALUE OF THE ACCESSORIES AND THE CHARGES LISTED HEREIN WITHIN 10 BUSINESS DAYS OF THE RETURN.**
- The Buyer must inform the Seller via e-mail to [kelly@kparkerjoinery.co.za](mailto:kelly@kparkerjoinery.co.za) within **24 HOURS OF DELIVERY** that he/she no longer wants the Goods. The Seller will make the necessary arrangements to inspect the Goods and validated the Buyers return in terms of the conditions listed in this clause. **THE SELLER WILL CREDIT THE BUYERS ACCOUNT WITH THE PURCHASE PRICE OF THE GOODS LESS THE CHARGES LISTED HEREIN WITHIN 10 BUSINESS DAYS OF THE RETURN.**
- Where the Seller has determined deductions or surcharges to be deducted from the refund, such amounts shall be communicated to the Buyer with the final refund amount payable to the Buyer, which will be processed for payment within 10 business days of the return.
- Please note that the Seller will only refund to the payment method that the Buyer used initially – I.E., payment by credit card will be refunded to the same credit card, payment by Instant EFT will be refunded to your nominated bank account once the Seller receives the Buyers bank account confirmation letter that must be delivered to the Seller by hand.
- Once the Buyer's refund request has been processed. Funds may take 3– 5 business days to reflect in the Buyers account and are subject to your bank's processing times.

# Lead Times

- 15-20 Working days from Deposit & Signed Off Job Cards, however this can vary depending on capacity, complexity, lack of information and material shortages.
- Stock items as reflected on our website are between 3-5 working days however this may change depending on stock levels
- To avoid delays, all instructions relating to the order must be done via email only prior to manufacturing.
- Instructions received by other means other than emails are not binding as we do not monitor other communication platforms on a constant basis
- Amendment to the original order will be treated as urgent however cannot be assumed to be done within the same lead time.
- Lead Time for each individual item is subject to final measured size and / or signed job card.
- Final sizes must be confirmed via email. K. Parker Joinery will not accept responsibility for errors or delays which may occur because of improper conformation.
- Additional Treatment or alterations will extend the lead time because allowances will have to be made for pre-existing production schedules and necessary procurements.

## Delivery and Storage

- Products must be checked on delivery
- Products must be stored correctly
- Space is to be made available to store the products
- Products to stored off the floor on a level platform - **FLAT** in a well-ventilated area, free of damp
- Storage of goods is Limited to **ONE CALENDER MONTH**
- All Custom-Made goods not collected within one calendar month of notification will be disassembled and all payments forfeited
- Refusal to except delivery of paid-up goods within the same period will be treated as goods not collected

## Before Installation

### Proper Care and Maintenance

To get the most out of your new product and the benefits of its Warranty certain steps needs to be taken before, during and after installation. It is important to read these instructions as it will not only help extend the lifespan of your product it will also ensure you know how to resolve issues should they arise.

### Storage

Even though a phased approach is recommended to avoid the necessity for long term storage (Longer than seven days) it is not always possible to avoid. Thus, it is important to ensure the product is kept clean and dry well-ventilated space while being properly supported, products should be kept stacked on soft supports to keep them safe from ground level moisture, dirt, and to avoid damage which may occur thanks to uneven surfaces.

Extrusion tape and securing fasteners should not be removed until after installation and cleaning of the site. Doing so may lead to damage not covered by the Warranty.

## Installation

It is extremely important to only use competent carpenters and installers, K Parker Joinery cannot be held responsible for failures caused by incorrect installation. All installations are done with the aim of achieving 100% accuracy. Any changes to the product or defects due to the installation are the responsibility of the installer. Any additional items such as but not limited to cover strips to cater for site conditions will be charged separately and do not form part of the original quote. Due to several challenges on site such as unlevel floors, skew walls, and general building movements we have listed below Horizontal and Vertical tolerances as a guide of acceptance.

See Page 3 for our preferred instructions.

## Routine Maintenance

Routine maintenance is required to keep your product in good working order, it is also important to extend the life of the product, neglecting to maintain a product may shorten its life, and lead to damage not covered by the Warranty.

## Inspecting

It is important to inspect products on a regular basis and after every change of season to ensure small issues will not turn into major problems. It is important to open doors and windows not in regular use as this will help spot problems while they are still in their infancy.

# Installation Notes

**K Parker Joinery will use Sub-Contractors at its discretion.**

**Please Note: Products Supplied by K. Parker Joinery is not intended for DIY Projects. Always be sure to use a competent installer..**

## Contractor/Owner

### Pre-Installation check list:

- Plastering will dramatically increase the humidity in a room, it is thus recommended in new building to only install timber frames once most of the plastering has been done and been allowed to dry. Where not possible it is recommended to keep rooms well ventilated.
- Before arrival, all openings must be properly prepared. K Parker Joinery's installation teams (In-House and/or Sub-Contractors) cannot be expected to prepare nor wait while openings are prepared.

- Horizontal tolerance over 3 meters is 6mm
- Vertical tolerance over 2.4 meters is 6mm.
- Vertical stile tolerance of doors over 2.1 meters is 7mm
- Be out of line in any direction of 1.5mm over 1.3 meters
- Please note these figures are not to be re-scaled. 1m does not become 2mm etc.
- Positioning of frames must be indicated otherwise our standard is 50mm-80mm from the inside reveal. We suggest on un-plastered reveals a 10mm allowance to window's final size.
- Plastered reveals are to be accurate to avoid unnecessary gaps.
- The products may be fixed to the building using mounting brackets or directly into the frame
- Any mounting holes are not seen as a defect
- Levelling and fixing brackets are not to be removed
- Levelling wedges are not to be removed until the product is fully installed or would change the installation
- All installed items are to be plastered or silicone used in finishing.
- Finished Floor Levels (FFL) are the owner's responsibility and KPJ takes no responsibility for setting out to compensate for height differences in various floor finishing materials
- Standard measurement is from FFL to lintel, brick to brick or plaster to plaster. The owner must familiarise himself/herself with the sill detail and make sure that in placing the order the frame sizes and sill details are fully understood
- Protective covers must not be removed until final clean-up has been done.
- K Parker Joinery will not paint or treat any timber products unless quoted. It is the end user's responsibility to ensure all six surfaces including newly routed cavities are properly treated and thus protected.

#### OUR SINGLE AND DOUBLE DOOR PRODUCTS TIMBER RANGE INCLUDES:

- Solid Timber (Exterior—Must be protected by a minimum of 500mm overhang—Must not be exposed to standing water)
- Engineered Timber (Semi Exterior—No direct sunlight or water)
- Solid + Engineered (Semi Exterior---No direct sunlight or water)
- All doors have been standardised at 40mm
- Panels thickness and material will vary 2.5mm
- T-Bars are preferred vs Rebated Doors

#### A) What is a HARDWOOD solid timber door?

All components of the door are solid timber. The choice of timber is varied and should be considered for its best application for use indoors or outdoors, machinability, splitting, gluing, and finishing. On occasion or request we will use more than one hardwood on a single door. An example would be a Meranti door with Saligna panels. Uses of solid timber are best in areas such as Front doors, Patios, and Back Doors. Although a solid door is durable it should nevertheless not be fitted to an opening that does not always have protection of an overhang of at least 500mm. Dark colours externally such as black render the warranty null and void due to the excessive heat generated causing damage to the timber and therefore the function of the door. All doors should be treated according to the manufacture's direction on all six sides before and after installation as well as all cut-outs. Before ordering a door ensure you have studied the product specifications.

B) What is an Engineered timber Door? (Semi Exterior—No direct sunlight or water)

Semi Exterior doors are where one or more parts of the door are engineered or not solid. These doors are intended for an opening that is reset by at least one meter. It is for partial outdoor use, meaning that only one side is externally exposed and free of direct sunlight and water. It must not be influenced by external factors. Measurement and installation of engineered doors is important. These doors have a maximum of 15mm solid surround. Cutting off more than this on any side will weaken the door and expose its internal core voiding any warranty offered. Doors must be treated prior and after installation on all 6 sides, including cut-outs. Dark colours may be used.

C) What is a Solid + Engineered Door? (Semi Exterior—No direct sunlight or water)

Doors can have a semi solid exterior and have solid timber panels or internal bars. Classified as a Semi Exterior door.

D) What is the difference between a Rebated Double Door and a Double Door supplied with a T-Bar?

Historically a double door has been rebated with one door closing onto another door to form a flush finish without a gap between the doors.

For example, 2x 813mm wide doors would get a male and female rebate (6.5mm each) to make up a 1613mm wide door.

The double door would then have a dedicated fixed door fitted with top and bottom flush bolts and an opening door fitted with a rebate lock kit and handle.

The rebate weakened the integrity of the door top and bottom often resulting in cracking and gaps once closed. The rebate kit looks like an afterthought and clumsy.

We have now done away with rebating by adding a T-Bar which now functions as the rebate.

This has several advantages:

- Stock holding is reduced as standard doors can be used with the addition of a T-Bar
- The integrity of the door is dramatically increased
- No splitting top and bottom
- No gaps top and bottom when the door is closed.
- Less likely to warp
- Better looking finished product

## Room Preparation

### Before installation can commence certain preparations need to be made

:

- All fixtures such as security gates burglar bars blind or shutters hindering installation need to be removed.  
*K Parker joinery will not be held accountable if the design of the new windows / doors hinders the operation or re-installation of previously fitted fixtures*
- It is the responsibility of the client to know and specify the location of all wires (Electrical, Security, Fibre OR AV) underfloor heating and plumbing before installation begins to avoid damage  
*K Parker joinery will not be held accountable for damage to any wires plumbing or other items occurred during installation.*
- All furniture hindering access to installation sight must be removed prior to the arrival of installation team
- Rebates and Beading on timber products must be painted or oiled prior to the installation of glass.

Even though we aim to minimise our impact on your home it is important to know that renovations do generate a large amount of dust and other dirt. It is thus recommended that any furniture or fixtures that could be damaged be removed before hand. K Parker Joinery cannot be held liable for damage to any fixtures or furniture during installation.

*All Removals will be done from the outside for opening out windows and doors, open in door and windows will involve removal from the inside and due to numerous factors additional charges may apply.*

## Glass Care

### ***Precautions & Warnings:***

- *Do Not use abrasive cleaning solutions.*
- *Do Not use cleaners having a high acid or alkali content.*
- *Do Not clean glass when it is in direct sunlight.*
- *Do Not use high-pressure washers or garden hoses to clean doors and windows.*
- *Do Not allow cleaning fluid to dry on the glass or surrounding surfaces.*
- *Do Not use razor blades, scourers, metal or abrasive products.*
- *Do Not use hot water on cold glass, or cold water on hot glass.*



## Normal Routine Hand Cleaning

### ROUTINE CLEANING PROCEDURE

- It is recommended that jewellery and watches be removed prior to cleaning and that gloves be worn.
- Flood the glass surface with the spray-on cleaning solution or with a cloth saturated with the cleaning solution.  
Be generous with the amount of solution applied.
- Rub the wet surface with a clean, lint-free towel or cloth.
- Wipe dry with a dry, clean, lint-free towel or cloth. Do not use a squeegee on the coated (interior) surface.
- To prevent streaking, stop wiping when the glass is almost dry and there is a uniform film of moisture left on the glass surface. The film will quickly evaporate leaving a clean surface.

## High Performance Glass – Special Precautions

### Low E Glass

#### *Do Not Use the Following on Low E Glass*

- *Abrasive Cleaners*
- *Ammonia based products*
- *Powder based cleaners*
- *Alcohol based products*
- *Harsh Alkali or acid-based cleaners*
- *Scrapers, Blades or Squeegees*
- *Metal based objects like scorers*

### Double Glazing

#### *Do Not Use the Following on Double Glazing*

- *Be sure to avoid using a high-pressure hose, however, since this may cause damage to the seals and sealant between the glazing and the frames.*
- *Strong detergents can damage the seal on the double glazing only use recommended solutions to damage glazing.*
- *Avoid Powder based cleaners*
- *Avoid Abrasive Cleaners*
- *Avoid Flooding with Cleaning Solutions*

# Timber Care

## ***Precautions & Warnings:***

- *It is of utmost important to always ensure all six surfaces have been treated, furthermore cavities created for the installation of locks and so forth should be coated too. Any untreated area may lead to water penetration or fungal infestation.*
- *It is extremely important to replace missing fasteners as soon as possible (screws etc.)*
- *If these products are subjected to spillage of cement, render or other material, you must wash them clean immediately or you may risk a permanent stain or damage to your doors. Timber surfaces should be kept clean and free of debris, bird droppings and other contaminants could lead to permanent damage if not removed in a timely fashion.*
- *When cleaning windowpanes, then make sure the glass cleaner doesn't go onto the timber frames. Avoid using a hosepipe or pressure cleaners and avoid completely saturating the area.*
- *Paints and stains should only be applied by competent persons while adhering to the Paint/Stain Manufacturer's instructions while keeping the product specifications in mind*
- *The Use of Dark Paints on Timber will lead to added thermal stress which may result in cracks and splitting, the application of such paints will thus result in the Warranty being voided.*
- *High gloss finishes require a lot of extra preparation, preparation which if not done correctly will result in an uneven finish. Our product is delivered in a raw state in it is thus recommended to seek the advice or services of professional painter.*
- *Separation lines on Painted Solid Timber Doors are not considered a defect. Insure that KPJ is notified if doors are to be painted so we can help you select the correct material.*

## **Please Take Note:**

- Timber is a natural product and colour differences are not considered a defect.
- Meranti Standard and Better/Saligna/Pine/Supawood are used as a basis for pricing unless another material is specified in the body of the quote.

## **Timber: General Care**

### **Cleaning**

- Use a soft cloth and water with washing-up liquid, or similar, to lightly wash it down. This will help to remove dust, insects and other contaminants that encourage the growth of algae and fungi.
- Use a mild detergent solution and always rinse thoroughly when finished.

- Remember to clean weather seals ensure they remain firmly attached.

## Maintenance

We suggest a thorough inspection quarterly (on change of season, inspecting as much of doors and frames as possible. It is important to look for cracks in the finish, discoloration and swelling. It is also important to ensure that all six sides of the door have been treated, any exposed surface could lead to a variety of complications that could severely affect the usable lifespan of the product in question. In short if it is exposed to the elements, no matter how slight the exposure, eventually it will lead to irreparable damage. Maintenance is an ongoing process and depending on external environmental factors, periodical treatment of timber will be required.

### **Important Maintenance Notice:**

*Stainless Steel finished (304 grade) on handles and other ironmongery requires regular cleaning with a mild soapy solution. Failure to do so will result in rust marks for which K. Parker Joinery CC will not be held liable.*

# Aluminium

## Available Finishes

There are two types of finishes available on Aluminium, Powder Coating and Anodised.

### **Precautions & Warnings:**

*It is Important to keep all protective tapes and films on Aluminium Styles and Glass until after construction has been completed and the site has been properly cleaned.*

*Construction materials such as concrete and mortar should be removed immediately to avoid damage to the finish.*

## Natural Anodised

### **Precautions & Warnings:**

- *It is important to restrict cleaning to mild weather, cleaning should be done on the shaded side of the building or ideally on a mild cloudy day with temperatures not exceeding 25°C.*
- *It is recommended to clean all surfaces with clean water before applying cleaners*
- *It is important to never use aggressive Alkaline or Acid cleaners on Aluminium, cleaners containing the following trisodium phosphate, phosphoric acid, hydrochloric acid, hydrofluoric acid, and fluorides should be completely avoided.*

- *Always follow the instructions provided by the cleaner's manufacturer and test it on a small section first. Different kinds of cleaners should never be mixed.*
- *It is preferable to clean metal that has been shaded or early in the mornings before the sun has had chance to heat it up since chemical reactions may be sped up by higher temperatures and could cause possible streaking. It is also best to avoid cleaning aluminium that is cold enough to cause condensation.*

## General Maintenance

It is recommended to clean all aluminium surfaces with a weak solution of mild detergent at least once every three months preferably on the change of season. Depending on external environmental factors. Debris such as bird droppings should be removed as soon as possible as they may cause permanent staining of the surface.

## Powder Coating

### *Precautions & Warnings:*

- *It is important to restrict cleaning to mild weather, cleaning should be done on the shaded side of the building or ideally on a mild cloudy day with temperatures not exceeding 25°C.*
- *Over cleaning or excessive rubbing can do more harm than good. Avoid Abrasive cleaners, do not use abrasive materials such as steel wool or brushes that could damage the finish. Never use paint removers, aggressive alkaline, acidic, or abrasive cleaners. Do not use trisodium phosphate, highly alkaline or highly acidic cleaners. Always do a surface test. To prevent marking and scratches, make sure cleaning sponges and cloths are grit free.*

## General Maintenance

It is recommended to clean all surfaces with a weak solution of mild detergent at least once every three months depending on external environmental factors. Debris such as bird droppings should be removed as soon as possible as they may cause permanent staining of the surface. Touch up paint is available from K Parker Joinery, and it is recommended at any deep scratch be covered as soon as possible.

# Sliding / Sliding Folding Units

## Tracks:

### Cleaning

Since there are moving parts involved it is of utmost important to keep the tracks clear of any possible obstruction that could possibly cause the door to derail, debris that may cause a wheel to jamb or sand

that may eventually cause bearings to seize. Prevention is better than cure and prevention is as simple as vacuuming the tracks once a week whether or not debris is visible, wiping the track with a soft damp cloth from time to time would further limit the possibility of malfunction.

## Maintenance

- Apply a small amount of Vaseline to the inner lip of all the track, about ¼ of a teaspoon will do the trick.
- Apply it using a spatula or a putty knife to ensure all the wheels pass through them to evenly distribute lubrication along the track. This will not only protect against corrosion but extend the life of the bearings.

## Other Hardware (Rollers, hinges, locks, bolts etc.)

### Cleaning

We recommend any dirt, sand, dust, and any other debris be removed as regularly as possible. This will protect your hardware and limit potential functionality issues. Wipe down the visible surfaces with a soft damp cloth and then rinse off by wiping with a clean damp cloth.

### Maintenance

- Keep locks lubricated with silicon spray, ensure all excess spray is wiped away.

# Hinged Doors

## *Precautions & Warnings:*

- *It is important to consult the paint manufacturer before applying any kind of treatment to doors, certain types of paints and certain colours will result in the Warranty being voided. External products are more sensitive to treatment selected*
- *Parliament or Projection hinges require constant adjustment and should be avoided if possible. These hinges are excluded from our warranty*

## Hardware:

### Cleaning

We recommend any dirt, sand, dust, and any other debris be removed as regularly as possible. This will protect your hardware and limit potential functionality issues. Wipe down the visible surfaces with a soft damp cloth and then rinse off by wiping with a clean damp cloth.

### Maintenance

- Keep locks and hinges lubricating spray, ensure all excess spray is wiped away.
- It is important to take notice that even though silicon spray offers excellent lubricating and protecting qualities it does tend to attract dirt.

### **Important Maintenance Notice:**

*Stainless Steel finished (304 grade) on handles and other ironmongery requires regular cleaning with a mild soapy solution. Failure to do so will result in rust marks for which K. Parker Joinery CC will not be held liable.*

## uPVC

### ***Precautions & Warnings:***

- *Windows made from the REHAU System are designed to close firmly and save energy. Your new windows will be considerably better sealed than your old ones, and if they are double glazed will, under normal circumstances, prevent condensation because of better insulation.*
- *Abrasive cleaners as well as dry cleaning with a duster should be avoided. Cleaning solutions and polishes that contain solvents or thinners should not be used. Aggressive chemicals like these will attack the window frame and seals.*
- *Rust patches can only appear because of external metal particles from the outside atmosphere.*

## **Frames**

### **Routine Cleaning**

- Slightly dirty frames can be cleaned with warm water and washing up liquid. Be sure to avoid spilling any of the soapy water into the frame itself as it may attack the seals and lamination.
- Extremely dirty frames should be cleaned with REHAU's special cleaning fluid – available from your local REHAU Window Systems dealer

## **Hardware**

### **General Maintenance**

- All moving parts of fittings should be lightly lubricated once or twice a year, to ensure that the windows will always open smoothly.
- Most fittings have a built-in adjustment facility, so if a window should begin to stick contact your local dealer, as only a trained window installer has the skill to make the necessary adjustments.

# Sunflex

## ***Precautions & Warnings:***

- *Observe the safety instructions and instructions for use of the respective servicing and cleaning products.*
- *When cleaning do not use a material with an unknown composition. If you are not certain about the effect of the cleaner, then test it first by cleaning a visually unimportant, non-exposed portion of the component.*
- *Do not use alkaline caustic solutions, acids, and fluoride-containing detergents to clean glass surfaces*
- *A suitable protective film should be used to protect the glass surface against mortar spattering, cement slurry, sparks or weld sputtering from partitioning screens and stone-facade acidic-cleaner.*

## **Glass**

### **Cleaning**

Dirty Glass surfaces can be cleaned using water and a sponge or cloth, etc. Commercially available non-abrasive glass cleaners (such as Ajax, Pril etc can be added to the water. Stubborn stains such as paint or tar splashes should be removed with methylated spirits or white spirits.

## **Hardware**

### **Seals**

All seals must be cleaned and lubricated at least once a year to ensure good functioning. For this purpose, it is recommended to use a seal care product. The care product maintains the suppleness of the seal, thus preventing premature brittleness. Ensure that the seals are not damaged and do not into come contact with solvent materials.

### **Fittings**

All fittings must be regularly checked for tightness and wear. Attachment screws must be tightened, and defective parts replaced as required. In addition, at least once a year, all moving and sliding fittings must be lightly greased with fitting grease. Only servicing and cleaning agents that do not affect the corrosion protection of fittings should be used.

## **Important Maintenance Notice:**

***Stainless Steel finished (304 grade) on handles and other ironmongery requires regular cleaning with a mild soapy solution. Failure to do so will result in rust marks for which K. Parker Joinery CC will not be held liable.***

# Blockhouse

## ***Precautions & Warnings:***

- *Do not use solvents such as thinners, benzene, turpentine, non-recommended household/commercial/industrial cleaners, abrasive cloths and cleaning agents, brushes and/or sponges to clean your shutters as it may affect the powder coating.*
- *When in doubt please ask your Blockhouse Shutters agent for assistance and/or additional information.*
- *Report all product related defects to your sales consultant as soon as possible. All breakages in film must be repaired within 24 hours.*

## **Equipment needed for Cleaning**

- 2 x white cotton soft cloths
- Broom with soft bristles or a vacuum cleaner (for cleaning of bottom tracks ONLY)
- Non-acetic multipurpose silicon spray

## **Weekly Cleaning**

- Remove dirt and dust from the bottom track by using a broom or vacuum cleaner. Dirt inside the track will prevent the bottom guide pin from gliding smoothly, causing the shutters to get stuck or make abnormal squeaking or scraping sounds while opening and or closing them.
- NO lubrication needed for the bottom track.
- Shutters, louvre blades, frames, and tracks (top and bottom) should be cleaned with a solution of warm water and non-abrasive, pH neutral detergent solution. Surfaces should be thoroughly rinsed after cleaning to remove all residues. All surfaces should be cleaned using a soft cloth or sponge or nothing harsher than a soft natural bristle brush.
- Dry the shutters by using a non-scratch cloth.

## **Maintenance**

- Every six months – Lubricate all the wheels inside the top track by using a non-acetic multipurpose silicone spray.
- Please read all product instructions and cautions as indicated.
- NO lubrication needed for hinges.
- NO lubrication needed for the bottom track.
- NO lubrication needed for the lock and cylinder.



# Warranty Terms

*Please Note the Warranty is only valid after final payment is received*

*KPJ is not liable for any direct, indirect, or consequential costs whatsoever for any loss or damage of any nature or sustained because of goods sold or installed. All tolerances must be considered, and the warranty is subject to the correct site handling and cleaning as described in this document.*

## Conditions:

- The Warranty is limited to faulty material and workmanship
- Repair or replacement will be at K Parker Joinery's (KPJ) discretion, final and binding. and limited by our LIABILITY
- KPJ is not liable for any direct, indirect or consequential costs whatsoever for any loss or damage of any nature or sustained as a result of goods sold or installed
- The Warranty is subject to the product not being used outside of its designed specification.
- K Parker Joinery reserves the right to request maintenance records, it is thus expected of the client to properly maintain said products for the Warranty to be valid
- A faulty product will be repaired and only if it cannot be repaired will it be replaced
- Obvious signs of abuse or misuse will result in the Warranty not being honoured
- It is the responsibility of the owner of said product to regularly inspect and check for early signs of failure, neglecting to do so could result in the Warranty not being honoured
- All tolerances must be taken into account and the warranty is subject to the correct site handling and cleaning as prescribed in this document

## THIRD PARTY WARRANTIES:

- Timber: 5 Years
- uPVC: 10 Years
- Sunflex: 2 Years on Workmanship of Product 5 Years on Material
- Blockhouse: 5 Years
- Glass: 10 Years
- Ironmongery: 1 Years

## Special Notice for timber:

### **WARRANTY WILL BE NUL & VOIDED ON THE FOLLOWING:**

- a) Product not treated/sealed on all Six Sides, including cut-outs
- b) Installation incorrectly done
- c) Glazing done by outside contractor not in accordance with regulation
- d) The use of Parliament or Projection Hinges on Doors
- e) Handles & Locks fitted level with the Transom of a Door
- f) Any alteration to the product before notifying KPJ of defect

## Aluminium Extrusions

We guarantee our extrusion, including the powder coating for a period of 15 years under normal use and correct maintenance. The condition of this guarantee is that the proper cleaning intervals are strictly adhered to and cleaned with clean water, no chemicals or harsh abrasive materials. The warranty becomes invalid if: - Any defects arise from, or damage is caused by unfair wear & tear, wilful damage, negligence, tampering, abnormal working conditions, unnatural weather conditions i.e.: tornados, floods etc. and failure to follow instructions (oral or written) or misuse. - Any defects arise from, or damage caused during installations, alterations or repairs. - Product not installed by a trained / qualified installer - Regular cleaning and maintenance of the product as per our care instructions has not been carried out.

### Cleaning Intervals:

Mild: More than 10km from beachfront: Every 6 months (min)

Moderate: 5km to 10km from beachfront: 2 to 3 months (min)

Marine: 500m to 5km from beachfront: 2 to 4 weeks (min)

Severe Marine: Within 500m of beachfront: 1 to 2 weeks (min)

1. Beachfront refers to breaking surf air borne moisture
2. Fresh water lakes are not considered high risk areas
3. Heavy industrial areas can be considered marine environments
4. The recommended maintenance intervals provided here are for General guidance. Local environmental conditions may differ.

## IRONMONGERY

- Window--friction hinge and casement handle + wedge.
- Sliding & Folding--tracks, wheels, hinges, and guides.
- Doors--N/A

## TREATMENT--TIMBER

- Timber is a natural product, supplied in its natural state.
- Colour differences are not seen as a defect.
- Timber must be treated on all six sides on receipt.
- Dark colours such as BLACK must be avoided EXTERNALLY and VOID any guarantees.
- Avoid High Gloss unless done by a professional.
- Mouldings are to the nearest length of stock available--Meranti (2.7m---4.2m) Supawood (2.750m---3.6m) and supplied in its natural state.
- If in DOUBT, please confirm with us via email only.

# Special Terms

## LIABILITY:

### **K PARKER JOINERY SHALL NOT BE HELD LIABLE OR ENTERTAIN ANY CLAIM FOR:**

- Any expense incidental or otherwise arising out of or because of any defects in the goods sold or installed.
- Force Majeure, including other reasons but not limited to late delivery, machine breakdowns, shortage of materials, transport delays and capacity.
- Goods signed for that are later lost or damaged
- Goods signed for that are later lost, damaged, altered, or untreated on all 6 sides, including cut-outs
- Timber is a natural product and colour differences are not considered a defect
- Timber used ON STOCK is a hardwood or softwood, engineered Grandis (Saligna), Pine, Meranti AND MDF (IE. SUPAWOOD). Various cores are used in engineered doors, windows and mouldings
- Timber specified by the customer
- Any changes to the product whatsoever

## DESIGN + SIZE + POSITIONING

- Design and sizes are to be manufactured as per this quote unless otherwise agreed and signed off.
- Frame positioning and FFL (Finished Floor Level) must be issued to KPJ in writing via EMAIL only to avoid misunderstandings or the quote sizes will take preference.
- Please note that if FORMAT and FUNCTION are a prerequisite, the client must employ a competent person and supply detailed drawings before the commencement of manufacturing OR installation
- KPJ does not undertake warranty or guarantee that the goods supplied or sold will be suitable for the purpose for which they are intended to be used by the customer.
- Structural design and strength are solely the responsibility of the specifier, that the opening is suitable for the framing material ordered
- All timber products must be protected by an overhang to protect it from extended direct sunlight and excessive exposure to water as well as standing water

## SCOPE OF WORK

- It is the sole responsibility of the client without exceptions to ensure all information is provided to KPJ prior to manufacture and installation where applicable. By paying the deposit the owner agrees to the content of the quote and all terms in this document.
- Please do not make assumptions. KPJ can only manufacture and/or install as per the quote
- Common phrases, codes or abbreviations in Timber are used from time to time... Any phrase, abbreviation, code etc. should be confirmed for clarity if there is any doubt in there meaning
- E&OE relates to all items on the quote. KPJ will not supply items not listed on the quote
- Changes requested will be priced separately.