

SWARTLAND INVESTMENTS (PTY) LTD

Reg. No. 2005/019062/07
Vat No. 4280268402

3 KOTZE STREET
P O BOX 216
MOORREESBURG
7310

HEAD OFFICE: 0860 110 2425
FAX: (022) 433 2760

www.swartland.co.za
e-mail: customerservice@swartland.co.za



Western Cape: Harry Alexander Cres, Atlantis
Gauteng: Bridoon Str, Stormill Ext. 4, Roodepoort
Durban: Unit 5, 44 Hillclimb Road, Westmead

Moorreesburg Production: 3 Kotze str, Moorreesburg
Atlantis Production: c/o Johan van Niekerk & Gerwyn Owen Str
Eastern Cape Production: N2, Kleinbos, Stormsriver

OUR GUARANTEE TO YOU

Swartland products are designed to create lasting value for your home. This guarantee is effective for all SWARTLAND window and door products. For important information regarding the use/application of our products, including care and maintenance instructions. Installation instructions, architectural files and product certificates please refer to www.swartland.co.za or www.swartland.co.za/specnet.

It is essential that you familiarise yourself with the content of these documents prior to utilising our products.

WHAT THIS WARRANTY COVERS

Except as set forth in the Special Coverage's section below, we guarantee that if your SWARTLAND Product exhibits a defect in material or workmanship within the time periods from the date of invoice as specified below, we will, at our option, repair or replace the product or component part.

PRODUCT COVERAGE	TIMBER PRODUCTS				ALUMINIUM
	CAPE CULTURE	WINSTERS	KAYO	COL TIMBERS	KENZO
BASIC PRODUCT COVERAGE: Residential Commercial	10 Years 5 Years	5 Years 5 Years	1 Year 1 Year	1 Year 1 Year	3 Years 3 Years
TRANSFERRABILITY: This length of coverage applies should you sell your residence or it becomes occupied by other than the original owner with proof of purchase supplied	10 Years	5 Years	1 Year	1 year	3 Years
Hardware : Coverage is against faulty workmanship, materials and functions and excludes normal wear and tear/corrosion of hardware and has not been damaged or altered in any way.	5 Years	1 Year	1 Year	1 Year	1 Year

*Hardware on Cape culture used within 5km from salt water source carries a 1 year guarantee.

Special Covered

The following Special Coverage's applies to special product features and options; not all options are available on all Products or in all regions.

Detail	Ranges Available	Coverage	Notes
Double-Glazed	Only Full Pane Cape Culture products	10 Years	Special attention required for installation.
Single clear/laminated/Low E/safety glas	All Cape Culture, Winster, Kayo & Kenzo products	No Coverage	
Pre Seal finish on timber products, excluding dark colours; Imbuia finish	All Timber products (Excl. Coltimbers)	1 Year	Coverage is for peeling, cracking, or exhibiting excessive fade or colour change. Timber products and products finished with factory applied Maxicare finish, installed within 5 kilometres of a salt-water source (for example, an ocean) or other corrosive environment requires additional and specific maintenance requirements. Refer to our full care and maintenance instructions.



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HOW TO GET ASSISTANCE

If you have a query with your SWARTLAND Product, contact the merchant/distributor or contractor from whom you purchased your product or contact us directly: NATIONAL CALL CENTRE NUMBER **0861 10 24 25**

Product delivery Date: _____

Signature Swartland: _____

Invoice Number: _____

Signature Customer: _____

WHAT THIS GUARANTEE DOES NOT COVER

SWARTLAND is not liable for damage, product failure or poor product performance due to:

- Misuse, abuse or failure to properly finish and provide maintenance
- Normal wear and tear, including normal wear and tear of weather strip; natural weathering of surfaces.
- Variance in colour or texture of natural wood parts.
- Normal wear and tear to hardware and naturally occurring changes to hardware finishes (e.g., corrosion or tarnishing).
- Exposure to chemicals (e.g. brick wash) or a harsh environment (e.g. salt spray or airborne pollutants) unless otherwise stated above.
- Alteration or modification of the product (e.g. customer applied tints or films, paint finishes, security systems).
- Any cause beyond the reasonable control of SWARTLAND (e.g. fire, flood, lightning, other acts of nature, and acts of third parties outside of our control).
- Failure to comply to good building practices and over exposure to direct weather elements. The onus is on the owner to take necessary precautionary measures to prevent any over exposure to weather elements.
- Improper installation not in conformance with NHBRC and SWARTLAND installation instructions; operational problems and problems related to water and/or air infiltration/leaking as a result of improper installation or flaws in building design or construction for example: Incorrect installation of sill detail. North/North west facing products must be protected sufficiently against weather elements to reduce wind and water leakage. Water must be kept away from open in products. Products must be maintained and sealed.
- Installation into a condition that exceeds product design standards and/or certified performance specifications and/or is not in compliance with application of national building regulation SANS 10400 and codes of practice; SANS 204 and SANS 613 fenestration regulations or glazing installation and safety regulations, in accordance with SANS 10137 and SANS 1263 Part 1 code of practice.
- Hardware or inserts that are not provided by us, such as locksets, door handles, burglar bars, etc.
- Damage as a result of condensation (Note: unless due to insulating glass failure, most condensation problems are related to excessive humidity levels in a structure.)
- Wood decay (Dry Rot) in wood components. Note: superficial mould/mildew does not indicate wood decay. There are 3 fundamental conditions for fungi to grow and survive, water/moisture 20% +, food source(Wood) and suitable atmospheric conditions 18- 35°C.
- Transportation, export duties outside of South Africa and the installation of products are not covered in this guarantee, especially expressed when products are sold outside of South Africa.
- Glass breakage (except as specifically covered above).
- Fly Screen damage due to normal wear and tear, misuse, abuse, or insect or animal activity.
- Expansion or contraction of product components due to varying environmental conditions; slab/foundation movement (shrinkage or swelling) due to temperature and humidity.
- Slight imperfections or wavy distortions in the glass that don't impair structural integrity. Note: wavy distortions in the glass (e.g. related to laminate interlayer or heat strengthening of glass) are not considered a defect.
- Slight colour variations in glass are not considered a defect.
- Hairline cracks in factory-applied finishes; surface cracks that do not compromise the underlying material are not a defect.
- Labour and materials for repainting or refinishing activities or the removal or disposal of defective product(s); labour exceeding the time periods specified above



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We can respond quickly and efficiently if you provide the following:

- Product identification (from the original order/invoice document).
- How to contact you.
- The address where the product can be inspected.
- A description of the apparent problem and the product (photographs are helpful).

What We Will Do

Upon receiving your notification, we will send out an acknowledgement within **24 hours** to the contact number, which you have provided. We will investigate your claim and will begin to take appropriate action within **3 - 7 days** after receipt of notification. If your guarantee claim is denied, we may charge an inspection fee for an onsite inspection that is required or requested by you.

If your claim is accepted, and we choose to repair or supply the product or a component of the product, the replacement product/component will be provided in the same specification as the original product. Replacement components/products are warranted for the balance of the original product warranty.

We make no other warranty or guarantee, either express or implied, including implied warranties of merchantability and fitness for a particular purpose to the original purchaser or to any subsequent user of the product, except as expressly contained herein. Rejection of these dispute resolution provisions must be sent to SWARTLAND (Customerservice@swartland.co.za) within thirty (30) days of original purchaser's receipt of the Products to which this warranty applies.

No distributor, dealer or representative of SWARTLAND has the authority to change, modify or expand this warranty. The original purchaser of this product acknowledges that they have read this warranty, understand it and are bound by its terms and agrees to provide this warranty to the owner of the structure into which the Product is installed.

