

SWARTLAND INVESTMENTS (PTY) LTD

Reg. No. 2005/019062/07 VAT Reg. No. 428 026 8402

HEAD OFFICE

TEL: 0861 10 24 25
3 KOTZE STREET
P O BOX 216
MOORREESBURG, 7310

CUSTOMER CALL CENTRE

TEL: 087 630 2144
EMAIL: CSS@SWARTLAND.CO.ZA
ORDERS: SWARTLANDORDERS@SWARTLAND.CO.ZA
WWW.SWARTLAND.CO.ZA/CONTACT-US



November 2024

Our Warranty to you:

Swartland products are designed to deliver long-lasting value to your home. This warranty covers all Swartland products. For detailed information on the use, care, and maintenance of our products, including installation instructions, architectural files, and product certificates, please refer to swartland.co.za/downloads. It is essential to familiarise yourself with these documents before using our products.

What This Warranty Covers:

We guarantee that if your Swartland product exhibits a defect in material or workmanship within the specified time frames from the date of invoice, we will, at our discretion, repair or replace the product or the defective component.

PRODUCT COVERAGE	TIMBER PRODUCTS				ALUMINIUM	
	CAPE CULTURE	WINSTERS	KAYO	COL TIMBERS	KENZO	KENZO (KAYO)
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	1 Year 1 Year
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	1 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	1 Year

Hardware on Cape Culture used within 5km from saltwater source carries a 1-year guarantee.

Special Coverage:

The following special coverage 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	5 Years	Special attention required for installation.
Double-Glazed	Only Full Pane Kenzo products	3 Years	Special attention required for installation.
Single Clear/ Laminated/Low E/ Safety Glass	Cape Culture, Winsters, Kayo & Kenzo products	No Coverage	



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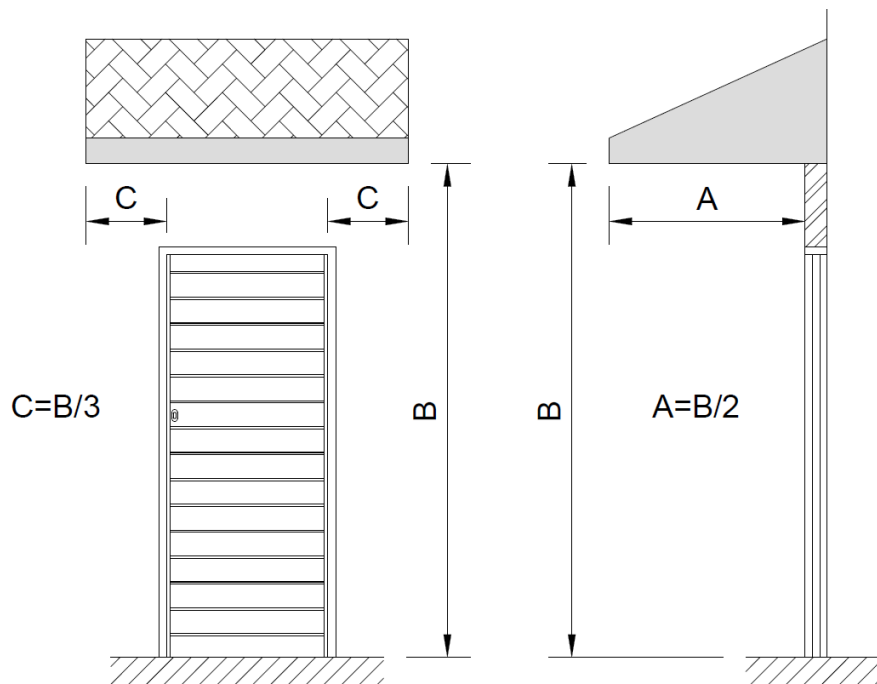
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<p>Pre-Seal: Finish on timber products, excluding dark colours ex. Imbuia finish</p>	<p>Cape Culture, Winsters, Kayo</p>	<p>1 Year</p>	<p>Coverage is for peeling, cracking, or exhibiting excessive fading or colour change.</p> <p>Timber products and products finished with factory applied Maxicare finish, installed within 5 kilometers of a salt-water source (for example, an ocean) or other corrosive environment requires additional and specific maintenance requirements.</p> <p>Refer to our full care and maintenance instructions.</p>
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The Warranty Does Not Cover:

- Normal wear and tear, including weather stripping and natural weathering of surfaces.
- Variations in colour or texture of natural wood components.
- Normal wear and tear of hardware and natural changes to hardware finishes, such as corrosion or tarnishing.
- Exposure to chemicals (e.g., brick wash) or harsh environments (e.g., salt spray or airborne pollutants), unless otherwise specified.
- Alteration or modification of the product, including customer-applied tints, films, paint finishes, or security systems.
- Causes beyond Swartland's reasonable control, including fire, flood, lightning, other acts of nature, or third-party actions.
- Failure to adhere to good building practices or overexposure to direct weather elements. It is the owner's responsibility to take necessary precautions to prevent overexposure.
- Improper installation that does not conform to NHBRC and Swartland installation instructions can lead to operational problems, water infiltration, or air leakage. This includes improper sill installation and insufficient maintenance and sealing, which must be inspected and maintained every six months.
- Installation in conditions that exceed product design standards or certified performance specifications or that do not comply with national building regulations, including SANS 10400, SANS 204, SANS 613, and glazing installation and safety regulations according to SANS 10137 and SANS 1263 Part 1.
- Hardware or inserts not provided by Swartland, such as locksets, door handles, or burglar bars.
- Damage caused by condensation, unless due to insulating glass failure. Most condensation issues are related to excessive humidity within the structure.
- Wood decay (dry rot) in wood components. Note that superficial mould or mildew does not indicate wood decay. Fungi require three conditions to grow: moisture levels above 20%, a wood food source, and a suitable atmospheric environment between 18-35°C.
- Improper installation not in conformance with NHBRC and SWARTLAND installation instructions; operational problems and problems related to water and/or air infiltration/leaking because of improper installation or flaws in building design or construction for example: Incorrect installation of sill detail. Water must be kept away from products (Refer to drawing below).



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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.

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

- Product identification (from the original order/invoice document).
- Contact details.
- Address where the product can be inspected.
- Description of the apparent problem and the product (photographs are helpful).

What We Will Do:

Upon receiving your notification, we will send an acknowledgement to the contact number you provided within 24 hours. We will investigate your claim and take appropriate action within 3 to 7 days after receiving the notification. If your warranty claim is denied, we may charge an inspection fee for any onsite inspection required or requested by you. If your claim is accepted and we provide a replacement product or component, it will be supplied with the same specifications as the original product. Replacement components/products will be covered for the remainder of the original product warranty.

We make no other warranties or guarantees, either express or implied, including implied warranties of merchantability and fitness for a particular purpose beyond what is explicitly stated herein. If you wish to reject these dispute resolution provisions, you must notify Swartland (clientsolutions@swartland.co.za) within thirty (30) days of the original purchaser's receipt of the products covered by this warranty.

No distributor, dealer, or representative of Swartland has the authority to change, modify, or extend this warranty. The original purchaser acknowledges that they have read and understood this warranty, are bound by its terms, and agree to provide this warranty to the owner of the structure into which the product is installed.

Product delivery date: _____

Invoice Number: _____

Customer Signature: _____

Swartland Staff Signature: _____

