

WARRANTY



Version 2.1 May 2024

WARRANTY GENERAL TERMS

This Warranty applies to Hume Pine Pinetrim XT when supplied by Hume Pine (NZ) Ltd ("Hume Pine") with or without further re-manufacturing. In this document customer refers to the re-manufacturer, merchant or builder as applicable and is determined by the dispatch address from Hume Pine. This Warranty is not transferable.

This Warranty is to be read in conjunction with all relevant and applicable technical documentation supplied or referenced by Hume Pine.

Date Warranty valid: 15 years from the date of delivery to the customer.

The customer must direct all enquiries relating to this Warranty to Hume Pine.

Hume Pine Warrants That:

At the time of delivery to the customer, the product will:

- Be free from freight-related defects, and;
- Be free from defects that may have arisen through defective factory workmanship or materials, and;
- Conform to the performance characteristics listed in the applicable technical datasheet.

Collectively this is referred to as the 'warranted condition'.

In the event a breach of the warranty is proven, the following applies:

- Hume Pine will, at its discretion, supply replacement product without charge or refund the value of the product.
- Other losses or damage caused by a breach of the warranty or a failure to comply with all Hume Pine requirements are not covered.
- Hume Pine obligations under this warranty are limited to the replacement of defective product or the value of the Hume Pine product.

This Warranty is Subject to the Following:

- Receipt of date of delivery of the cladding.
- Evidence, that is satisfactory to Hume Pine, of failure to meet the warranted condition.
- Notification of the claim from the customer within 10 days of when the failure would have become reasonably apparent.
- The claim must include full details of the alleged failure.
- Evidence satisfactory to Hume Pine that all handling and storage requirements have been carried out.

- The Warranty does not cover failure or problems caused by acts of God including but not limited to earthquakes, cyclones, floods, or other severe weather conditions; inadequate maintenance; growth of mould, mildew, fungi, bacteria or any organism on any product; or acts or omissions of a third party over whom Hume Pine has no control.
- The Warranty does not cover failure arising from the failure to follow all of Hume Pine's advice.

All relevant information is available from Hume Pine (refer to www.humepine.nz).

Note: All Hume Pine documentation is uncontrolled in printed format, so in all instances refer only to the documentation on the Hume Pine website.

HANDLING & STORAGE

Handling

Care must be taken during loading, unloading, and transporting the cladding to prevent damage.

Hume Pine recommends unloading the product by hand. If the product is to be unloaded mechanically, then it must be supported to avoid excessive bending or sagging. As a minimum, the product must be supported with two well-spaced load points (strops).

The product must always be carried edge-on to avoid bending or sagging.

Storage

Storage is critical. Failure to follow these requirements could result in a failure of the installed profiles performance or appearance.

Pinetrim XT must be stored in a dry and well ventilated environment, out of direct sunlight.

The product must be stacked on a dry surface, laid flat on timber dunnage that is positioned no more than 1m apart and at least 150mm off the ground, with plastic underneath the bearers. The plastic on the ground will ensure that the profile does not absorb ground moisture. If time delays are expected, separate the product and fillet between the layers to ensure air can circulate.

When stored outside, cover with a tarpaulin to ensure that the product remains dry. However, if it is to be stored for a prolonged period (more than 14 days), then the product must be stored inside.