



SOUTHERN STAR
Group of Companies



Warranty Information



Canterbury
Timber Windows & Doors

BIG J DOORS &
FIXINGS

HOMEVIEW
WINDOWS & DOORS

Warranty

The Southern Star Group comprises SOUTHERN STAR WINDOWS (ACN 100012431) and AURORA AUSTRALIS HOLDINGS PTY LTD (ACN 130 653 575) trading as CANTERBURY WINDOWS AND DOORS and HOMEVIEW WINDOWS AND DOORS (the "Southern Star Group"). Each member of the Southern Star Group is a member of the Australian Glass and Window Association and, as such, conforms to an industry Code of Conduct designed to protect consumers. Products manufactured by members of the Southern Star Group are inspected by independent, third party NATA accredited auditors to validate that the window and door products examined have been manufactured to the relevant Australian Standards and the legislative requirements of the National Construction Code of Australia. Subject to the conditions and limitations listed under "General Conditions" below, each member of the Southern Star Group:

- (a) guarantees that its products are of acceptable quality and free of any defect caused by the manufacturer; and
- (b) warrants its products against defects arising from faulty workmanship or materials and, in the case of timber windows and doors, insect attack and decay, for a period of seven (7) years from the date of delivery by the member of Southern Star Group. (the "Warranty").

General Conditions

The Warranty is subject to the following conditions and limitations:

- The product has been installed in accordance with the relevant Australian Standards and best building practice.
- The product has been installed and maintained in accordance with Southern Star Group installation and care and maintenance recommendations.
- The product has not been subject to misuse, abuse or neglect
- Damage has not been caused by accident, transport, installation or any external cause.
- The Warranty is void if the purchaser has provided incorrect measurements or specifications.
- In respect of insect and safety screen products, the Warranty is void and will not apply if:
 - a. The product has not been fabricated by a member of Southern Star Group.
 - b. The product has not been fitted by Southern Star Group personnel or nominated installers.
- Manufacturing standards and tolerances are not deemed defects, nor are industry variations in colour of aluminium and timber componentry.
- The Southern Star Group accepts no liability for thermal cracking of glass, which is not uncommon in thermally efficient glasses such as Low 'E' coated glass products.
- This warranty does not apply to insulated glass units installed at altitudes of 800 meters or more above mean sea level, unless breather tubes or capillary tubes have been installed and these tubes have subsequently been sealed after sufficient acclimatisastion has occurred at final altitude.
- Wire reinforced glass, toughened glass, float glass, laminated glass and mirror glass have the benefit of the Warranty for one (1) year only.
- Southern Star Group accepts no responsibility for glass breakage (except for faulty workmanship or material).
- Southern Star Group accepts no responsibility if damage occurs to product when it is kept in storage by Southern Star Group beyond the original delivery date at the request of the customer.
- Moving parts such as winders, hinges, jambliner system, counter balance system, sash locks, handles and other moving parts/all other door parts are covered for a period of one (1) year only from the date of delivery to site.
- The Warranty does not apply to parts supplied by other manufacturers as separate components, and where such a component is warranted or guaranteed by its manufacturer or supplier, those guarantees or warranties, whether express or implied, are assigned to the person to whom the goods are supplied.
- The Warranty is limited to the rectification or replacement of the faulty product at the Southern Star Group's discretion but does not extend to the installation or refurbishing of a replacement product or any other consequential or indirect loss or damage incurred as a result of the defect. No claims can be made against any member of the Southern Star Group in respect of such matters. Only rectifications carried out by Southern Star Group personnel or authorised Southern Star Group agents are covered by the Warranty. The Southern Star Group reserves the right to use Industry Standard methods for rectifications, such as the use of touch-up paints.
- For Timber products in particular:
 - When delivered, doors must be stored in a dry area and not in damp, moist or freshly plastered areas; and stored flat on bearers no further than 500mm apart
 - Within thirty (30) days of delivery a first coat of paint, varnish or sealer must be applied to all surfaces.
 - Light coloured finishes must be applied to external timber surfaces in the manner and frequency specified by the Company or paint manufacturer for the term of the Warranty to reduce the possibility of bow, twist or warp. Light reflective semi gloss finishes are recommended. Paint with a light reflectance value (LRV) finish greater than 50 should be used: White - LRV approx, 95 BlackLRV approx 5.
 - The Warranty will be void when a dark coloured stain or paint has been applied to external timber surfaces.
 - The Warranty does not cover any circumstances arising in regard to any natural variations of timber product, shade, surface consistency, or grain configuration.
 - Warp (cupping, bowing, twisting or distorting of timber) less than 5mm; or exceeding 5mm where moisture content of timber has fallen below 12% or risen above 18% is not deemed a defect
- For Doors in particular:
 - When fitting doors, the structural strength must not be impaired when fitting or applying hardware or cutting or altering the door for lights, louvres, panels or any other special features.
 - All solid doors must be hinged with 3 appropriately sized hinges and not more than 3mm may be trimmed from any edge.
 - The Warranty does not cover glass doors that are wider than 1020mm or higher than 2635mm, sliding door panels wider than 1500mm or higher than 2330mm; or doors that are improperly hung or which do not swing freely.

The Warranty is provided in addition to any warranty or guarantee imposed by law which cannot be excluded and, in particular, the guarantees implied by the Competition and Consumer Act 2010. In no way does this guarantee seek to exclude or limit any right or remedy you have in law which cannot be excluded. However, to the extent that is permitted by law, any other warranties or guarantees are excluded.

Care & Maintenance

Warranty Claims

Claims under the Warranty require the claimant to first notify the manufacturer. No claim by the customer, whether for alleged damage or defective goods or any other cause whatsoever, need be recognized by the Southern Star Group (and all such claims shall be deemed absolutely waived by the customer) unless notified in writing and received within one month (30 days) of the defect arising or being identified in the product. Claims under the Warranty can only be made by the purchaser of the product. Copies of documentation showing the purchase date of the product should be included with the written claim and forwarded to the branch from which the product was purchased. Branch contact details appear on the back page of this document. Any costs associated with lodging a claim under the Warranty will be borne by the claimant. Where a product has been rectified or replaced, the Warranty shall apply to the rectified or replaced product for the balance of the period provided by the Warranty.

Care and Maintenance Recommendations

To keep your windows and doors looking and functioning at their best, we recommend you maintain them regularly. To maintain optimum aesthetic and performance, follow these simple maintenance and care tips.

All Aluminium Windows and Doors

External aluminium surfaces of windows and doors should be washed with clean water and a mild detergent at least every three months. A soft sponge or similar should be used to avoid scratching the glass or aluminium. In coastal or industrial areas where the environmental conditions are more demanding, the cleaning program should be carried out on a monthly basis. Abrasive, chemical cleaners or steel wool should not be used as such methods may result in damage to the glass or aluminium surfaces. Drainage slots should be checked on a regular basis to ensure they have not become blocked with residual dirt or grime.

All Timber Windows and Doors

Use soft, clean cloths and do not use scraping devices or abrasive cleaners. Wash down with a soft cloth and mild detergent. Rinse off residue with clean water. Do not use solvents. Keep bottom tracks clean, wipe with a cloth and use a dry silica based lubricant if required, lightly grease top tracks, oil hinges. Opening sashes should be operated on a regular basis to ensure the sash hardware continues to move smoothly.

Awning/Casement Windows and French Doors

With sashes open, the sash and opening perimeter should be cleaned regularly and kept clear of dust and foreign matter. All door and window operating hardware should be cleaned and operated regularly to ensure smooth operation. Lubricants should not be used on casement stays, as this will affect their operation.

Sliding Windows and Sliding Doors

Sill recesses should be regularly cleaned and kept clear of dust and foreign matter. A brush and vacuum within the track area may be used to do this. Door locks should be checked from time to time for satisfactory operation and may require adjustment to compensate for building settlement. Door rollers are factory set and should not require any adjustment. However, if, due to building settlement, an adjustment needs to be made, the door panel must first be lifted to relieve weight from the roller assembly. Adjustment should be made using a Phillips head screwdriver.

Double Hung Windows

Window jamb tracks should be cleaned regularly and kept clear of dust and foreign matter. Window operating hardware should be cleaned and operated regularly to ensure smooth operation.

Hardware

Regular maintenance is required for all hardware, even stainless steel, as they are moving parts. In most environments, maintenance is recommended every six (6) months and every three (3) months in marine and industrial environments. Hangers, pivots and brackets should be given a light spray of corrosion preventative (such as CRC Marine 66, Inn ox or WD40) followed by a light wipe with a dry cloth to remove excess. Exposed surfaces should be wiped down with warm soapy water and a soft rag and then rinsed clean before applying preventative. Visible surfaces of hinges should be wiped down with warm soapy water on a soft rag and then rinsed off by wiping with a clean damp rag. Application of a thin film of light machine oil or one of the corrosion preventative sprays mentioned above will help to maintain the original lustre of the metal finish. Be careful not to get these compounds on the timberwork itself as they may cause staining. Drop bolts should be sprayed with a lubricant such as those mentioned above and the sliding pin inside the bolt and to the lock cylinder.

Glass

It is recommended that all glass surfaces be kept clean by prompt removal of all dirt or other contaminants. Clean water and, in some instances, a small amount of mild detergent should be used. After washing, any detergent residue must be thoroughly rinsed away with clean water. Under no circumstances is any form of blade, scraper or abrasive cleaner to be used. Stubborn dirt or residue should be lightly sponged off to avoid scratching of the glass. The frequency of cleaning required will depend on environmental conditions such as proximity to the ocean or industrial areas. As a general guide, glass should be cleaned at least quarterly.

EnergyTech and SmartGlass

EnergyTech and SmartGlass require additional care to protect a coating on the inside surface of the glass and must be cleaned to the manufacturer's instructions. You can view all cleaning, care and maintenance requirements [on the Veridian Website](#).

Insect and Safety Screens

Flyscreens can be cleaned by vacuuming or washing thoroughly using a soft brush. Screens should be cleaned at least three to four times per year. A small amount of detergent can be added to a bucket of warm water. Carefully remove the screen before hosing it down thoroughly. A soft nylon brush can be used to dip into the warm water and detergent, gently brushing the screen. Ensure to hose down well afterwards and allow the screen to dry before replacing in the window or door.



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