

# Warranty Information for SmartFRAME Products



## SmartFRAME - 25 Year Warranty

Hoppings Softwood Products Plc hereby certify that when fixed appropriately in accordance with the relevant design guidance SmartFRAME timber products, which are preservative treated to a 30 year service life specification, shall be deemed under warranty against fungal decay or wood boring insect attack for 25 years from the date of supply.

### CONDITIONS OF WARRANTY

The products shall have been supplied by Hoppings or an authorised SmartFRAME retailer.

Proof of date and purchase of SmartFRAME timber products and where applicable, a suitable end grain preservative as listed below must be produced to this effect.

#### **Rustins Advanced End Grain Protector | Cuprinol Wood Preserver**

Wherever possible SmartFRAME products should be used in their entire originally treated form (for the purposes of this warranty described as a SmartFRAME component).

A SmartFRAME component that is processed or cut such as notching, boring or cross-cutting after treatment (for the purposes of this warranty described as a SmartFRAME element) must be protected by applying a suitable end grain preservative as listed above, in accordance with the manufacturer's instructions.

The cross-cut end of a SmartFRAME element must not be buried in the ground. It is best practice to only bury the original and intact component treated end of the element in the ground.

### EXCLUSIONS OF WARRANTY

- SmartFRAME component rip-cut down its length.
- SmartFRAME component placed in fresh or saltwater contact.
- SmartFRAME component supplied for installation outside UK mainland.
- SmartFRAME component removed from its original installation and reused at a new location.
- Failure due to SmartFRAME components being used for any purpose for which they were not designed.
- A SmartFRAME element re-treated with either end grain preservative listed above that is placed or ends up in a situation where it is in contact with both the ground and air such as:
  - Earth and or aggregate retaining structures.
  - As a fence post, deck support post or similar bearing on or near to the ground or proprietary support, that allows the ground or build-up of organic matter to meet the timber.

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### UNDERTAKING

The warranty is for the cost of re-supply, by Hoppings, of SmartFRAME components that have proven to have failed as a result of fungal decay or wood boring insect attack, FREE OF CHARGE.

It does not cover the costs of removal or re-instatement of SmartFRAME components or costs associated with any consequential loss due to failure of the component.

The term 'fungal decay' as used in the warranty refers to wood destroying fungi that feed on and degenerate the wood cell walls. It excludes staining and mould fungi associated with the weathering of wood.

The term 'insect attack' refers to attack by wood digesting insects that destroy the timber structure.

The term 'failed' refers to damage caused by fungi to such an extent that the SmartFRAME component is no longer fit for purpose.

### STATUTORY RIGHTS

This warranty is in addition to the purchaser's normal statutory rights.

The warranties are wholesaler/manufacturer to consumer/buyer warranties.

The initial raising of a complaint should be directed to the authorised retailer from where the goods were purchased.

The complaint should be made in writing/e-mail and must include proof of purchase i.e. a copy or scan of the original invoice.

### TRANSFERABILITY OF WARRANTY

The SmartFRAME 25-year warranty is fully transferable to new owners of the construction installation without notification.