



LOCKWOOD

Designed for good

Lockwood Maintenance Schedule and Product Warranties

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Taking good care of your investment so you can love what you live in for years to come

We construct our homes with low maintenance and easy living in mind, in fact it is one of the hallmarks of our iconic building system and one of the biggest benefits to owning a beautiful Lockwood home.

However, as with all buildings, periodic maintenance is required to keep them in good repair. This helps to ensure they perform and function as well as they did from the day you were handed the keys.

Of course, the other important element is ensuring that your warranties remain valid by taking care of maintenance requirements as soon as possible.

By keeping your home in good condition you will avoid deterioration which can happen slowly and may not be overtly obvious, but may accelerate over time. Delaying or putting off maintenance can add cost when the problem finally gets attended to.

This document includes product warranty information for products sourced from other manufacturers. Lockwood accepts no responsibility for any inconsistencies for manufacturers product information in this document. For warranty terms and specific care and maintenance information for these products please refer to the manufacturers website.



General Care & Maintenance

Without limiting the normal maintenance requirements specified elsewhere, important care and maintenance requirements are:

- a) Adequate ventilation of the building to prevent the build-up of internal moisture.
- b) Keep soil, debris, plants, trees and landscaping features clear away from the building.
- c) Gradual seasonal start-up and shutdown of heating / cooling systems to prevent excessive movement of the structure or damage to linings and finishes.
- d) Maintaining the finished building in a weatherproof condition.
- e) Application of protective coatings as required.
- f) Clean exterior surfaces regularly.
- g) Replace components if they wear out or fail.

The recommended minimum cleaning for exterior surfaces is:

- Every twelve months for most environments,
- Six months in severe environments (medium sea spray zone), offshore islands and or geothermal environments greater than 500m of a bore, mud pool, steam vent or other source,
- Three months in severe environments (high sea spray zone e.g., Surf), offshore islands, and areas of heavy industry.

Clean exterior surfaces in 3 simple steps

1. Carefully remove any loose surface deposits with a wet sponge and gently rubbing.
2. Clean by gentle brushing with a soft brush (non-abrasive) and a dilute solution of a mild pH-neutral detergent such as hand or dishwashing detergent in warm water to remove dust, salt, and other deposits. For stubborn stains use only recommended solvents on the affected area e.g., Isopropyl alcohol or methylated spirits and rinse off with clean water. Do not use other aggressive solvents.
3. Rinse the surfaces with clean fresh water after cleaning to remove all residues.

Avoid using water that has high concentrations of iron or copper (normally found in bore water).

Avoid using any type of scouring pad – whether metallic or synthetic.

Avoid using solvents, acid or alkaline cleaners – as these will tend to soften and may dissolve protective coatings.

Avoid using pressure water blasters.

Maintenance Schedule for Lockwood Homes

Part of Building	Specifics	Check For	Primary Maintenance Tasks	Frequency
Lockwood Exterior Wall	Aluminium Finish	Build-up of dirt, grime, marine salts and other contaminants	Wash using a solution of warm water mild soap detergent solution thoroughly rinse walls after cleaning	Every 12 months Or every 6 months in severe environments
	VG Pine Finish	Build-up of dirt, grime and other contaminants	Wash using a bio-degradable wash solution thoroughly rinse walls after cleaning. Avoid water blasting pressure	Every 12 months Or every 6 months in severe environments
		Cracks, mould, mildew and lichen	Re oil, touch up or re paint. Please avoid avoid dark colours, ask about our Light Reflective Value suggestions for best performing colours	Every 2 years or as required. More frequent in severe environments
	Cedar Finish	Build-up of dirt, grime marine salts and other contaminants	Wash using a bio-degradable wash solution, thoroughly rinse walls after cleaning. Avoid water blasting pressure	Every 12 months Or every 6 months in severe environments
Mould, mildew or lichen. Check for UV damage, cracks or rough surface		Re-oil and avoid dark colours	Every 2 years or as required. More frequent in severe environments	
Lockwood Interiors	Interior walls, ceilings, posts and beams	Dust, grime build up, mildew. Condensation or musty smells	Dust, gentle clean using a solution of warm water and mild soap detergent. Improve ventilation	As required, as part of your general house keeping
	Interior doors	That doors operate smoothly	Lubricate hinges if required	Annually or as required
		That handles are operating well and are fixed firm to the door	Tighten if required	Annually or as required
		Condition of paint	Touch up or repaint if required	Annually or as required
Lockwood exteriors	Beams and Soffits	Condition of timber. Lichen, mould and mildew on paint or varnish	Wash using a solution of warm water and non-abrasive detergent. Avoid water blasting pressure. Re varnish or paint	Wash every 6 months. Re-apply exterior varnish every 2 years or as required
	Timber fascia's, barge's and base boards	Condition of timber, paint, joints and exposed ends.	Reseal joints and repaint / recoat as required. Avoid dark colours	Annual or as required
Lockwood aluminium windows and doors	Weather proofing seals	Check for gaps, check all seals are in place	Fill any gaps with MS clear flexible sealant	Check when cleaning the glass
	Aluminium frame and glass	Dirt and grime	Wash and dry the frame and glass on your windows using a solution of warm water and mild soap detergent solution. Dry off to avoid water spots	Every 3 months
	External drainage holes	Drainage holes are clear and there are no blockages	Clear drainage holes	Every 12 months
	Internal sills and tracks	Build-up of dirt, and grime	Clean, vacuum along the sills.	As part of your general house keeping or every 2 months
	Rollers	Smooth Sliding action	Lubricate with Teflon based lubricant.	Every 2 months
Proper height clearances		Adjust roller screws through access holes with a screwdriver and adjust your striker plate if required	When necessary.	

Please see the Maintenance Schedule of other building materials and systems used in the construction of your home which should be provided by your Lockwood Contractor



Lockwood Product Warranty



Product and System Warranty

The Lockwood warranty covers proprietary Lockwood Components and Systems for a minimum of 10 years from the date the Components were dispatched from the Lockwood factory. Lockwood warrants that Lockwood Components will be free from defects caused by factory workmanship or materials and, subject to compliance with the conditions attached, that the Lockwood Component or System will perform to the extent set out in relevant Lockwood published literature at the time of installation. Nothing in this document shall exclude or modify any legal rights a customer may have under the Consumer Guarantees Act or otherwise which cannot be excluded or modified by law.

Lockwood Components and System

The Lockwood Building System uses Lockwood Components and processes used in the construction of Lockwood buildings. This warranty is limited to proprietary Lockwood Components listed in the Specification that forms a part of order documentation for Lockwood Components. Proprietary Lockwood Components are products Lockwood manufactures for exclusive use as part of Lockwood building Systems.

The Lockwood Building System may also include products sourced from other manufacturers and suppliers. The performance of these products is conditional to the warranties provided by other manufacturers and suppliers. Lockwood is unable to support System performance where substitute products are used as these have not been tested as part of our System and we cannot be responsible for ongoing quality and performance of these products.

NZ Building Code Clause B2 - Durability

The Building code sets the required durability standard for specific elements of building work. Clause B2 Durability aims to ensure that building elements and buildings are durable enough so all other objectives of the Building Code are satisfied throughout the life of the building, without the need for reconstruction or major renovation.

The Lockwood System and Components have, unless stated otherwise in the technical literature, a serviceability life in excess of that stated and satisfy the requirements of NZBC Clause B2 Durability.



Further Conditions of Warranty



This warranty is subject to the following conditions:

- a) The receipt of the Builder's Declaration on completion of Lockwood construction works.
- b) Receipt of your written claim as soon as practicable, but in any event within 30 days after the defect would have become reasonably apparent or, if the defect was reasonably apparent prior to installation, then the claim must be made prior to installation. We may require written proof of purchase as condition to considering your claim;
- c) The project must be designed and constructed in strict compliance with all relevant provisions of the current New Zealand Building Code, and in compliance with the other NZ regulations and standards that apply to the project;
- d) This warranty only applies to the initial application of the Lockwood Component or System where used and maintained in accordance with the relevant Lockwood literature (including Lockwood Designers Handbook, Details Manual, and Care and Maintenance document), project specific engineering report or details, other manufacturers' instructions (where applicable if the Lockwood Components or System are attached to, dependent on other manufacturers' products) and good trade practices current at the time of construction, under normal conditions of dry use, and does not apply to reuse of any product after initial installation.
- e) If a claim under this warranty is covered, we will work with you to find a solution, which might involve Lockwood Component replacement and assistance with replacement work. Depending on the situation, notwithstanding the foregoing, Lockwood will not be liable for any losses or damages as a result of the breach of warranty or the defective Lockwood Components and Systems, other than as set out in this paragraph (f);
- f) This warranty does not apply to, and Lockwood will not be liable for, any claims, damages or defects arising from or in any way attributable to events outside of Lockwood's control including, but not limited to, poor workmanship and poor design or detailing, settlement or structural movement of materials to which the Lockwood Component is attached or dependent on, normal wear and tear, gradual deterioration, changes to the Lockwood Component due to atmospheric conditions, performance of coatings applied to the Lockwood Component, failure to maintain the exposed surface of the Lockwood Component in accordance with the Care and Maintenance advice and the Lockwood Component Specification, organisms or growths on or within the Lockwood Component, or any acts of God.
- g) To the extent permitted by law all warranties, conditions, liabilities and obligations other than those specified in this warranty are excluded.

Powdercoated Aluminium Extrusions

Dulux Powder Coatings are an ideal choice for the long term protection of architectural aluminium items for your next project, and provide assurance through the issue of Alumi Shield™ Warranties.

Protected substrates

The Dulux Alumi Shield™ warranties are available for warranty grade Dulux Powder coat products on architectural grade aluminium. Example items made from architectural aluminium include windows, louvres, doors, balustrades, decorative sheet amongst others.



Warranted Performance

The Alumi Shield™ Warranty is made up of two key components, a colour warranty (for fade and chalking) and a durability warranty (film integrity).



Colour Warranty

The Alumi Shield™ Colour Warranty is your assurance that the colour integrity will be maintained.

It is made up of two components:

- Fade¹
- Chalk²



Durability Warranty

The Alumi Shield™ Durability Warranty is your assurance of film integrity.

The powder coating will not peel, crack or flake for the warranty period from the date the product is applied to the metal.

Terms and conditions apply

Dulux Alumi Shield™ Warranties are your assurance that the coating will not:

1. Fade (colour) – Colour fade testing will give a delta E (Hunter) laboratory reading less than five units from the original colour. In accordance with ASTM D2244.
2. Chalk – not exceed a rating of 2 for whites & pastels and a rating of 3 for deep colours as assessed in accordance with AS1580.481.1.11 test method.

The Alumi Shield™ durability warranty is a film integrity assurance that products will not Peel, crack or flake for the warranty period from the date the Product is applied to the Metal.

When aluminium items are exposed to interior and exterior environments it is essential that should only one side of a section of metal be coated, or if a section is cut exposing the raw metal, they must be sealed with an appropriate small joint sealant to protect the non-coated area from the environment, i.e. not exposed to moisture, air and excessive heat. Should the seal fail, and a claim is made for an Alumi Shield™ warranty project the warranty for the area affected will be void as the integrity of the seal is not the responsibility of Dulux.

Warranties are only valid when applied by a Dulux Accredited or Dulux Prime Accredited Powder Coater to the warranty specification on recommended projects, and subject to specified warranty terms and conditions. This includes implementing a maintenance schedule inline with the Dulux recommended Care and Maintenance guidelines. For more information visit the Tech Advice page.

All Dulux premium powder coat products are backed by product specific Alumi Shield™ warranties. Duralloy +Plus has a warranty of 15 years for both Aluminium Durability and Aluminium Colour.

Lockwood accepts no responsibility for any inconsistencies for manufacturers product information in this document. For warranty terms and specific care and maintenance information for these products please refer to the Dulux Powders website: <https://duluxpowders.co.nz/information/alumi-shield-warranty/>

Aluminium Doors and Windows



5 Year Warranty

Your Home is fitted with quality Altus Window Systems (the 'Product') as proudly made by us.

1. We warrant that for 5 years from the date of delivery or installation where the Product is installed by us
 - (a) The aluminium joinery in the Product will perform in accordance with:
 - (i) AAMA 2603-05 Performance Standard for Exterior Architectural Aluminium Joinery; and
 - (ii) SFA 3503 03:2005 Window & Glass Association Voluntary Specification for Anodic Oxide Coatings;
 - (b) The doors and windows of the Product will comply with:
 - (i) NZS 4211:2008 Performance of Windows;
 - (ii) NZS 4223 Code of Practice for Glazing in Buildings; Specification 140307:2013 Window & Glass Association Industry Standard for Glazing Blocks;
 - (c) The Product will remain watertight, as required under NZS 4211.
2. Subject to paragraph 3 below, if at any time in the 5 years after delivery or installation if installed by us, the Product becomes faulty, we will, at our election if the fault is not serious but at your election if the fault is serious, replace, repair or fully refund the affected Product, at no cost to you.
3. This warranty only applies subject to the following:
 - (a) You must advise us of a fault in the Product as soon as possible and give us an opportunity to inspect any fault shortly thereafter;
 - (b) You must lodge a warranty claim with us in writing within 7 days of the fault becoming apparent;
 - (c) This warranty only applies:
 - (i) To you, the original purchaser; it is not transferable unless we agree otherwise in writing;
 - (ii) Where the Product has been maintained as specified below;
 - (iii) Where the fault is attributable to the workmanship or the material of the Product; and
 - (iv) Where you have paid in full for the supply (and installation if applicable) of the Product.
 - (d) This warranty does not apply to:
 - (i) Normal wear and tear;
 - (ii) Product purchased outside of New Zealand or second hand;
 - (iii) Defects due to any cause beyond our control including, without limitation:
 - a. defects in the structure in which the Product has been installed;
 - b. defects caused by poor maintenance of the Products as specified below and more comprehensively in the Altus Homeowners Guide.
 - (iv) Materials, hardware or componentry not manufactured by us but covered by any other supplier warranty including fair wear and tear components included in the manufactured Product such as vinyl glazing gasket materials, mohair, moving parts amongst others that are not replaced as required to maintain the integrity of the manufactured Product ;
 - (v) Any fault caused by incorrect installation by anyone other than us or one of our authorised agents, including weather tightness issues attributable to a defect in the junction between the Product and the cladding system where we only supply you and do not install the Product (that junction being the responsibility of the builder);
 - (e) We will not be liable for any consequential, indirect or special damage or loss including, without limitation, any loss of profits.

Lockwood accepts no responsibility for any inconsistencies for manufacturers product information in this document. For warranty terms and specific care and maintenance information for these products please refer to the Nulook website: <https://nulook.co.nz/>

Door and Window Glazing



Insulated Glass Unit Warranty

To register and activate your ten year warranty, please complete the product warranty form. This information is strictly for use by Metro Performance Glass and will not be given or sold to any other party.

Metropolitan Glass and Glazing Limited (trading as Metro Performance Glass) warrant that all Insulating Glass Units manufactured by Metro Performance Glass:

1. Are fit for all purposes for which they are commonly supplied and
2. Are free from defects to the extent referred to in AS/NZS 4667 ;and
3. Are safe and durable to the standard referred to in NZS 4223.
4. Argon units will be filled initially with no less than 90 % argon, and have a gas loss of not more than 1% per year for 10 years

In addition Metro Performance Glass warrant that for a period of ten (10) years from the date of manufacture, units will not develop material obstruction of vision as a result of dust or film formation on the internal glass surface caused by any failure of the hermetic seal. In the event that the units develop an obstruction of vision due to internal failure of the hermetic seal, Metro Performance Glass will re-supply as supply only replacements the defective units, and the warranty period will extend to the re-supplied units for a further period of ten (10) years from delivery.

Metro Performance Glass advises that for determining acceptable quality Metro Performance Glass will not be liable as a result of:

1. Any act of default or omission of, or any representation made by, any person other than Metro Performance Glass or the employees or agents of Metro Performance Glass
2. Any cause independent of human control, occurring after the goods have left the control of Metro Performance Glass

This warranty shall not apply where any one or more of the following circumstances exist:

1. Failure of the hermetic seal is caused in whole or in part by the breaking or fracturing of any portion of the glass unit (Note this includes thermal stress fracture of the glass panes)

2. The units are installed contrary to our Handling, Storage and Glazing instructions.
3. The units are damaged by improper handling storage, glazing or through exposure or contact with any chemicals.
4. The units are altered in any way.
5. The units are subject to abnormal stresses from the load application of heat, excessive vibration, building or foundation movement or the failure to provide adequate expansion or contraction provisions in the framing members.
6. The units are treated /glazed with materials which do not remain resilient for the warranty period and/or are not compatible with the unit seal or glass type.
7. The units are installed in circumstances, which do not provide total water repellency or a suitable water drainage system for the warranty period, or where units have prolonged contact with water.
8. The units are installed in watercraft, land vehicles, trailers, swimming pools, or commercial refrigeration products without written approval of the installation method.
9. The units incorporate internal lead lights, copper lights or any form of artwork.
10. Breakage for any reason.

Metro Performance Glass reserves the right to inspect in the field any glass which is alleged to be defective and which is subject to a claim under this warranty or under the Consumer Guarantees Act 1993.

This warranty does not limit or affect any rights a domestic purchaser may have under the Consumer Guarantees Act 1993 ("CGA").

Please note that, where product/glass is supplied for the purpose of business, the guarantees contained in the CGA do not apply. Further, if the Customer on-sells the goods it will contract out of the CGA (and any other consumer law) to the extent permissible by law effectively and in writing wherever the goods are on-sold for the purposes of the Customer's customer's business. For buyers who re-supply the products/glass in trade, Cl 8. of the Metro Performance Glass Standard Terms and Conditions of Trade of will apply in full.

Metro Performance Glass's membership of IGUMA requires product testing as set in EN1279 by BRANZ Ltd, as an independent body.

Lockwood accepts no responsibility for any inconsistencies for manufacturers product information in this document. For warranty terms and specific care and maintenance information for these products please refer to the Metro Performance Glass website: <https://www.metroglass.co.nz/>

Interior Doors



10 Year Guarantee

All doors manufactured by Superior Doors Ltd are guaranteed to be of good quality workmanship, material and free from defects which would render the unserviceable or unfit within 10 years of purchase. Superior Doors Ltd, subject to its terms and conditions of sale, agrees to repair or replace at its option, any door found to be defective within the conditions of the warranty.

No liability will be accepted for work such as hanging, painting, transport or freight costs, reglazing or any other consequential loss. Minor shrinking and swelling of components are a normal characteristic of wood and wood composites, which vary with seasonal humidity and are not considered defects. We try to ensure that the timber and other materials have been prepared correctly to make all doors fit for purpose.

Superior Doors Ltd will not consider any of the following defects:

- a) A warp, bow or cup shall not be considered as a defect unless it exceeds 5mm in a 1980h door. Larger doors require a greater tolerance for warp, bow or cup. Please see our website (www.superiordoors.co.nz/downloads.html) for exact tolerances on larger doors.
- b) Natural variations in colour or texture of the wood and other materials are not considered defects.
- c) Variations in height, width or squareness of +/-2mm or less are not considered to be a defect.

The following conditions need to be adhered to:

1. All doors must be inspected upon arrival. Any claims for doors with manufacturing defects must be lodged within seven days of receipt of the door and before being hung or adding value in any way.
2. Interior doors should not be subjected to direct sunlight, environments with excessive humidity or moisture, or any wet areas.
3. Doors leaves need to be stored flat and covered.
4. All doors need to be stored or hung in dry buildings, away from any freshly plastered or concreted surfaces.
5. Porch doors must be in a sheltered position and not be subjected to any exposure of direct sunlight, rain or other prevailing weather conditions or wet areas.
6. All cavity slider doors must have steel reinforcing inserts at least equal to Superior Doors recommendations. Please refer www.superiordoors.co.nz/downloads.html to check the steel recommendations for the required door size.
7. Trimming or altering the door size is not recommended. Trimming more than 3mm off any edge voids the warranty.
8. Superior Doors Ltd will not accept responsibility when the moisture content of the timber falls below 8% or exceeds 15%.
- 9a. All doors must be thoroughly sealed with at least 2 coats of an appropriate sealer or primer, on all 4 edges and 2 faces within seven days of arriving to site.
- 9b. All doors must be painted in colours with a Light Reflectance Value (LRV) of greater than 50%. Failure to do so could result in heat distortion and warping.
- 9c. Before hanging, a complete paint system designed for timber, timber based products and MDF must be used, including pre sanding of the doors in preparation, at least 2 coats of undercoat/ primer (to all 4 edges and both faces) and 2 top coats. It is not adequate to paint top coats directly onto the Superior Doors primer. Semi-gloss or satin finishes are recommended for all doors. Compliance to paint manufacturer's instructions is essential.

The warranty may be void if the above conditions are not met.

Lockwood accepts no responsibility for any inconsistencies for manufacturers product information in this document. For warranty terms and specific care and maintenance information for these products please refer to the Superior Doors website: <https://www.superiordoors.co.nz/>

Door & Window Hardware

There are several door and window hardware suppliers, each with differing terms and conditions for performance warranties.

In general, door and hardware warranty claims require the homeowner to return the product to Lockwood Group at your own expense. Lockwood will endeavour to supply a replacement product that is the same or, if the same product is no longer available, the closest similar product sourced from the original brand / supplier.

Door and window hardware product warranties are generally for product replacement only, and all other expenses related to a product warranty claim (such as replacement fitting costs) are not covered.

For brand specific warranty information, please visit the supplier websites:



Allegion.co.nz

ASSA ABLOY



assaabloy.com



Lockwood Group Ltd

📍 7 Russell Road, Rotorua

✉ Private Bag 3034, Rotorua 3046

☎ 0508 562 596 | +64 7 347 7691

www.lockwood.co.nz

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