



OVERVIEW

Woodhouse Clear Grain™ Exterior is a range of H3 LOSP treated and preprimed Radiata pine building products manufactured for exterior above ground applications. Woodhouse Clear Grain™ Exterior is highly suited to installation as privacy screening, battens, cladding, lining, handrail and trim in outdoor locations subject to moderate and periodic wetting and leaching.

PRODUCT WARRANTY

Woodhouse Timber Company guarantees that Clear Grain™ Exterior building products will be resistant to termite and insect borer attack, and rot and fungal decay for 15 years from date of supply if installed in accordance with our instruction and guidelines, and subject to the exclusions and limitations set out in this Warranty.

If a Woodhouse Clear Grain™ Exterior product exhibits failure due to termite attack, insect borer attack, or fungal decay, the affected product will be remedied or replaced according to the specified terms in this limited product guarantee.

CONDITIONS OF WARRANTY

Woodhouse Timber Company guarantees that Clear Grain™ Exterior building products will be resistant to termite and insect borer attack, and rot and fungal decay for 15 years from date of supply if installed in accordance with our instruction and guidelines, and subject to the exclusions and limitations set out in this Warranty.

Treatment Level ¹	Preservative Identification Number ²	Primer Brand and Name	Example Applications ³	Limited Guarantee Period ⁴	
				Product Replacement and Labour Costs	Product Replacement Only
H3 LOSP for exterior, above-ground applications	64	Intergrain Universal™ Timber Oil	Screening, battens, trim, cladding and lining boards, handrail components	7 years	15 years

Notes:

1. Australia's treatment level system is based on the identification of Hazard Classes, which are a guide to the severity of biological hazards (termites and decay fungi) that can be expected in different building applications. Under this system, Woodhouse Clear Grain™ Exterior products are preservative treated to Hazard Class 3 (H3) and can be installed in exterior above ground applications at least 150mm from ground level. Refer to *AS1604.1 – Preservative-treated wood-based products* for more information.
2. There are a number of preservative treatments that have been approved for use by the Australian Pesticides and Veterinary Medicines Authority (APVMA) and which are applied to timber products by manufacturers in accordance with *AS1604.1 – Preservative-treated wood-based products*. Woodhouse uses only Light Organic Solvent Preservative (LOSP) treatments formulated as preservative code 64, which contain a combination of azole fungicides and organic insecticides as active ingredients.
3. The examples provided here are not exhaustive. Consult the National Construction Code, local building regulations, and Woodhouse's portfolio of technical literature if you are unsure of the correct specification for a particular application.
4. The Woodhouse Clear Grain™ Exterior limited guarantee covers both product replacement and installation costs for seven (7) years from the date of supply as shown on your invoice from the timber merchant. After this period has elapsed, the limited guarantee covers product replacement only until the end of the 15 year guarantee period. See exclusions and limitations below for more information.

EXCLUSIONS AND LIMITATIONS

To the maximum extent permitted at law, this limited guarantee specifically limits and/or excludes claims, costs or damages against Woodhouse Timber Company as follows:

- Damage to or degradation of Woodhouse Clear Grain™ Exterior products due to any cause other than termite and insect attack, or rot and fungal decay, such as – weathering; corrosion; bleaching; staining caused by mould fungi; flaking, blistering or peeling of topcoats; mechanical wear and tear; breakage due to impact or fire, and any other cause outside the reasonable control of Woodhouse Timber Company.
- Damage to or degradation of Woodhouse Clear Grain™ Exterior products caused by installation into applications for which they are not designed or are not suitable, such as – in-ground contact; or applications that subject the product to undue mechanical stress or extreme environmental conditions.
- Damage to or degradation of Woodhouse Clear Grain™ Exterior products due to poor installation methods, and inadequate or irregular maintenance schedules that allow dirt and other organic material to accumulate on the surface of the product, or that permit the deterioration of sealants and protective coatings so that moisture is allowed to enter the substrate over prolonged time periods.
- Any inherent physical properties or qualities of wood itself such as strength, general appearance, knots and other imperfections, wane, checking, splits, fibre pull, shrinkage, swelling, warping, and twisting.
- Any minor or aesthetic damage that does not significantly affect the functional capacity of the Woodhouse Clear Grain™ Exterior product.
- Any Woodhouse Clear Grain™ Exterior products that are rip sawn, re-dressed, or have their original dimensions significantly altered in any way (except where the product is cut to length, drilled for fixings, or notched as required for fitting).

Note that it is a requirement of this guarantee that all end cuts, notches, rebates, and drill holes be resealed with an in-can preservative primer such as Tanalised® Enseal Clear Timber Preservative AND recoated prior to installation to prevent moisture ingress into the timber substrate.

- Any Woodhouse Clear Grain™ Exterior products that have been drilled to accommodate and which allow the passage of wire balustrading through any part of the timber substrate.
- Any Woodhouse Clear Grain™ Exterior products that are removed from their original installation and reused at a new location.
- Any Woodhouse Clear Grain™ Exterior products that are used in a manner inconsistent with the National Construction Code and relevant Australian Standards, or in contravention of local building regulations and standards.
- All other costs, damages, injury compensation, or consequential losses (including, but not limited to, loss of profit, loss of use of plant or facility, loss of opportunity, loss of goodwill or special or punitive damages) to other property, the purchaser, or any other party howsoever caused as a result of using the products (except where such liabilities cannot be excluded or limited by law).

RESEALING CUTS, HOLES AND NOTCHES

You must use an APVMA registered in-can timber preservative such as Tanalised® Enseal Clear Timber Preservative for resealing of all surfaces and freshly exposed faces resulting from: (1) cutting to length; (2) notching or checking; (3) rebating, (4) bevelling; (5) profiling; and (6) drilling. Failure to do so may void this guarantee.

FINISHING REQUIREMENTS

Woodhouse Clear Grain™ Interior is supplied preprimed with Intergrain Universal™ Timber Oil, and must be overcoated with at least two coats of a quality penetrating or film-forming finish within twelve (12) weeks of installation and to a tradesman-like standard.

Dark colours demonstrating a light reflective value (LRV) or less than 45 absorb large amounts of solar radiation and can cause heat to build up on or in the timber substrate.

Clear or 'natural' finishes that do not contain UV inhibitors or stabilisers can allow ultraviolet light to degrade the substrate beneath the coating film.

Weathering characteristics that develop as a result of the application of clear or dark-coloured finishes – including fibre pull, checking, shrinkage, swelling, warping, twisting and resin bleed – are excluded from this Guarantee.

TRANSFERABILITY OF WARRANTY

This warranty is given to the owners of the building or property at the time of installation of Woodhouse Clear Grain™ Exterior products, and to any secondary parties that may take ownership of the building or property within seven (7) years of date of supply. This warranty cannot otherwise be transferred or assigned to any other person or organisation outside of this time period.

MAKING A CLAIM

To make a claim under the framework of this limited guarantee, you must notify Woodhouse Timber Company of your claim within 30 days of discovering the alleged product failure or defect by using the warranty claim form available online at <https://www.woodhouse.com.au/product-warranty-claim-form/>, and before conducting any work to remedy the claimed defect.

Alternatively, you may make a claim by contacting Woodhouse Timber Company in writing at the following address:

Attention: Product Manager
Woodhouse Timber Company
PO Box 487
Mt Ommaney, Queensland 4074
Australia

Claim documentation that is submitted to Woodhouse Timber Company should include both proof of purchase and a written statement outlining the nature of the alleged product failure or defect.

Before assessing any claim, we may require you to submit additional supporting information, including photographs of the Woodhouse Clear Grain™ product and installation environment, and/or samples of goods demonstrating the claimed defect. Woodhouse Timber Company will also need to be permitted to inspect and test the alleged failed Clear Grain™ product and any structure in which it is incorporated in order to assess the validity of your claim.

If Woodhouse Timber Company determines that your claim is valid, replacement or reimbursement will be carried out according to the terms outlined in this limited guarantee. This warranty does not cover any costs incurred in:

- preparing a claim;
- removing and disposing of redundant wood products from site;
- access and vehicle transport to site;
- administrative costs associated with rectification works; and
- consequential losses (including, but not limited to, loss of profit, loss of use of plant or facility, loss of opportunity, loss of goodwill or special or punitive damages).

AUSTRALIAN CONSUMER LAW

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This limited guarantee is independent of any other warranties and legal protection which you, the purchaser or owner, may have against the manufacturer or reseller of Woodhouse Clear Grain™ building products, and does not limit or modify any other rights that you have under law.

Woodhouse Clear Grain™ is a registered trademark of the Woodhouse Timber Company.

