

OVERVIEW

Woodhouse TerraFrame® is a range of MGP10-graded structural timber products treated to H4 with Micronized Copper Azole (MCA) preservative and designed specifically for exterior in-ground and on-ground applications. Woodhouse TerraFrame® is highly suited to installation as structural framing or landscaping in locations subject to severe wetting and leaching.

PRODUCT WARRANTY

Woodhouse Timber Company guarantees that Woodhouse TerraFrame® products will be resistant to termite and insect borer attack, rot, and fungal decay for 50-years from date of supply if installed in accordance with our instructions and guidelines, and subject to the exclusions and limitations set out in this Warranty.

If a Woodhouse TerraFrame® product exhibits failure due to termite or insect borer attack or fungal decay within this timeframe, the affected product will be remedied or replaced according to the specified terms in this limited product Guarantee.

For this purpose of this Guarantee, 'Fungal Decay' means attack by wood-destroying fungi that disintegrates the wood cell walls, and excludes surface mould, mildew and/or fungi associated with the appearance or weathering of TerraFrame® products.

CONDITIONS OF WARRANTY

Woodhouse TerraFrame® products are covered by a limited Guarantee in exterior in-ground and above-ground applications against termite and insect borer attack, and fungal decay. Woodhouse's maximum liability under this Guarantee is limited as per the following table:

Preservative Identification Number ¹	Preservative Identification Number ²	Example Applications ³	Limited Guarantee Period ⁴	
			Product Replacement & Labour Costs	Product Replacement Only
H4 for exterior, in-ground and above-ground applications	88	Bearers, joists, roof beams, rafters, wall framing, landscaping	15 years	50 years

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 TerraFrame® products are preservative treated to Hazard Class 4 (H4) and can be installed in exterior in-ground and above-ground locations. Refer to AS 1604.1:2021 – Preservative-treated wood-based products for more details.

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 can be applied to timber products by manufacturers in accordance with AS 1604.1:2021 – Preservative-treated wood-based products. Woodhouse TerraFrame is treated to H4 with Koppers MicroPro®, a Global GreenTag™-certified preservative registered with APVMA under preservative code 88.

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 TerraFrame® limited Guarantee covers both product replacement and installation costs for fifteen (15) years from the date of supply as shown on the invoice from the timber merchant. After this period has elapsed, the limited Guarantee covers product replacement only to the end of the 50-year warranty 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 TerraFrame® products due to any cause other than termite and insect borer attack, or fungal decay, including, but not limited to 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/or any other cause outside the reasonable control of Woodhouse Timber Company.
- Damage to or degradation of Woodhouse TerraFrame® products caused by installation into applications for which they are not designed or are not suitable, such as in permanent contact with fresh water or sea water, or applications that subject the product to undue mechanical stress or extreme environmental conditions.
- Damage to or degradation of Woodhouse TerraFrame® products due to poor installation practices, and/or inadequate or irregular maintenance schedules.
- Any inherent physical properties or qualities of wood itself such as general appearance, knots and other imperfections, wane, want, checking, splitting, shrinkage, swelling, cupping, warping, twisting and raised grain.
- Any minor or aesthetic damage that does not significantly affect the structural or functional capacity of the Woodhouse TerraFrame® product.
- Any Woodhouse TerraFrame® 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 a remedial in-can preservative such as Tanalised® Ecosseal Timber Preservative as part of the installation process.**
- Any Woodhouse TerraFrame® products that are removed from their original installation and reused at a new location.
- Any Woodhouse TerraFrame® 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 PENETRATIONS

You must apply a remedial timber preservative such as Tanalised® Ecosseal Timber Preservative to all surfaces and/or freshly exposed faces resulting from the cutting, notching, checking, trenching, rebating, bevelling, profiling and drilling of TerraFrame® products.

This Warranty does not cover products affected by termite and insect attack or fungal decay where there is no evidence that an appropriate remedial preservative was applied to exposed surfaces in accordance with the manufacturer's directions at the time of installation.

TRANSFERABILITY OF WARRANTY

This Warranty is given to the owners of the building or property at the time of installation of Woodhouse TerraFrame® products, and to any secondary parties that may take ownership of the building or property within seven (7) years of date of supply.

The 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 discovery and prior to conducting any works to remedy the alleged product failure or defect by using the warranty claim form available online at:

<https://www.woodhouse.com.au/product-warranty-claim-form/>

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.

MAKING A CLAIM - CONTINUED

Before assessing any claim, we may require you to submit additional supporting information, including photographs of the Woodhouse TerraFrame® 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 TerraFrame® 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 TerraFrame® building products, and does not limit or modify any other rights that you have under law.

Woodhouse TerraFrame® is a registered trademark of Woodhouse Timber Company.