

# MASONS ACCESS PANELS WARRANTY



**MASONS**  
Designed Smart, Built Tough.

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## WARRANTY GENERAL TERMS

Masons NZ Ltd warrants Masons Access Panels against defects in materials and manufacture for 5 years from the proven date of purchase when the product is selected, installed, used and maintained in accordance with Masons' published product information and installation instructions.

This warranty applies to Masons powder-coated steel, plastic, MDF/steel pre-primed and stainless-steel access panels.

### What is covered

During the warranty period, the access-panel frame, door, hinges, locks, catches and other factory-fitted components are warranted against failure caused by defective materials or manufacture under normal intended use. Factory-applied powder-coated finishes are warranted against defective application, such as peeling or delamination caused by a manufacturing defect, for 2 years from purchase.

### Intended use

Powder-coated steel, plastic and MDF/steel access panels are intended for suitable internal applications, unless Masons' current product literature specifically states otherwise. MDF products must be kept dry and are not suitable for wet, persistently damp or exterior locations. Stainless-steel access panels may be used in suitable interior or exterior locations as described in Masons' product literature. Stainless-steel panels are weather-resistant but are not represented as watertight or waterproof unless specifically stated by Masons in writing.

### What is not covered

This warranty does not cover incorrect selection or installation; installer workmanship; damage caused by movement or failure of the wall, ceiling, framing or other substrate; misuse, abuse, overloading, impact or alteration; normal wear and tear; scratches, dents or other cosmetic damage occurring after delivery; failure of site-applied paints, plaster, sealants or other finishes; exposure to conditions outside the product's intended use; or corrosion or deterioration caused by aggressive chemicals, contamination, salt deposits or inadequate cleaning and maintenance. Stainless steel can develop surface staining or "tea staining", particularly in coastal or corrosive environments, and this is not in itself a manufacturing defect. Unpainted white plastic access panels may yellow with age, typically 5 years plus.

## Fire, acoustic air tightness and weather performance

The warranty does not imply any fire-resistance, acoustic, airtightness, weathertightness or waterproof rating unless that performance is expressly stated for the particular product in current Masons technical literature.

### Maintenance

Access panels must be kept clean and operating freely. Dirt, salt and other surface contaminants should be removed using appropriate non-abrasive cleaning methods. Stainless-steel products installed in coastal, marine, industrial or other corrosive environments require more frequent cleaning. Moving components should be inspected periodically and maintained as required.

### Making a claim

A warranty claim should be made as soon as reasonably practicable after the defect becomes apparent and must include proof of purchase, identification of the product, photographs or other reasonable evidence of the defect, and information concerning its installation and location. Claims should initially be directed to the place of purchase or to Masons NZ Ltd.

### Masons' remedy

Where Masons accepts that a product has failed because of a defect covered by this warranty, Masons will, at its option, repair the defective product, supply a replacement or equivalent product, or refund the purchase price of the defective product. Unless required by applicable law, this warranty does not cover installation or removal costs, decorating or finishing costs, scaffolding or access costs, consequential loss, or damage caused to other products or building elements.

### New Zealand consumer rights

This warranty is in addition to any rights or remedies that cannot lawfully be excluded under the Consumer Guarantees Act 1993 or other applicable New Zealand legislation. Nothing in this warranty limits those rights. Where products are acquired for business purposes, Masons' Terms and Conditions of Trade also apply.