

# I BUILT™ MULTISTRUT

## MULTISTRUT™ WARRANTY GUIDE

July 2021

This warranty applies to IBuilt Multistrut supplied by New Zealand Wood Products Limited (NZWOOD) when used in accordance with all NZWOOD requirements. This warranty is to be read in conjunction with all relevant and applicable technical documentation supplied or referenced by NZWOOD. Date warranty valid: 10 years from proven date of purchase or dispatch from Building Supplier and Merchant, whichever is the earlier. All enquiries relating to this warranty must (in the first instance) be directed to the place of purchase, the supplier or the installer.

### NZWOOD warrants that:

At the time of delivery to the merchant or site (where applicable) the Multistrut will meet the following which is collectively referred to as the 'warranted condition':

- be free from freight related defects
- be free from defects that may have arisen through defective factory workmanship or materials
- conform to the performance characteristics listed in the pass™

### In the event a breach of the warranty is proven, the following applies:

- NZWOOD will, at its discretion, supply replacement Multistrut without charge or refund the value of the product.
- Other losses or damage caused by a breach of the warranty or a failure of the product for any other reason are not covered.
- NZWOOD obligations under this warranty are limited to the replacement of defective Multistrut or the value of the Multistrut. The value of the materials will be reduced pro-rata, based on the remaining life of the product (as set by the relevant durability requirements of the NZ Building Code).
- NZWOOD reserves the right to supply other comparable materials should the warranted materials no longer be supplied by NZWOOD.

### This warranty is subject to the following:

- Receipt of date of purchase of the product.
- Evidence of failure.
- Receipt of a written claim from the claimant either within 30 days of when 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.
- The claim must include full details of the alleged defect
- Evidence satisfactory to NZWOOD that all maintenance requirements have been carried out.
- The warranty does not cover failure or problems caused by natural variation found in the product, defective use, failure relating to improper design of the project structure, structural failure, settlement, movement of materials to which the product is attached or dependent on, acts of God including but not limited to earthquakes, cyclones, floods or other severe weather conditions, inadequate maintenance, growth of mould, mildew, fungi, bacteria or any organism on any product, or acts or omissions of a third party over whom NZWOOD has no control.
- The warranty does not cover failure arising from the failure to follow all of NZWOOD advice, including poor workmanship.
- Normal wear and tear are excluded from this warranty.

All relevant information is available from NZWOOD (refer to [www.nzwoodproducts.co.nz](http://www.nzwoodproducts.co.nz)).

Note: For the latest version, please refer only to the documentation on the website.





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