

# WARRANTY & MAINTENANCE DETAILS



**PAND**

**BI-FOLD  
DOOR  
HARDWARE**

from

**SDH**

# WARRANTY & MAINTENANCE.

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## PRODUCT WARRANTY

Hillaldam Coburn Systems (Pty) Ltd is a South African based company enjoying over 50 years of experience and expertise in the field of Sliding door hardware.

Hillaldam is proud to be one of the world leaders in the innovation of sliding, folding & stacking door systems as recognised by the many countries dealing with its products.

Hillaldam hardware is designed and manufactured to international standards in its factory in Johannesburg South Africa.

Hillaldam prides itself on the quality of Vistafold Elite, coupled with world class service and competitive international pricing.

It is this pride and assurance of excellence that allows Hillaldam to stand behind the quality of Vistafold Elite.

Hillaldam offers a warranty that all Vistafold Elite Components are free from manufacturing defect for a period of 10 years from date of purchase, subject to certain conditions:

The products must have been installed correctly according to product specifications and maintained in accordance with manufacturers recommendations.

Where Hillaldam's products are incorporated into another entity's product or system or used for any purpose other than the intended use, Hillaldam cannot be held liable for any defect.

Where there has been clear abuse of the product or where natural disasters or unusual external environmental factors have resulted in damage, Hillaldam cannot be held liable for any defect.

Where the product has been altered in any way without Hillaldam's knowledge, Hillaldam cannot be held liable for any defect.

If a situation should arise in which there is proven manufacturing defect, the liability in respect of Hillaldam shall be limited to the repair or replacement of the defective product with like product. This liability will not include any direct or indirect, incidental, or consequential damages of any kind.

## PRODUCT MAINTENANCE

### General Hardware

All bottom rollers, top guides, hinges and flush bolts are manufactured using non-corrosive combinations of aluminium and stainless steel parts but are still susceptible to build up of dust, salt and grime.

As a result periodic cleaning is essential using a non-acidic, non-corrosive detergent with water.

A light lubricating oil is sometimes used in environments where the buildup of binding agents is quite severe, although this is not a specific requirement.

### Tracks

Track sections are made of aluminium or upvc and as a result are non-corrosive. Dust, sand and salt do however build up in the bottom track sections and as a result they are required to be cleaned using a broom or vacuum cleaner periodically in order that the buildup does not affect the smooth running of the bottom roller wheels.

### Doors

All the components making up the system complement each other in terms of operation and whilst there is some leeway for expansion and contraction of the timber, the tolerances are quite tight. It is therefore a requirement that the timber is regularly sanded and oiled so that the doors are kept in good condition and do not suffer from excessive moisture absorption or loss.

The result of poor door maintenance, as with any timber product in external environments, is excessive swelling or distortion of the doors which can result in the system binding.

These general maintenance tips apply where a residence has been unoccupied for a period of time and where as a result the door suites have not been operated regularly.