



PRODUCT WARRANTY

DENDRO Clear H3 is Southern Pine's premium architectural range of solid, clear weatherboards. Manufactured from high-quality, pruned New Zealand Radiata Pine and factory-finished with WOCA stains.

Southern Pine Products Ltd (SPP) warrants to replace and/or compensate for defective product or substantial product failure, subject to the sole discretion of SPP and the terms outlined below.

To initiate a valid warranty claim, the claimant must provide:

- Proof that the product was manufactured or supplied by Southern Pine Products and has failed or is substantially unfit for purpose.
- Timely written notification of the failure (within 30 days of the fault becoming apparent).
- Compliance Documentation: Evidence that the product has been stored, installed, and maintained strictly in accordance with Southern Pine Products' technical instructions and the WOCA Maintenance Programme detailed below. This includes verifying that the building work was completed by a Licensed Building Practitioner (LBP).

Warranty is limited to replacement of product or cost value of product at SPP sole discretion and does not extend to any labour or consequential damage caused to other product. Such replacement will be considered full and final compensation.

Cladding and exterior products must be installed by a qualified builder (LBP).

Limitation of Liability

Liability under this warranty is strictly limited to the replacement of the product or the cost value of the product at the sole discretion of Southern Pine Products Ltd.

This warranty does not extend to any labour costs, re-installation expenses, or consequential damage caused to other products or structures.

Such replacement or financial compensation will be considered full and final settlement.

H3 Treated DENDRO Clear

25 Year Limited Product Warranty

Warranty Inclusions

This warranty covers Southern Pine DENDRO products against:

- Product decay or rot.
- Product splitting or checking (product failure not caused by the exclusions below).
- Gross manufacturing defects or incorrect profiling (excluding minor variations).

Warranty Exclusions

This warranty does not cover product failure resulting from:

- **Incorrect Handling & Installation:** Evidence of improper storage (e.g., product exposed to moisture prior to installation), failure to properly seal cut ends during installation, or incorrect fixing of weatherboards.
- **System Failure:** Failure to use the mandatory Cavity Fix system required for this range.
- **Inappropriate Application:** Product use that is inconsistent with best practice, such as placing this H3-treated product in direct contact with the ground.
- **Stain & Colour Restrictions:** Use of unapproved coatings, or dark stain colours with a Light Reflectance Value (LRV) of less than 45% (which can cause excessive thermal movement, warping, or resin bleed).
- **Neglected Maintenance:** Failure to adhere to the mandatory 12-month cleaning regime or execute re-staining within the specified environmental tiers.
- **External Factors:** Product impacted by natural disasters, fair wear and tear relative to age/exposure, or physical damage caused after delivery.