

Door Panel

Terms & Conditions

1. Inspection Upon Delivery

All door panels must be inspected upon delivery. Any visible damage or defect must be reported within 30 days of receipt. Claims made after 30 days or after installation will not be accepted.

2. Storage Requirements (AS 2688:2017 Compliant)

Doors must be stored flat on level supports, not on edge. Store in a dry, well-ventilated area, out of direct sunlight and away from moisture. Avoid storing doors in damp, humid or freshly plastered areas. Do not leave doors on-site unsealed or exposed to weather.

3. Handling

Handle doors carefully to avoid knocks or edge damage. Use clean gloves when handling to prevent surface contamination. Transport securely with protection from weather.

4. Sealing and Painting (AS 2688:2017 Compliant)

Failure to follow these steps will void the warranty. Doors must be sealed on all four edges and both faces within 7 days of delivery to site. Use a waterproof sealer or undercoat that prevents moisture absorption or loss. The bottom edge must be sealed with a waterproof undercoat before hanging. Once installed, all remaining surfaces including the top edge must receive minimum 2 coats of waterproof paint, varnish, or approved sealer. Water-based paints or diluted sealers DO NOT provide effective protection and are not acceptable. Your painter and/or paint supplier must warrant the sealant used. It is the owner's responsibility to maintain the door's sealed surfaces according to the paint manufacturer's maintenance schedule.

5. Installation Guidelines

Doors must be installed plumb, square, and level using correct building practices. Top and bottom clearances must allow for expansion as per manufacturer recommendations. Pocket and sliding door systems require extra care: minimal clearances mean bowed doors may scrape or bind inside the cavity.

Do not install bowed or twisted doors.

6. Natural Variations

Variations in colour, texture, grain, and tone are natural characteristics of timber and not considered defects. Visible joints or movement may occur due to environmental changes and are normal for timber products.

7. Moisture and Bowing

Doors exposed to moisture or unbalanced temperatures are at risk of bowing. This includes doors stored or installed in unsealed areas or near moisture sources. Bowing due to improper sealing, storage or installation is not covered under warranty.

8. Warranty Exclusions

Warranty is void if:

- Door is not sealed within 7 days of delivery.
- Incorrect sealers or coatings are used.
- Improper storage or handling occurs.
- The door is trimmed beyond manufacturer tolerance.
- Doors are installed in extreme or unsuitable environments without appropriate finishing.

9. Responsibility

It is the builder's or installer's responsibility to ensure doors are stored, sealed, and installed correctly. Responsibility for door condition transfers to the customer after delivery. Please retain this document and refer to it when handling and installing our door panels.

If you have any questions, contact Triline prior to installation. 1300

Applies to: All door panels supplied by Triline.

Effective Date: February 2025