



STRUCTURAL
**TIMBER
EXPERTS**
SINCE 1992

Techlam Warranty and Maintenance Information



techlam[®]
timber redefined

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Structural
laminated
timber
products



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1 Maintenance

// Achieving the best out of Techlam Glulam timber:

1.1 Wrapping for Delivery

All Techlam Glulam products are supplied bulk wrapped in protective plastic wrapping. The purpose of wrapping is to ensure that the finished surface is kept clean and dry during transit, and it is recommended that this is kept in place for as long as possible.

1.2 Handling of Techlam Glulam timber

Glulam timber Products must not be dropped, jarred or dragged. Care should be taken to prevent damage to surfaces. Protection must be used against straps, chains or wire ropes when loading, unloading or transporting. We recommend the use of webbing slings to avoid damaging members, and product should be lifted on its edge (as the product would sit in its final position). Use spreaders where applicable on long members and locate slings to ensure a well-balanced load and support. Control the product with guy lines when moving.

Care should be taken not to over-stress Techlam Laminated products during transport and erection.

1.3 Protection of Techlam Glulam timber on site and during construction

It is most important to keep moisture out of finished Techlam Glulam timber products. To ensure that the product is protected during transit or construction, Techlam applies a single coat of water repellent sealer to their products. This provides protection for up to 10 weeks.

Once Techlam Glulam timber products are delivered on site they must be stacked clear of the ground, filleted and covered in such a way that rainwater is deflected and the timber can breathe. Do not stack outside on the ground, do not leave uncovered and do not cover with black plastic.

Patchy discolouration can occur if Techlam Glulam products are partially exposed to sunlight and moisture. Care should be taken to ensure that no moisture is trapped inside the plastic wrapping. Furthermore it is recommended that the timber be protected until a coating is applied to avoid accidental damage during construction.

If the plastic wrapping is to be removed and the timber exposed to the elements for a prolonged period, we recommend the application of an additional protective coating. On site drilling or cutting creates an unprotected surface. When this occurs, the unprotected surface should be coated immediately, to prevent moisture being absorbed into the timber.

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1.4 Protecting Techlam Glulam timber once installed

External use of Techlam Glulam timber products:

Techlam Glulam timber is a low maintenance material and does not require any special maintenance as deterioration of the structural integrity of the product is unlikely for the durability period as prescribed by the New Zealand Building Code.

Techlam supplies Glulam timber products treated to H1.2, H3.1, H3.2 and H5. For this level of treatment, a coating is not required but over time the timber will become grey in colour and checking and fine cracking can occur. These changes only impact the appearance and have no impact on the structural performance.

To prevent these changes we recommend that a paint or stain system is applied. This should be applied within 24 hours of receipt of delivery of the product. A light sand and reapplication of the coating is all that is required to maintain the original appearance. Re-coating should be done every 12 months to ensure no changes occur.

- Dark stains and coatings with an LRV of 45% or lower are not recommended as these attract heat and can cause the timber to dry out excessively, causing splitting, resin bleeding, distortion and cracking.
- Lighter coloured coatings are recommended.

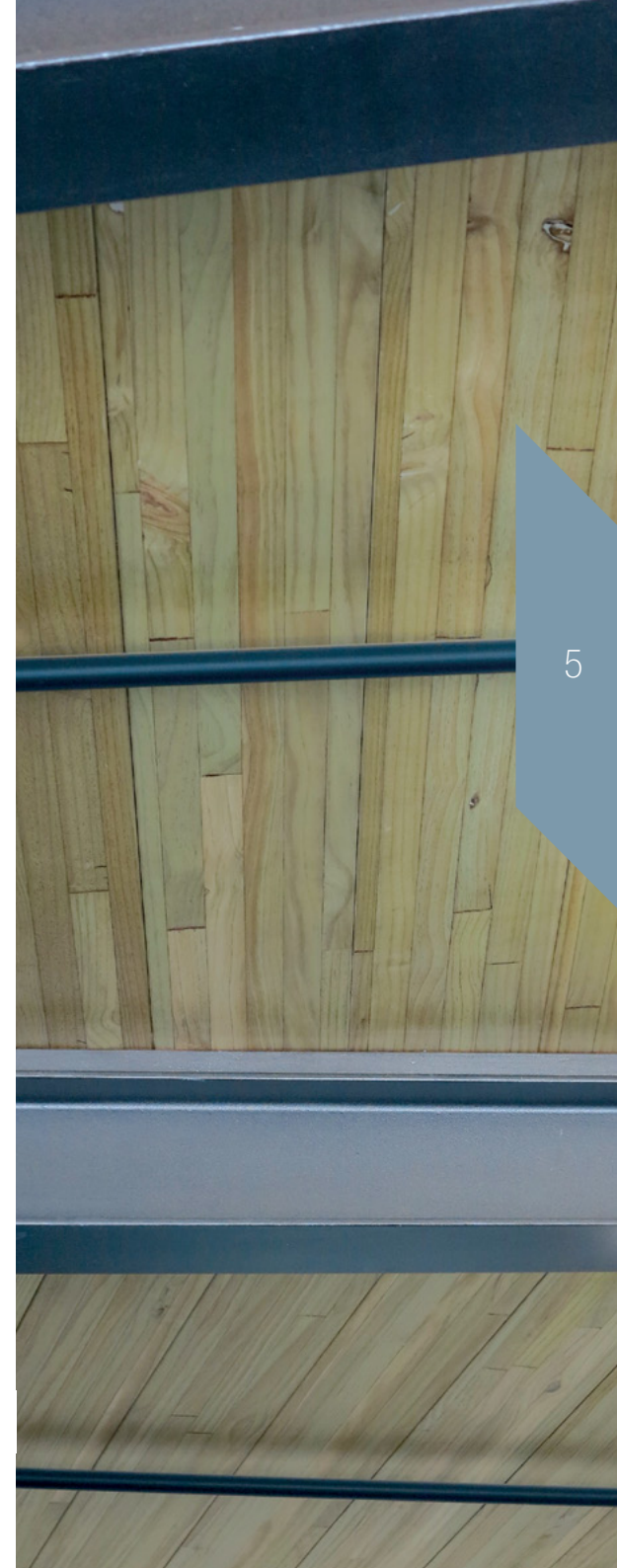
If there are any exposed or cut ends of the product showing, ends must be capped and sealed tightly. Any brackets or steel components must be checked often and replaced or coated if necessary.

Internal use of Techlam Glulam timber products:

When used in interior situations, Techlam Glulam timber products should be treated the same as for interior timber products. This means that all that is required is a light sand prior to the reapplication of the chosen coating in accordance with the coating supplier's requirements. Frequency of recoating is to be in accordance with the appropriate coating supplier.

Long term performance of interior glulam products relies on conditions in the structure. If the conditions are damp or wet including, cladding systems and internal linings glulam products may be affected. We recommend regular inspections of these systems to ensure glulam is kept in good shape.

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2 Warranty

// Our Commitment to Quality

In compliance with the Building Regulations 1992, Techlam NZ is audited by Bureau Veritas Ltd and certified to manufacture to these standards. Our registration No's. 2929 & 2930 are in compliance with

- AS/NZS 1328:1998, Glued Laminated Structural Timber, Licence no: Pine NZ06 Certificate No 01.
- AS 5068:2006, Timber Finger Joints in Structural Products, Licence no: Pine NZ06 Certificate No 01.

Techlam outsources the chemical treatment of the timber. This is always undertaken by companies that are third party certified in accordance with NZS3640:2003. In addition to this requirement, Techlam commissions independent testing annually to ensure treatment penetration and retention levels exceed requirements.

This provides the assurance Techlam requires to warrant that our Glulam timber products will meet the durability requirements under the NZ Building Code.

Our production facilities operate under a Quality Management System (TQM). Staff hold a minimum level 3 qualification in Competitive/Lean Manufacturing (CMI). This ensures that Techlam is able to respond quickly and accurately to the demands of the market.

2.1 Our Warranty

Techlam warrant that their Glulam Timber products will continue to meet the provisions of the NZ Building Code for no less than 50 years, provided that all instructions have been followed when:

- Stored on site.
- During installation.
- Once installation is complete.

In particular, Techlam's warranty only applies if all reasonable steps have been taken to prevent the Glulam timber from being exposed to moisture. Techlam also warrants that no moisture will be trapped inside the protective plastic wrapping at point of dispatch.

Techlam warrants that at time of dispatch their Glulam timber products will have been manufactured in accordance with the AS/NZS 1328:1998 and AS 5068-2006.

In the unlikely event you find at time of delivery some of our product is visually defective, then it will be repaired or replaced free of charge. This only applies prior to installation therefore it is important that you inspect the product prior to its installation.

If a product failure does not match the warranted condition, Techlam will replace the product without charge or refund. The installer will be responsible for removing and reinstalling the glulam product. Any other loss or damage caused by a product failure is not covered by Techlam.

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2.2 Exclusions and Limitations

- This warranty does not include any form of special, indirect, incidental or consequential damages including, without limitation, lost profits, emotional, multiple, punitive or exemplary damages. In no event shall Techlam liability exceed the amount Techlam actually received for the provision of the defective materials.
- This warranty is not transferable and is extended only to the original purchaser and for the original installation.
- All warranties expire upon transfer or relocation of the installed product or installation location.
- Statutory rights provided for under law are not affected by this warranty.
- Proof of date of purchase must be provided for all claims
- Evidence of product failure must be provided
- All claims must be sent within 30 days of finding the issue. All claims are subject to inspection by Techlam
- This warranty does not cover issues caused by improper design, defective use, structural failure, movement of attached materials. Acts of God such as, Earthquakes, cyclones, floods, tsunamis and other severe conditions are not included. Issues that are a result of not following the recommended storage, maintenance and care will not be warranted. Normal wear and tear is not included in this warranty.
- Techlam reserve the right to supply other similar replacement product if the original product is no longer manufactured.
- The replacement value of the product will be decided based on the age & reducing value of the product. Value of the product will be reduced in proportion to the remaining life of the product

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