



# SmartFrame<sup>®</sup>

## Termite Resistant Engineered Wood Products 25 Year Limited Structural Guarantee

SmartFrame Laminated Veneer Lumber (LVL) products are made exclusively for Tillings and supplied with built-in protection from termites using a Glue Line Additive (GLA) treatment from Zelam Limited, a Lonza company. Unlike some LVL and engineered wood products with a surface or envelope only termite protection treatment, our SmartFrame LVL components are protected against termites from the inside out through the full depth of every beam.

The following table specifies the guarantee provisions under this programme. This limited guarantee is against damage caused by termite and insect borer attack only. Tilling Timber's maximum liability under this limited guarantee program is strictly limited as per the following table and notes below (see terms and conditions on the following page).

Term for warranty <sup>(1)</sup>	Guarantee Provision <sup>(2)</sup>
Up to 10 years	Replacement product of equivalent or higher quality and specification plus up to three (3) times the reasonable retail cash value of the same products inclusive of any GST as may be applicable as contribution to labour and incidental costs of product reinstatement.
10 to 25 years	Replacement product of equivalent or higher quality and specification or the reasonable retail cash value of the same products inclusive of and GST as may be applicable.

**Notes:** (1) Term of warranty will be taken from the date of purchase by the owner / end user as shown on sales receipts, builder's contracts or other acceptable documentation. No warranty amount is applicable after more than 25 years.

(2) Product replacement and retail costs will be based on those prevailing at the time of claim

**This limited guarantee is independent of any other warranties and legal rights which you, as the purchaser or owner, may have with Tilling Timber, the reseller of the wood products or the builder / tradesman who installs the wood products. This guarantee does not limit or modify any other rights that you have under law.**

Any claim, correspondence or inquiry regarding this limited guarantee should be directed to;

The Manager Tilling Timber Pty Ltd 31-45 Orchard Street Kilsyth Vic 3137 Ph: +61 (0)3 9725 0222 Fax: +61 (0)3 9725 6569 Email: smartdata@tilling.com.au	
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Limited Structural Guarantee

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## Termite Resistant Engineered Wood Products 25 Year Limited Structural Guarantee

### Terms and Conditions:

- Only SmartFrame® LVL products from Tilling Timber with Permatek® termite protection from Zelam Limited are covered under this limited guarantee. SmartFrame® products will carry one of three treatment stamps that should appear on every piece. The stamps have the form of **772 59 H2S G** or **873 73 H2S G** or **873 73 H2 G/F**. If your LVL products do not bear one or the other of these stamps then it is not covered under this limited guarantee. If in doubt consult with your wood supplier.
- SmartFrame LVL with the **772 59 H2S G** or the **873 73 H2S G** stamp is for use and guaranteed south of the Tropic of Capricorn only unless it is further LOSP envelope treated.
- Smartframe® LVL with the **873 73 H2 G/F** stamp is suitable for use in all areas of Australia.
- This guarantee is strictly limited to the value of replacement of equivalent treated timber products and corresponding cash value over time as set out on the front page. All and any other costs damages in excess of those provisions set out here however caused are excluded to the fullest extent under law.
- This guarantee specifically excludes:
  - Any deterioration of or damage to SmartFrame products due or any other cause apart from damage due to termite or insect borer attack.
  - Any minor or aesthetic deterioration such as minor surface damage that does not significantly affect the functional or structural capacity of the products.
  - Any deterioration or faults due to inherent physical properties of the wood such as shrinking, swelling, checking, warping, twisting or resin bleed.

### Installation and Use Guide:

- See the SmartFrame® Design Guide for details of installation, fixing and load tables – see <http://www.tilling.com.au/smartframe> .
- SmartFrame® LVL products are not intended for outdoor or damp area use and equilibrium moisture content in service must remain below 20%. Exposure to weather and water before and during construction must be minimised. Uncovered exposure during construction must not exceed 4 months. All SmartFrame® LVL products must be installed above Damp Proof Course.
- SmartFrame® LVL beams and joists should be used in conjunction with normal barrier or “whole of house” termite protection measures as specified in the Building Code or by local requirements. Tilling also recommends that SmartFrame® LVL is used in conjunction with other termite resistant building elements.
- SmartFrame® LVL beams and joists do not require end-sealing if cut to length. Do not modify the width or thickness of SmartFrame® LVL without consulting with Tilling or a structural engineer.
- The treatments are non-corrosive to steel and other metals. Normal bright steel is suitable for nails, connectors and fixings.
- Construction of residences and commercial buildings, extensions and renovations may require approval from your local Council authority. If in doubt check with your local Council office for requirements. This limited guarantee may be void in whole or part for SmartFrame® LVL products used in any structure built without or in contravention of appropriate planning approvals.
- Use good general building practices in accordance with relevant local standards and building codes.

**Tilling and our supply chain partners reserve the right of site inspection and verification of any claims made under this guarantee. Tilling shall be entitled to reject any claim in whole or in part if any of these terms and conditions are not met in whole or in part.**

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