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Product Warranty, Care Guidelines & Terms and Conditions

Applicable products: KEENA PVC interior, exterior and KEENA Core/Contract doors, including factory-foiled and factory-routed finishes.

1. Warranty overview

PVC door core – limited voluntary warranty by product range: Interior Doors: 2 years; KEENA Core/Contract Doors: no additional voluntary warranty (0 years); Exterior Doors: 10 years. The applicable core warranty is limited specifically to damage to the PVC core caused by water absorption, swelling or insect attack, where the product has been used and installed within its approved specifications. Statutory rights remain unaffected.
Factory-applied decorative foil adhesion: 12-month limited voluntary warranty against premature delamination directly attributable to a defect in KEENA's factory foil-application process.
Decorative foil colour retention: no additional voluntary warranty against normal fading, discolouration or weathering due to UV exposure.
The PVC core warranty periods and the 12-month factory-applied foil adhesion warranty commence on the date of delivery to the original purchaser, subject to applicable law. These are separate warranties; a 10-year exterior core warranty does not extend the foil adhesion warranty.
For clarity, the PVC core warranty covers qualifying water-related damage to the core, swelling of the core and insect-related damage to the core only. It does not warrant the decorative foil, door hardware, frame, seals, glazing or the complete installed door assembly against water ingress or other damage.
The KEENA Core/Contract range carries no additional voluntary manufacturer's warranty on the PVC core. This does not affect mandatory statutory rights or remedies. For Interior and Exterior ranges, the stated core warranty applies only where the claimed damage is attributable to the core material or its manufacture, and not to incorrect installation, unauthorised modification, misuse or other excluded causes.

2. Factory-applied foil adhesion

The limited foil adhesion warranty applies exclusively to decorative foil applied by KEENA during its approved factory manufacturing process.
It does not cover foil, adhesive or coatings applied, replaced, repaired or modified by independent installers or other third parties.
Damage caused by unauthorised cutting, trimming, drilling or routing; unsuitable chemicals; abrasion; impact; incorrect storage; improper installation; or use outside approved specifications is excluded where that circumstance caused the damage.
Factory-routed designs remain subject to KEENA's published product specifications.

3. UV exposure and natural colour change

Decorative foil can fade, discolour or weather over time in sunlight, including on exterior-rated doors. The rate depends on UV intensity, orientation, climate, colour, temperature and exposure duration.
Darker finishes may absorb more heat and exhibit greater thermal movement. Colour differences between differently exposed doors are not necessarily defects.
Exterior-rated does not mean fade-proof. Normal UV-related fading and weathering are excluded from the voluntary warranty, subject to statutory rights.

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4. Interior door application restrictions

Interior doors are intended for internal use and other applications expressly approved in writing by KEENA.
Interior doors must not be installed where exposed to direct sunlight, including sunlight through glazing, or in unprotected exterior locations.
Damage caused by direct sunlight, excessive heat or unapproved exterior use, including distortion or foil deterioration, is excluded from the voluntary warranty. This does not extinguish statutory rights relating to unrelated defects.

5. Exterior doors and weather exposure

Exterior doors must be used only in applications covered by their stated specifications and installed with suitable frames, hardware, weather seals and clearances.
Water resistance of the PVC core does not mean the installed door assembly is watertight. Incorrect sealing, framing or weatherproofing can allow water ingress.
Exposure beyond the product's specified operating conditions may result in damage not covered by the voluntary warranty.

6. Installation and independent workmanship

Doors must be installed square, level, correctly supported and with adequate clearance for normal PVC expansion and contraction. Suitable hinges, locks, fasteners and weatherproofing must be used.
KEENA is not responsible under its voluntary manufacturer's warranty for damage caused by defective workmanship of independent installers, including misalignment, inadequate hinge support, unsuitable hardware, poor sealing or incorrect frame installation.
Installation-related claims should be raised with the installer or relevant supplier. Nothing here excludes liability that cannot legally be excluded or remedies for an independent manufacturing defect.

7. Modification and handling

Unauthorised machining, routing, drilling, trimming, painting, adhesive application or repair may compromise the product.
Damage caused by these activities is excluded from the voluntary warranty.
Store doors in a clean, protected location away from prolonged direct sunlight, excessive heat and heavy loads. Support doors adequately to prevent distortion and protect finishes from scratches and impact.

8. Care and maintenance

Clean using a soft cloth, water and mild non-abrasive detergent. Do not use acetone, thinners, solvents, harsh chemicals, abrasive pads or pressure washing.
Keep hinges, locks, weather seals and fittings correctly adjusted and maintained. Avoid concentrated heat sources and excessive mechanical force.
Damage caused by improper maintenance or unsuitable cleaning agents is excluded from the voluntary warranty.

9. Other voluntary warranty exclusions

To the extent permitted by law, KEENA's voluntary warranty excludes normal wear and tear; accidental damage; vandalism; misuse; inappropriate storage or transport after risk has passed; building movement; extreme weather; fire; and damage caused by incompatible accessories or unauthorised repairs.
Minor appearance variations between batches, samples and digital images do not necessarily constitute a defect.

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An exclusion applies only to the extent relevant to the cause of the claimed damage and does not remove statutory protections.

10. Claims and remedies

Submit claims through the original retailer, distributor or KEENA, as appropriate. Include proof of purchase or delivery, product details, installation date, photographs of the alleged defect and the complete installed door, and a description of exposure and use.
KEENA may request reasonable supporting information or inspect the door to establish the cause. Where a valid voluntary warranty claim is confirmed, KEENA will offer an appropriate remedy in accordance with this warranty and applicable law. Any exclusion or limitation of removal, reinstallation, transport or other costs applies only insofar as permitted by law.

11. South African consumer rights

This voluntary manufacturer's warranty is additional to rights under applicable South African law, including the Consumer Protection Act 68 of 2008 where applicable.
Nothing in this document excludes or restricts statutory rights, the implied warranty of quality, or remedies that cannot legally be excluded. Statutory protections take precedence over inconsistent voluntary warranty terms.

12. General terms

Product specifications and installation instructions supplied with the relevant door form part of the conditions for correct use. KEENA may update specifications for future production; this does not retrospectively remove existing statutory rights. Distributors and retailers should provide end users with the relevant product classification, installation instructions and care guidelines before installation.