

Maintenance, Guarantee and Warranty* Information

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The suppliers listed below have confirmed they have warranty and maintenance information available. As warranty and maintenance information can change from time to time we recommend you confirm all details with the latest copies available on their website. For all other suppliers or products please discuss with your local ITM store or sales representative.

| Category | Supplier | Products | Maintenance & Warranty Information | Warranty and Guarantee* (*Refer to website to confirm latest product warranty/guarantee terms & conditions) | Contact Number | Website |
|-------------------|---------------------------------|-----------------------------------|------------------------------------|----------------------------------------------------------------------------------------------------------------|----------------|--------------------------------------------------------------------------|
| Building Products | Alsynite | Polycarbonate translucent roofing | Y | Lifetime warranty | 0800 257 964 | www.alsynite.co.nz |
| Building Products | Autex Industries | Polyester insulation | Y | 50 year durability warranty | 0800 428 839 | www.autexindustries.com |
| Building Products | B&D Doors (NZ) Ltd | Garage Doors | Y | 5 year warranty | 09 273 8600 | www.bnd.co.nz |
| Building Products | BGC Fibre Cement (NZ) | Fibre Cement | Y | Cladding 15 years, Bracing 50 years | 09 264 1457 | www.bgcinnovadesign.co.nz |
| Building Products | Cavity Sliders | Cavity Doors | Y | Doors 5 years, Locks 2 years | 09 276 0351 | www.csfordoors.co.nz |
| Building Products | Cowdroy Products | Cavity Doors | Y | 10 years (defects and workmanship) | 09 274 7279 | www.cowdroy.co.nz |
| Building Products | Dimond | Steel Roofing | Y | Refer to Colorsteel/Colorcote environmental warranty terms. | 09 622 4254 | www.dimond.co.nz |
| Building Products | Dynex Extrusions | Paliside PVC Cladding | Y | 25 year guarantee | 0800 439 639 | www.dynex.co.nz |
| Building Products | Expol | Polystyrene Insulation | | 50 year limited product warranty | 0800 863 373 | www.expol.co.nz |
| Building Products | Firth Masonry | Masonry Blocks | | 10 years (defects and performance) | 0800 800 576 | www.firth.co.nz |
| Building Products | Hume Doors and Timber | Doors | Y | 5 year guarantee | 09 273 4331 | www.doors.co.nz |
| Building Products | Insulpro Manufacturing | Mammoth Polyester Insulation | Y | 50 year warranty | 0800 100 007 | www.insulpro.co.nz |
| Building Products | James Hardie New Zealand | Fibre Cement | Y | Cladding 15 years | 0800 808 868 | www.jameshardie.co.nz |
| Building Products | Laminex New Zealand | Strandfloor Flooring | Y | 50 year limited warranty | 0800 303 606 | www.laminex.co.nz |
| Building Products | Marley NZ | PVC Rainwater Systems | Y | 15 year warranty | 0800 222 922 | www.marley.co.nz |
| Building Products | Metalcraft Roofing | Steel Roofing | Y | 5 years (workmanship) new residential. Refer to Colorsteel. | | www.metalcraftgroup.co.nz |
| Building Products | NZ Steel (Colorsteel) | Colorsteel Powder Coated Steel | Y | Refer to warranty schedule on website. | 0800 100 523 | www.nzsteel.co.nz |
| Building Products | Pacific Coilcoaters (Colorcote) | Colorcote Powder Coated Steel | Y | Refer to warranty schedule on website. | 09 579 9199 | www.colorcote.co.nz |
| Building Products | PSP | Polycarbonate translucent roofing | Y | Lifetime warranty (light), 10 years (performance), 5 years (hail) | 0800 786 883 | www.psp.co.nz |
| Building Products | Roofing Industries | Steel Roofing | Y | Refer to Colorsteel/Colorcote environmental warranty terms. | 09 414 4585 | www.roof.co.nz |
| Building Products | Steel & Tube Roofing Products | Steel Roofing | Y | Refer to Colorsteel/Colorcote environmental warranty terms. | 0800 427 663 | www.steelandtube.co.nz |
| Building Products | Superior Doors | Doors | Y | 5 years | 09 298 5027 | www.superiordoors.co.nz |
| Building Products | Tasman Insulation New Zealand | Pink Batts Glasswool Insulation | Y | Lifetime warranty | 0800 746 522 | www.pinkbatts.co.nz |
| Building Products | Velux New Zealand | Natural Lighting | Y | 10 years skylights/sun tunnels | 0800 650 445 | www.velux.co.nz |
| Building Products | Winstone Wallboards | GIB Plasterboard | Y | 10 years (defects) | 0800 100 442 | www.gib.co.nz |
| Hardware | ASSA ABLOY | Door hardware | Y | 10 or 25 years (Yale) defects warranty | 09 921 7907 | www.assaabloy.co.nz |
| Hardware | Clearlite Bathrooms | Front of wall plumbing | Y | 5 year product warranty | 09 443 9552 | www.clearlite.co.nz |
| Hardware | Dux Industries | Front of wall plumbing | Y | Life Toilet suite 20yr warranty/ vitreous china 10yr warranty/ plastic cisterns 2 yr warranty | 09 279 2853 | www.dux.co.nz |
| Hardware | Foreno Tapware (NZ) | Front of wall plumbing | Y | 10 year finished product warranty/ 1 year parts warranty | 0580 FORENO | www.foreno.co.nz |
| Hardware | GD Rutter | Door hardware | Y | 10 year mechanical/ 5 year finish warranty | 0800 479 4826 | www.gdrutter.co.nz |
| Hardware | Greens Tapware | Front of wall plumbing | Y | 5 & 10 year warranties - refer to website | 07 846 0850 | www.greenstapware.com |
| Hardware | GWA Bathrooms & Kitchens | Front of wall plumbing | Y | 5,7 & 10 year warranties, refer to website | 09 279 2719 | www.caroma.co.nz |
| Hardware | Hafele (N.Z.) | Hardware | Y | Refer to warranty schedule on website. | 0800 442 335 | www.hafele.co.nz |
| Hardware | Hettich New Zealand | Hardware | Y | | 0800 438 842 | www.hettich.co.nz |
| Hardware | HPM NZ | Electrical and Ventilation | Y | | 09 442 0825 | www.hpm.co.nz |
| Hardware | Methven | Front of wall plumbing | Y | 20 year tapware warranty/ 10 year parts, refer to website | 0800 804 222 | www.methven.co.nz |
| Hardware | Miles Nelson | Door Hardware | Y | 5 & 10 year warranties - refer to website | 09 489 7225 | www.milesnelson.co.nz |

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| Hardware | Newline Bathroomware | Front of wall plumbing | Y | 5 year warranty showers & accessories/ 20 year warranty Pro Finish products | 0508 639 5463 | www.newline.co.nz |
| Hardware | Parmco Appliances | Appliances | Y | 2 & 5 year warranties - refer to website | 09 573 5678 | www.parmco.co.nz |
| Hardware | Rheem | Hot water systems | Y | | 0800 657 336 | www.rheem.co.nz |
| Hardware | Rinnai New Zealand | Heating | Y | Refer to warranty schedule on website. | 09 257 3800 | www.rinnai.co.nz |
| Hardware | TDC Manufacturing | Kitchens | Y | 5 year manufacturing warranty | 09 255 1220 | www.tdcmanufacturing.co.nz |

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| Timber | ITM | Frames & Trusses | | Prenail frames and trusses are constructed in accordance with the relevant Pryda or Mitek software to comply with the relevant 50 year minimum durability provisions of the New Zealand Building Code. Refer to the applicable Pryda or Mitek layout and producer statement. | 0800 367 486 | www.itm.co.nz |
| Timber | Carter Holt Harvey Plywood | Plywood | Y | | 0800 746 399 | www.chhwoodproducts.co.nz |
| Timber | Carter Holt Harvey Woodproducts | Timber | Y | | 0800 746 399 | www.chhwoodproducts.co.nz |
| Timber | IPL | Plywood | Y | | 0800 650 801 | www.ipl.co.nz |
| Timber | New Zealand Wood Products | Plywood | Y | | 09 276 7030 | www.newzealandwoodproducts.co.nz |
| Timber | Niagara | Weatherboards | Y | | 03 308 0007 | www.niagara.co.nz |
| Timber | PurePine Mouldings | Weatherboards | Y | | 07 573 9161 | www.purepinemouldings.co.nz |
| Timber | Red Stag Timber | Timber | Y | | 0800 733 7824 | www.redstagtimber.co.nz |
| Timber | TaranakiPine | Timber | Y | | 0800 827 274 | www.taranakipine.com |