

Warranty

FRAMES

All hardwood frames are warranted against material and manufacturing workmanship defects for 10 years. All softwood frames are guaranteed against manufacturing workmanship defects for 5 years. All aluminum frames are warranted against material defects for 10 years and against manufacturing workmanship defects for 5 years

PRESERVATION

All wooden frames are spray treated to preserve the frame against rot, fungal decay and insect. All frames are expected to have a service life of 30 plus years in accordance with BS 8417 Table 9/30 providing they are supplied fully factory finished and are maintained in accordance with the maintenance schedule supplied with each order.

GLAZING

All double glazed sealed units [D.G.U's] or treble glazed units [T.G.U's] are warranted against the sealed unit "failing" [mist appearing inside the unit] for 10 years. The units are not warranted against the glass cracking or breaking.

PAINT

All white or pastel factory finish painted frames are warranted against flaking, cracking or blistering for 3 years. Other non-standard finish painted frames are warranted against flaking, cracking or blistering for 2 years. All aluminum frames are powder coated and warranted against corrosion for 5 years.

WEATHERSEALS

All weather seals, silicone seals and Q-Ion seals around opening vents are warranted against failure 3 years

HARDWARE

All hardware, locking mechanisms, friction stays, hinges and handles are warranted against mechanical failure for 2 years. The maintenance schedule is attached

ALUCLAD

Aluminum cladding systems are guaranteed against manufacturing workmanship defects for 3 years

Terms and Conditions apply.

Maintenance

All painted surfaces, powder coated, double or treble glazed units and weather seals should be inspected regularly; and cleaned with weak solution of pH neutral, non-abrasive detergent i.e. warm soapy water and dried with soft cloth.

In protected locations, which includes but is not limited to:

Normal inland residential locations

Once or twice per year [March and or Sept]

In exposed locations, which includes but is not limited to:

Facing South and West facing windows / doors [with prolonged exposure to direct strong sunlight]

In areas with heavy traffic pollution

In areas with heavy industry

Two or Three times per year [March, July, Nov]

In very exposed locations, which includes but is not limited to:

In close proximity to the sea [airborne salt deposits]

In very exposed locations subject to severe weather conditions or corrosive substances

Four times per year [March, June, Sept, Dec]

The cleaning of frames should also include the external working parts of the window or door e.g. hinge covers, sub cills, handles, aluminium thresholds, and drips as applicable.

If any mechanical damage is discovered i.e. breaking of the paint or stain in wooden surface caused by an outside force, this must be repaired immediately using a water based Micro porous paint, [manufactured by Teknos, Sikkens or Sigma or AKSO Nobel] ideally flow coat applied [sprayed] this can be supplied by Polishinterior if required.

If any mechanical damage is discovered i.e. cracking of powder coating surface in aluminum frames caused by an outside force, this must be repaired immediately using „Ottimo Kanteen -Fix pens „ This can be supplied by Polishinterior if required.

The outline instructions for repainting a damaged wooden surface are:

- ⌚ Before starting work, all surfaces should be cleaned so they are dry and free from grime and dust.
- ⌚ Indents must be filled using a suitable wood filler and rubbed down to a smooth finish.
- ⌚ Weather strips, hinges and locks must be protected / masked so they are not painted over.
- ⌚ Use masking tape to protect other areas of the window and door not to be painted.
- ⌚ The area to be painted / stained must be lightly rubbed down to give a key for the new coating.
- ⌚ At least 2 coats of paint or stain should be applied; this should be lightly rubbed down between coats.
- ⌚ Do not close windows or doors before the paint is completely dry.

All wooden frames require re-painting after 10 years, in the case of stained frames this is after 5 years, following the outline instructions above; it is advised that a professional decorator is used for the repainting / staining of frames to help ensure the continued look and longevity of the window or door. Re painting / staining of frames should be carried out by a competent person, ideally a professional decorator

MAINTENANCE OF HARDWARE, HINGES, LOCKING MECHANISMS & HANDLES

All working hardware should be maintained once per year, in areas of higher pollution or in coastal locations this should be at least twice per year.

Any build up of dirt etc should be wiped away and the hardware then cleaned using a weak solution of pH neutral, non-abrasive detergent i.e. warm soapy water and dried with soft cloth.

All exposed areas of the hinges and locks should be lightly smeared using a light household oil [E.g. 3 in 1 oil] with the excess wiped off using a clean cloth.

Any oiling locations identified on the mechanism should also be oiled. The use of a silicone based lubricating spray should be avoided.

All visible screws should be checked once per year using a screwdriver to ensure that they remain tight, do not force the screw when checking for tightness, most screws used have a PZ2 head

TERMS & CONDITIONS

Natural wooden windows and doors can expand and shrink according to local environmental conditions. We cannot guarantee any new door or frame against minor twisting and distortion (+/- 10mm) as a result of timber movement. These guarantees are given by us subject to the following conditions:-

- ⌚ We shall be under no liability in respect of any defect in the Goods arising from fair wear and tear, failure to follow any instructions supplied to you in relation to the Goods, defective brickwork or render, misuse, alteration or repair of the Goods without the Company's express prior approval.
- ⌚ We provide a guarantee against the failure of any paint finish (white or pastel shades only) on new products fitted by ourselves, for a period of three years from the date of installation and subject to the following:-
 - ⌚ You will clean windows and doors regularly according to the maintenance schedule to prolong their life.
 - ⌚ You will not allow abrasive tools, strong detergents, ammonia, bleach or other harsh cleaning chemicals to come into contact with finished surfaces.
- ⌚ We provide a guarantee against the failure of our product where moisture in building will not exceed 60% . We shall be under no liability in respect of any defect in the Goods arising from high moisture inside of the building exceeding 60% , ie. during plastering , self leveling floor jobs.

- ⌚ Frames in high moisture areas ie. swimming pools or sea shore , should be protected with anti-corrosion layer (aluminum frames) or special paint mid-layer (wooden frames) . Standard painting or powder coating do not protect against corrosion(aluminum frames) or frame expansion or distortion (wood frames) , therefore is not warranted. Its customers responsibility to provide relevant information of above extraordinary conditions of usage to secure it properly earlier during manufacturing of Goods.
- ⌚ We adhere to the visual standards of the Glass and Glazing Federation www.ggf.org.uk and cannot guarantee against any imperfection or variation inherent in the glass making or glass toughening process.
- ⌚ Any claim by you for breach of any of these guarantees must be notified to us as soon as reasonably practical after the fault or damage is discovered. In order to avoid any confusion or delay, notification should be made to us in writing or if made orally first, confirmed in writing as soon as reasonably practicable thereafter.

You must maintain the Goods as set out in these guarantee conditions particularly in relation to paint finishes. Failure to maintain the Goods in accordance with the relevant guarantee terms or maintenance schedule will invalidate any guarantee given by us in relation to such Goods.