

High performance timber windows & doors warranties

Goods shall NOT be covered by this warranty if they are taken or installed outside Great Britain mainland of England, Scotland and Wales.

1

Timber Profile

Timber Profile Warranty

Any major timber movement which is due to defective materials or workmanship and is detrimental to the operation or functioning of the window or doorset will, during the warranty period, be either repaired or replaced by the Supplier at its discretion, on a parts only basis ie. excluding any site labour costs (normally also including labour costs where fitting was carried out by the Supplier).

Subject to the conditions and exclusions below, the period of warranty is **10 years** from the date of delivery of goods (or from date of installation where the Supplier is installing).

Conditions and exclusions

General

- 1 all goods are correctly stored on site, stacked vertically slightly raised from the ground on bearers, adequately protected from the weather;
- 2 all goods are surveyed/installed in accordance with our Installation Instructions and normal good practise;
- 3 all goods are maintained in accordance with our Maintenance Instructions.
- 4 all effects of wear and tear, and weathering on surface coatings, are excluded from the guarantee
- 5 goods are not subject to any building loads or to any loads other than their own weight
- 6 any repairs or remedial work will be included within and will not affect these warranties where they are undertaken by the Supplier to remedy defects resulting from manufacturing, transportation or other reasons where these have been accepted as the Supplier's responsibility.

Doors

In addition, doors may be subject to a degree of movement resulting in sticking or loose doors. Generally this should be adjusted on site by the use of adjustable hinges.

Please also note that sticking doors can often be the result of faulty installation eg fixing jambs out of square or convex.

Significant door movement can also be caused by excessively damp conditions and/or when there is no internal heating in the area of the doors during the winter months, and from failure to engage bolting routinely.

2

Glazing

Glazing is guaranteed against defective materials or workmanship by the Manufacturer's warranty for a period of **10 years** from delivery of goods, on a parts only basis, subject to the following conditions and exclusions.

The Manufacturer will replace any defective sealed glazing unit for a period of up to 10 years from date of delivery, subject to conditions contained in this section.

Sealed glazing units are warranted for 10 years against the following:

- 1 failure of edge seal resulting in internal condensation within the sealed unit;
- 2 any breakdown of coating.

Warranty does not apply to minor imperfections in the glass (Glass & Glazing Federation guidelines will apply subject to Manufacturer's discretion) or to any incidence of surface condensation (except interstitial condensation within the unit).

In all circumstances, the Supplier will abide by the decision of the Manufacturer. Any liability under this section and replacement of glazing units is subject to the warranty conditions of the Manufacturer and the ability of the Manufacturer to honour their warranty at the time of failure.

Except where the Supplier has carried out installation where labour costs are included, this Warranty is on a parts only basis – replacement of the defective unit only is included, provided that the defective unit is returned to the Supplier for Manufacturer's inspection. No site labour or any consequential loss is included.

3

Ironmongery

Ironmongery is guaranteed against defective materials or workmanship for a period of **10 years** or **as specified by the ironmongery manufacturer, whichever period is the least**, from delivery of goods, on a parts only basis, subject to the following:

- 1 ironmongery has been maintained in accordance with the Maintenance Instructions;
- 2 ironmongery has not been subject to misuse or neglect;
- 3 any decision of the Supplier regarding any liability under this section, and replacement of ironmongery, is subject to availability at the time of failure and the ability of the Manufacturer to honour their guarantee at the time of failure;
- 4 the ironmongery has been adequately protected by the buyer from the weather and building debris prior to completion of installation;
- 5 windows and doors were fitted in accordance with the Manufacturer's and Supplier's Installation Instructions.

4

Gaskets and weatherstripping

Gaskets and weatherstripping are guaranteed for a period of **5 years** from delivery of goods, on a parts only basis, subject to the following:

- 1 gasket/weatherstripping has not been subject to misuse or neglect;
- 2 stains or paints have not been applied to the gaskets.

5

Stain/paint system

Paint systems are guaranteed for a period of **10 years**, stain systems for a period of **6 years** and clear external finish for a period of **3 years** under reasonable site conditions and degree of exposure.

Please note the following:

- 1 maintenance must follow the Maintenance Instructions and include 6 monthly inspection and maintenance regime; a maintenance record must be retained for later inspection;
- 2 goods shall be installed according to the Installation Instructions;
- 3 resin exudation shall be deemed a natural phenomenon, to be dealt with as detailed in Maintenance Instructions;
- 4 shade variations will occur with all translucent stained timber products due to variations in the underlying timber; variation can also be caused over time by ultra-violet light;

See information in Maintenance Instructions.

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Claims

If the customer believes he/she has a claim under these warranties, he/she should notify the UK supplier in writing in the first instance.

The Supplier will at its discretion undertake a site visit and report to the Manufacturer. However, in the event that the customer has no valid claim under this guarantee, the customer will, at the discretion of the Supplier, meet all reasonable costs incurred by the Supplier for the site inspection.

In the event of a claim, the maximum liability of either the Manufacturer or Supplier shall be the replacement value of the components (except, where fitting was carried out by the Supplier replacement items will normally be fitted free of charge). No responsibility will be accepted for any consequential losses (including for example storage, site labour, damage) from any material defects.

Information is given as guidance and does not supercede the Supplier's Standard Terms and Conditions.

Customers' statutory rights are unaffected.

Please note that all Warranties exclude any damage or consequential loss caused by vandalism, abuse, malicious damage or by any work or attempted work carried out by anyone other than the Supplier (unless acting with the written permission of the Supplier).

Project address:

GBS ref:

Commencement date:

Signed on Behalf of Green Building Store:
