

## Product Minimum Guarantee

### Products included in this guarantee:



Aluminium Entrance Door  
Aluminium Siding Patio Door  
Aluminium Inwards opening French Door  
Aluminium framed Juliet Balcony  
Thermally Broken Aluminium Windows  
Aluminium Framed Curtain Walling  
Aluminium Framed Balustrading

**Once all sums due and owing to the Company have been paid by the customer, the customer shall take the benefit of the following minimum guarantee:**

1. The Company shall, free of charge, either repair and/or at its option replace any defective profile, glass, hinges, handles, locks or doors where defects have appeared and are not the result of misuse-use or damage caused by the customer or normal wear and tear for periods as follows:
    - a. Aluminium extrusions and vacuum formed panels are guaranteed not to discolour or degenerate for a period of 10 years after installation.
    - b. Sealed Double Glazed units are guaranteed not to from condensation within the cavity for a period of 5 years after installation.
    - c. All mechanical parts such as locks, hinges, handles, etc., are guaranteed not to malfunction during normal use for a period of two years after installation.
  2. In addition, in the case of profile, doors and glass the customer will receive the benefit of any additional guarantee granted by the original Supplier provided that notice is given in accordance with this guarantee.
  3. This guarantee is given provided that:
    - a. notice in writing of the defects complained of is given to the Company immediately upon their appearance; and
    - b. such defects have arisen solely as a result of faulty design, workmanship or materials; and
    - c. any defective fixtures, fittings, components or materials replaced by the Company may be taken away and retained by the Company at its discretion.
1. Alternatively, and where it is more reasonable to do so, the Company shall be entitled to refund the price of the defective materials.
  2. The remedies contained in this guarantee are in addition to any warranties, indemnities, remedies or other rights provided by law and/or statute, for the benefit of the customer.
  3. A charge may be made for all additional work not covered by the above guarantee or not resulting from a fault of the Company for example and not limited to work relating to locks damaged by misuse, the unblocking of gutters and downspouts and the replacement of lost or broken keys.

4. This guarantee is conditional on the Works being adequately and properly maintained and does not cover any physical damage caused by misuse, impact, abrasion, or cleaning with an unsuitable or non-proprietary chemical.
5. Please refer to the Company's own separate guarantee for any additional benefits.
6. Although double-glazed units normally reduce condensation on glass, the extent to which condensation is reduced varies from property to property according to environmental conditions and the Company cannot therefore warrant that double-glazed units will reduce condensation.
7. All glass supplied by the Company to the customer will of course be of satisfactory quality but due to the nature of the manufacturing process, the Company cannot accept any liability for minor blemishes and Imperfections which are inherent in the manufacturing process. The Company draws to the customer's attention the fact that the glass used has a soft surface and reasonable care should therefore be taken when cleaning it so as to avoid damaging it.
8. Whilst the Company has taken all reasonable steps to ensure that any lead products supplied under the contract are in satisfactory condition, the Company cannot warrant that lead products will not tarnish as lead will, by its nature, tarnish when exposed to the atmosphere.
9. Any window or door furniture fitted (other than locking mechanisms) supplied shall, unless agreed otherwise in writing, be made from such materials as the Company shall deem suitable. Whilst the Company will take all reasonable steps to ensure that the appearance of any brassware supplied by the Company is satisfactory, the Company cannot warrant such brassware against tarnishing as brassware by its nature will tarnish when exposed to the atmosphere.
10. The customer should be aware that minor settlement of the Enhanced Home Door or the area surrounding it may take place and is normal. The Company cannot be responsible for any subsidence unconnected with any fault on its part.
11. This guarantee is offered providing that, suitable cleaning and maintenance is carried out in accordance with the our operating instructions which can be provided on request, if not provided already.
12. The schedule below gives details of the Life Expectancy and Guarantee anticipated to be available in respect of the various new materials and finishes contained within our works. We would define 'Life Expectancy' as the period of time that the materials or finishes referred to would be anticipated to perform in accordance with the applicable contract covering these works subject to such materials and finishes being properly operated cleaned and maintained in accordance with the Operation & Maintenance instructions provided.

<b>Materials/Finish</b>	<b>Manufacturers Recommended Life Expectancy</b>
Aluminium or steel sections in a non-corrosive atmosphere	60 years
Gaskets (EPDM, Vapour Barriers, etc)	15 years
Silicone seals (gun applied)	In excess of 25 years
Fastenings (stainless steel)	60 years

Insulating glass sealed units	In excess of 20 years
Finishes to metalwork (Polyester paint/ Anodising to Aluminium/ steel)	In excess of 40 years