

## Workmanship and Manufacturer's Product Guarantee

### Rot or Fungal Attack:

**Accoya®** - 50 years

**Hardwood** – 20 years

**Softwood (internal)** – 10 years

**Softwood (external)** – 3 years *(Please note that we do not recommend the use of softwood for any external joinery)*

### Failure of joints, distortion and surface finish:

Location	Moderate Climate †	Hard Climate †	Extreme Climate †
Sheltered ‡	5 Years	4 Years	2 Years
Partly Sheltered ‡	4 Years	3 Years	1 Year
Unsheltered ‡	3 Years	2 Years	N/A

- The use of softwood for external joinery is not recommended. The Company will not accept responsibility for joint-failure, distortion, or deterioration of surface finish for external softwood products.
- Each of the above guarantees is subject to the product not having been left exposed prior to being surface finished and having been properly painted, varnished, stained, or treated and maintained in accordance with the recommendations of the paint, varnish, or stain manufacturers.
- The Company will not accept responsibility for products that have been cut down or altered after manufacture, or where such use or structural strength is impaired following improper fitting of such products or any hardware affixed to such products. Such guarantee shall not cover natural movements of wood including twisting nor the swelling of timber as a result of exposure to the elements without appropriate protection.

### Hardware:

#### 5-year guarantee (maximum) on hardware against manufacturing defects, finish, and mechanical failure

No guarantee for hardware shall exceed any guarantee given by the hardware manufacturer. No guarantee will be given for hardware if the property is within 2km of the coast unless expressly underwritten by the Company at the time of placing the order.

### Insulated Glass Units:

#### 5-year guarantee (maximum) against failure of factory double-glazed windows

No guarantee for glazing shall exceed any guarantee given by the glazing supplier and is subject to both the glazing and the unit to which it is affixed being properly maintained in accordance with the requirements of the glazing manufacturer.

#### 2-year guarantee against failure of factory slim line double-glazed windows.

This refers to any glazing with a cavity thickness of 8mm or less. This guarantee is subject to the same conditions as for standard double-glazed units, above.

### Surface Finishes:

**5-year guarantee** (maximum) on full factory-finished light-painted colours (e.g. white), or stained products including clear lacquer

Location	Moderate Climate †	Hard Climate †	Extreme Climate †
Sheltered ‡	5 Years	3 Years	2 Year
Partly Sheltered ‡	4 Years	2 Years	1 Year
Unsheltered ‡	2 Years	1 Year	1 Year

**2-year guarantee (maximum) on full factory-finished dark paint colours (e.g. black).**

Location	Moderate Climate †	Hard Climate †	Extreme Climate †
Sheltered ‡	2 Years	2 Years	1 Year
Partly Sheltered ‡	2 Years	1 Year	1 Year
Unsheltered ‡	1 Year	1 Year	1 Year

**Workmanship**

**2-year guarantee against physical faults or errors in the installation** which have been caused by defective workmanship.

**Building Regulations**

**6-year guarantee where the works are registered with a Competent Person Scheme.** This guarantee covers a breach of the Building Regulations in force at the time of the completion of the works.

**Conditions**

1. Guarantee periods effective start date is shown on this guarantee as the commencement date.
2. Written permission is not required to assign Building Regulation guarantee activities to a third party which is freely transferable. All other aspects of this guarantee are transferable to new owners of the goods for an admin cost of £50.00
3. In the event of a dispute relating to the terms of this guarantee where the works are registered with a Competent Person Scheme the Certass Certification nominated Alternate Dispute Resolution (ADR) provider shall be used to mediate any disputes.
4. Any failure of materials due to faulty workmanship under the term of this guarantee will be repaired or replaced at the supplier/installation company's sole discretion.

**Exemptions**

1. No guarantee is given as to the elimination of condensation.
2. Cosmetic deterioration to handles, letter plates and door handles etc. due to general wear and tear are not covered by this guarantee.
3. All guarantees are given in good faith. However, if it is deemed after a visit from a company representative that our product has been misused, tampered or damaged in any way etc., we will render the guarantee null and void, leaving any remedial work to be carried out at a pre-arranged fee, which shall be payable before any work commences.

**General Care:**

- Joinery components must not be used as scaffold supports, walkways, templates or be subjected to other abuse.
- Ensure adequate building ventilation, especially where wet trades have been as high levels of humidity can cause excessive swelling and the decorative coating to blister and discolour.
- Products must be protected at all times from dust and debris during the building process. Failure will cause damage to decorative coating, weather seals glass and ironmongery mechanisms.
- When the building is finished, there should be adequate ventilation when the heating is switched on to avoid abnormal levels of humidity causing either an increase or a decrease in the moisture content of joinery component
- All moving parts should be maintained free of all binding and dragging.
- Joint tolerances should be maintained with an optimum gap to facilitate their operation and water run off where applicable.
- Any item of ironmongery disconnected or removed for any reason must be reconnected or refitted otherwise damage to the joinery may ensue.
- When operating opening windows or door sets, if a resistance is felt do not forcibly operate the item or damage will occur. Always investigate the reason for the resistance.



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#### General maintenance.

- All painted products should be inspected annually and any surfaces that have been damaged or where the paint film has some other form of defect should be treated with a good quality suitable microporous coating;
- Any surface cut, particularly those exposing end grain must be brush coated with preservative and then coated with at least one full coat of microporous paint suitable for exterior application before the joinery is in a fixed position;

#### Location Definitions

- † Moderate Climate: includes non-coastal areas at low altitude;  
Hard Climate: includes an area within 2 km of the coastline;  
Extreme Climate: any area of high exposed altitude or direct coastal areas.
- ‡ Sheltered: Protected from storms and direct UV exposure, e.g. by a large roof overhang or beneath a porch;  
Partly Sheltered: Not fully exposed to storms by virtue of some protection against the elements and partially shaded from UV exposure, e.g. a window set back in a reveal;  
Unsheltered: Fully exposed to the elements and/or UV light, e.g. a window set flush with the face of a building.

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