

Warrantees /Guarantee

PROFILE

PVCu Windows and doors are guaranteed against any failure in Welded joints and distortion in accordance with system suppliers' recommendation, for a period of not longer than 10 years from the commencement date. PVCu frames should be regularly wiped clean with warm soapy water, the frequency of which will depend on the location of your property. For example, in an area where there is a strong possibility of salt sea spray, this application ought to be at least four times a year. No abrasives or abrasive liquids should be used under any circumstances. If re-rendering or applying any decorative finish to outside walls, avoid contact with windows or doors, as the material used could have a detrimental effect on the finish. When carrying out any cleaning or re-decoration, care should be taken not to damage the waterproof mastic seals.

Coloured products are extremely colour stable and resistant to UV. It is guaranteed to hold its colour, without excessive fading, for a period of 10 years

DOUBLE GLAZED UNITS

Glass sealed units are guaranteed for a period of no longer than 5 years after the commencement date above for the failure of hermetical seals (ie misting between panes). This guarantee does not cover breakage of glass or minor imperfections in the glass within visual standards laid down by the GGF, after the installation is complete.

MOVING PARTS

All moving parts, as listed below, require periodic lubrication with WD-40 spray, penetrating oil or, in the case of locks and cylinders, graphite powder. Hinges, lock assemblies, handles, tandem wheels on patio doors and striking plates. These items are covered by this guarantee for a period of one year from the date of installation, but with periodic maintenance as outlined above, should prove satisfactory for many years. Cosmetic deterioration to handles, letter plates and door handles etc. due to general wear and tear are not covered by this guarantee.

VENTS

Opening vents on windows require an even push or pull when being opened or closed. Where two handles have been fitted, both should be used together to avoid damage to the friction stays.

Vents left open for long periods may sometimes result in an accumulation of windblown dirt on the stays, leading to clogging and restricted action. If this should occur do NOT use force, but remove dirt and free the action with WD-40 spray or penetrating oil.

Buckled hinges or stays, as a result of force or misuse, are not covered by this guarantee.

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CONSERVATORIES

Conservatory: roofing sheets of any description are not guaranteed against abnormal climate changes, which may cause the structure of materials used to breakdown in some way. Also the guarantee does not cover against any penetration by insects, misting or mould growth between the chambers of the sheets. Any external trimmings are covered for 12 months under normal climate conditions.

PVCu PRODUCTS

PVCu products (i.e. panels) used in any installation are the closest colour match available from my supplier at the present time (ie it will not always possible to have a perfect colour match). Door panels are guaranteed for a period of 12 months against warping and twisting.

PATIO DOORS

Tracks should be kept clean for smooth running, and drainage channels kept clear.

CONDENSATION

Double glazing cannot cause condensation. By acting as a heat barrier and providing an inner pane which is considerably closer to room temperature than the outer pane, condensation is reduced.

Modern buildings are designed to eliminate draughts and do not have the natural ventilation that some older houses have with their chimneys and ill-fitting doors and windows. Houses which have been completely sealed by the installation of cavity wall insulation, loft insulation, double glazing and draught proofing throughout are likely to become moisture traps. In such cases, condensation is caused by insufficient ventilation. Provided the rooms are heated normally, the solution will probably be found by providing controlled ventilation.

All guarantees are given in good faith. However, if it is deemed after a visit that the product has been misused, tampered or damaged in any way etc., I will render the guarantee null and void, leaving any remedial work to be carried out at a pre-arranged fee, which should be payable before any work commences.