

The Window Merchants Guarantee

PVCu FRAMES.

PVCu windows and doors are guaranteed against any failure in welded joints and distortion in accordance with the system suppliers recommendation for a period no longer than 10 years from the date of the guarantee. 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 should 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 and doors as materials used could have a detrimental effect on the finish. When carrying out any cleaning, or redecoration, care should be taken not to damage the waterproof mastic seals.

DOUBLE GLAZED UNITS.

Glass sealed units are guaranteed for a period of no longer than 5 years from the guarantee date regarding 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.

MOVING PARTS.

All moving parts, as listed below, require periodic lubrication with WD-40 spray or penetrating oil. Letterplates, hinges, lock assemblies, handles, tandem wheels on patio doors and striking plates are covered by the guarantee for a period of one year from the date of installation and with the required periodic maintenance outlined above these parts should prove satisfactory for many years. Cosmetic deterioration to handles, letterplates and door handles etc due to wear and tear are not covered by this guarantee.

VENTS.

Vents left open for long periods may result in an accumulation of windblown dirt on the stays leading to clogging and restricted action. If this should our do NOT use force but remove dirt and free the action with WD-40 spray or penetrating oil. Hinges or stays buckled as a result of force or misuse are not covered by this guarantee.

CONSERVATORIES.

Conservatory roofing sheets, of any description, are not guaranteed against abnormal climate changes. The guarantee does not protect against penetration of insects, misting or mould growth between the chambers of the polycarb sheets.

PVCu PRODUCTS.

PVCu products (ie panels and trims) used in any installation are the closest colour match. Panels and trims are guaranteed for a period of 12 months against warping, discolouring, cracking and twisting.

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PATIO DOORS.

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

CONDENSATION.

Double glazing cannot cause condensation. Houses that 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 a solution would usually be achieved 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 with or damaged in any way the guarantee will be rendered null and void leaving any remedial work to be carried out at a pre-arranged fee which will be payable before any work commences.