

# GUARANTEE DOCUMENT

(for use with Terms and Conditions for Consumers)



THIS GUARANTEE MUST BE READ IN CONJUNCTION WITH OUR TERMS AND CONDITIONS ATTACHED. IT IS SUBJECT TO THE LIMITATIONS SPECIFIED BELOW AND THOSE SPECIFIED IN CLAUSE 9 OF THE TERMS AND CONDITIONS. The below guarantee periods are based on the products being installed correctly and maintained according to the instructions below.

Although the metal components used in the fabrication of Windoor Online Ltd's products are salt spray tested, this Guarantee shall not apply to goods or products that are installed in areas where 'sea air' can be considered a contributing factor to the degradation of these components.

## **The following exclusions apply to the Guarantee;**

1. The Guarantee does not cover any accidental damage (including glass breakage) and any faults associated with condensation
2. This Guarantee does not cover any problems associated with the penetrations of insects, misting and mould growth
3. This Guarantee does not cover any exclusions specified in Clause 9.2 of the Installing Company's Terms and Conditions

**The choice of whether materials are either repaired or replaced is at the sole discretion of Windoor Online Limited. This guarantee is not transferable.**

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PRODUCT	PART/ COMPONENT	GUARANTEE PERIOD	COVERAGE & LIMITATIONS	MAINTENANCE
<b>VERTICAL SLIDING SASH</b>	Profile (PVC)	10 years	UV fading, discolouration and structural integrity	Wipe down with soapy water once every 6 months
	Wood-grain lamination	10 years	UV fading, discolouration and delamination	Wipe down with soapy water once every 6 months
	Glass units	10 years	Obstruction of vision arising from moisture ingress into the glass unit. Does not extend to minor imperfections in and on the glass arising from the glass manufacturing process.	Clean as necessary with soapy water
	Colour coating (spraying)	10 years	See attached document	
	Balance mechanism	5 years		The windows must be operated once per month. Lubrication once every 6 months.
	Stainless steel tilt arms	10 years	Oxidisation. Does not extend to operational failure due to fair wear and tear or misuse	The windows must be operated once per month. Lubrication once every 6 months.
	Galvanised steel products	5 years	Oxidisation. Does not extend to operational failure due to fair wear and tear or misuse	
	Locking mechanisms, Handles and additional hardware	1 year	Oxidisation. Does not extend to operational failure due to fair wear and tear or misuse	Lubrication once every 6 months. Clean with soapy water. Other proprietary cleaners may affect the paint/lacquer finish and cause flaking and/or discolouration. Wipe handles and aesthetic hardware down once a month.
<b>CASEMENT WINDOWS &amp; DOORS</b>	Profile (PVC)	10 years	UV fading, discolouration and structural integrity	Wipe down with soapy water once every 6 months
	Wood-grain lamination	10 years	UV fading, discolouration and delamination	Wipe down with soapy water once every 6 months
	Glass units	10 years	Obstruction of vision arising	Clean as necessary with soapy water

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			from moisture ingress into the glass unit. Does not extend to minor imperfections in and on the glass arising from the glass manufacturing process.	water
	Integral blind glass units	5 years	Obstruction of vision arising from moisture ingress into the glass unit. Failure of the sliding and tilting mechanism not attributed to fair wear and tear or misuse. Does not extend to minor imperfections in and on the glass arising from the glass manufacturing process.	Clean as necessary with soapy water
	Colour coating (spraying)	10 years	See attached document	
	Locking mechanisms Handles and additional hardware	1 year	Oxidisation. Does not extend to operational failure due to fair wear and tear or misuse.	Lubrication once every 6 months. Clean with soapy water. Other proprietary cleaners may affect the paint/lacquer finish and cause flaking and/or discolouration. Wipe handles and aesthetic hardware down once a month.
	Hinges	1 year	Oxidisation. Does not extend to operation failure due to fair wear and tear or misuse	Lubrication once every 6 months. Clean with a cloth, no cleaning fluids required, wipe down only.
<b>Bi-Folding Doors &amp; Sliding Patio Doors</b>	Profile (aluminium)	10 years	Structural integrity	
	Powder Coating		UV fading, discoloration and flaking	Wipe down with soapy water once every 6 months
	Glass units	10 years	Obstruction of vision arising from moisture ingress into the glass unit. Does not extend to minor	Clean as necessary with soapy water

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			imperfections in and on the glass arising from the glass manufacturing process	
	Integral blind glass units	5 years	Obstruction of vision arising from moisture ingress into the glass unit. Failure of the sliding and tilting mechanism not attributed to fair wear and tear or misuse. Does not extend to minor imperfections in and on the glass arising from the glass manufacturing process.	Clean as necessary with soapy water
	Locking mechanisms, Handles, hinges and additional hardware	1 year	Oxidisation. Does not extend to operational failure due to fair wear and tear or misuse.	Lubrication once every 6 months. Clean with soapy water. Other proprietary cleaners may affect the paint/lacquer finish and cause flaking and/or discolouration. Wipe handles and aesthetic hardware down once a month.
<b>Composite Doors</b>	Profile (PVC)	10 years	UV fading, discolouration and structural integrity	Wipe down with soapy water once every 6 month
	Wood-grain lamination	10 years	UV fading, discolouration and structural integrity	Wipe down with soapy water once every 6 month
	Glass units	10 years	Obstruction of vision arising from moisture ingress into the glass unit. Does not extend to minor imperfections in and on the glass arising from the glass manufacturing process.	Clean as necessary with soapy water
	Locking mechanisms Handles and additional hardware	1 year	Oxidisation. Does not extend to operational failure due to fair wear and tear or misuse.	Lubrication once every 6 months. Clean with soapy water. Other proprietary cleaners may affect the paint/lacquer finish and cause.
				flaking and/or discolouration. Wipe handles and aesthetic hardware down once a month.
<b>Installation</b>	Defective workmanship	1 year		