

WARRANTY

Thank you for choosing Wooden Windows Ltd. products which are manufactured to high and exacting standards. This product Warranty is applicable from the agreed delivery date for up to 10 years and is subject to Wooden Windows Ltd. standard Conditions of Sale.

Windows and doors
covered by this warranty.

Wood frame & sash

The Company warrants that all wood components are free from defects in workmanship and materials that could affect performance for a period of 25 years.

Surface treatment

The Company warrants that the standard opaque white finished joinery is warranted for up to 10 years and the stain finishes up to 6 years against blistering or flaking but excluding natural resin exudation. Regular maintenance should be carried out as specified in the TEKNOS care and maintenance instructions. Consideration should be given to the effect extreme climates can make on the lifespan of surface coating.

Ironmongery & seals

The Company warrants hinge systems and handles for a period of 10 years against functional failure. Surface finishes for ironmongery are not covered by this Warranty. Replacement ironmongery will be supplied and fitted under Warranty within one year of delivery after which replacements are supplied for the customer to fit.

Sash window spring balance

The Company warrants the spring balance mechanism for a period of 10 years against functional failure. If the failure occurs in the first five years of the Warranty period the Company will supply and fit a replacement balance, but if this occurs in the second five years the Company's obligations are limited to supplying the replacement balance but not the cost of installation.

Double glazed units & glass

The Company warrants that the glass will comply with the Glass and Glazing Federation's visual quality standards. The Company warrants that seals on double glazed units will be free from failure (failure is taken to mean failure of the insulated glass unit resulting in penetration of moisture into the air space and appearance of moisture on the glass inside the airspace) for a period of 5 years from delivery. If the failure occurs in the five years the Company will be responsible for the supply and fitting of replacement glass units. The Company reserves the right to supply a whole sash as an alternative to supplying glass for re-glazing on site. No other glass defect or phenomena are covered by this Warranty.

Glazing bars

The Company warrants glazing bars for a period of 10 years against falling. Replacement glazing bars will be supplied and fitted under Warranty within 10 years of delivery after which replacements are supplied for the customer to fit.

Exclusions to this Warranty

Damage to the surface coating has occurred by physical damage, for example damage caused by window cleaner's ladders, damage to cill extension joints by handling or installation, pet damage, chemical damage, damage caused by bad maintenance or poor design of building.

Where non-standard paint finishes were ordered by the customer.

Where damage has occurred as a result of faulty installation, repairs, alterations, work processes or pollution from surrounding areas.

Where damage has occurred from excessive cleaning processes or hosing down of product.

Where products have been stored in an unventilated area prior to fitting or areas that have been unventilated during the construction process.

Where products have been used in swimming pool areas without correct paint coating.

Where damage that is caused by external causes outside the control of the Company which shall include, accident, fire, disaster, burglary.

Where products have been exposed to unusual physical conditions.

Where surface wear has been caused by natural elements.

Where cill projections exceed 85mm.

Where any sums remain due to the Company.

Provided always all surface treatment warranties are subject to environmental conditions as stated in our coatings information to ensure that the product has been maintained in accordance with the Company's Warranty conditions.

The Warranty covers the coatings against:

Peeling.

Cracking (over greater than 5% of the coated area).

Damage resulting from fungal growth within the coating.

Significant 'yellowing' of the coating.

Premature erosion of the film leading to areas of exposed timber.

It does not guarantee against:

The exudation of resin.

Damage resulting from insect attack, such as termites.