

# System Guarantee



**AluK (GB) Ltd continues its commitment to customer service by offering a 10-year guarantee on all products within the AluK Home range including profiles, hardware and accessories. This is provided in conjunction with AluK's recommended guidelines on fabrication, installation and maintenance.**

## Aluminium Profiles

All AluK Home aluminium extrusions and thermal insulation profiles are guaranteed for a period of 10 years. This includes adherence between the polyamide strips and the aluminium. The 10-year guarantee extends to the thermal and mechanical properties of the insulator, within the boundaries defined by the technical specification.

## Polyester Powder Coatings

AluK offers a 25-year guarantee on all polyester powder coatings depending on location. Please liaise with our sales support for further enquiries.

## Gaskets

All AluK gaskets and weather seals use the latest EPDM/TPR compounds and guarantee weather resistance for all products when installed in accordance with AluK recommendations.

## Hardware & Accessories

All hardware & accessories, including locks, handles and hinges, are guaranteed against faulty materials and workmanship, resulting in product failure within the product specifications.

## Maintenance

Maintenance should be carried out at least twice a year, or more frequently depending upon the hostility of the environment, i.e. coastal regions or dusty environments. Examples of these are:

- Near the coast or close to estuaries of large rivers (<5km)
- Within industrial areas, in particular areas with heavy emission of chemicals, fluorides, gases and/or materials
- Within urban areas (exhaust of combustion gases)
- Exposure to large traffic (motorways, railways, airports)
- Very aggressive atmospheres (e.g. swimming pools, water treatment industry, laboratories, pollution by animals etc.)

## Terms & Conditions

This guarantee only applies to the AluK Home product range and only if AluK products are installed and maintained according to AluK's recommended practises and installation instructions.

This guarantee does not cover, and AluK hereby disclaims all liability for, installation of AluK windows and doors. This warranty also does not cover, and AluK hereby disclaims all liability for, any window or door which has been subject to abuse, alterations, modifications neglect, misuse, abnormal use, accident, fire, war, flood, earthquakes, acts of God, or damages caused by parts not supplied by AluK. All decisions regarding alleged defects in material and workmanship shall be made by AluK and binding upon parties.

AluK is not liable for consequential loss.

## Declaration

The customer must notify AluK in writing within sixty (60) days after such defect either (i) appears or (ii) should have been discovered after the exercise of reasonable diligence. Failure of the claiming party to notify AluK within such period shall automatically relieve AluK of any and all responsibility and/or liability.

To be admissible, the guarantee claim must be accompanied by a copy of the AluK invoice paid in full and copy of the order form, with information regarding location of the installation included.