

# ALUCO™

## Steel Look Collection

Aluco prides itself on supplying quality exterior and interior steel look doors and windows to its customer base.

Our processing, manufacturing and quality systems are under continual improvement assessment.

Aluco is committed to making on time and in full deliveries to the highest possible standards.

The below guarantee periods are applicable to direct Aluco customers only and are not transferrable to 3rd party installations.

## Guarantee Periods

<b>Aluminium Extrusion:</b> <small>(Against detachment, flaking, blistering, chalking and fading out of the qualicoat regulation)</small>	10 years*
<b>Glass sealed units:</b> <small>(Against breakdown - condensation within the unit)</small>	10 years*
<b>Window locks:</b>	10 years*
<b>Friction hinges:</b>	5 years*
<b>Standard hardware:</b>	10 years*
<b>Door locks:</b>	10 years*
<b>Ventiss handles:</b>	10 years*
<b>Traditional Window Fittings handles</b>	5 years*#
<b>Astragal bar adhesion:</b>	10 years*

\*all guarantee periods will not apply if products and/or components fail due to:  
Negligence, vandalism, wilful damage, extreme environmental conditions, or excessive wear & tear.

\*# items must be maintained in accordance with the TWF maintenance and care instructions.



C.E.O.

## Guarantee Periods

### General conditions

Subject to the terms & conditions of this Guarantee, Aluco will offer a 10 year guarantee for the product. This guarantee will start from the date of delivery that corresponds with the unique job number. If it is necessary to repair or replace products that are found to be defective, any such repair or replacement will not extend the duration of this guarantee, but the replacement products will be guaranteed for the remainder of the 10 year period.

This guarantee extends only to products that have been manufactured by Aluco for use in the United Kingdom.

Aluco will not be liable for any consequential loss, damage or expense, whether for loss of profit or otherwise or any other claims for consequential compensation whatsoever or howsoever arising (and whether caused by negligence of the company, its employees or agents otherwise) which arises out of or in connection with the supply of its products.

This Guarantee shall be construed and interpreted in accordance with English Law and shall be subject to the jurisdiction of the English Courts only.

This warranty does not affect the statutory rights of the customer when acting as a consumer.

### Extent of Guarantee

The benefit of this guarantee is limited to products that are found by Aluco to be faulty as a result of defective workmanship by Aluco or defective materials supplied by Aluco.

### Notification Procedure

Should the customer become aware of a defect in the products that is considered to be covered by this guarantee, or at the time that a customer reasonably ought to be aware of the defect, then the customer must:

Promptly supply Aluco with written particulars of such claimed defects (and in any event no later than 7 days from discovery or from when the defect reasonably ought to have been discovered); and provide all necessary access and other reasonable facilities and information required to enable Aluco to ascertain or verify the nature and cause of the defect claimed, by way of a site inspection and report to be carried out by a qualified representative of Aluco. Should the site visit from Aluco fail to support the customers' claim, then the customer shall reimburse Aluco for its reasonable costs in carrying out the site visit and preparing the report.

### Repair or Replacement

Where Aluco is satisfied, following a site inspection and report, that any defect in the product is covered by the terms and conditions of this guarantee, Aluco will repair or, at its option, replace any defective products. Should Aluco choose to repair or replace defective products, Aluco shall not be responsible for any installation costs. In respect of any replacement to a product, where an identical replacement product is unavailable, then an alternative of similar specification will be provided.

### Restrictions of Guarantee

The customer recognises that the products are supplied in accordance with Aluco manufacturing conditions as notified to the customer prior to the time of delivery. Goods will be manufactured and supplied in line with the customer signed off order acknowledgement and in conjunction with Aluco's terms and conditions of supply. Should the customer make any changes to the materials or processes that could have a negative bearing on the performance of the product, the customer shall be deemed to be doing so at his own risk and Aluco shall be released and absolved from this Guarantee.

This Guarantee shall not apply to any defect in a product which results, in Aluco reasonable opinion:  
From any use of the products that is not consistent with their 'normal' use as envisaged by Aluco.  
Normal wear and tear, accidental damage, damage by misuse, or damage resulting from assembly or installation.  
Products being cleaned with materials other than mild detergent and water.

Furthermore, this Guarantee does not cover products for which Aluco has not received payment in full:  
That have been supplied or installed outside the United Kingdom.  
That have not been installed in accordance with British Standard BS8213-4.

In the event of any defect in, or failure of, the product, or in the event the product fails to perform as represented or expected, Aluco's sole and exclusive obligation is to repair or replace the product subject to the limitations set out in this Guarantee and Aluco shall have no other liability in relation to a defective product. In the event that any provision of this Guarantee or the application thereof is, to any extent, held invalid or unenforceable, then the other provisions of the Guarantee shall remain in full effect.

### Force Majeure

Aluco will not be liable for any claim arising under this Guarantee as a result of Force Majeure.