



AspectWindows

design & innovation

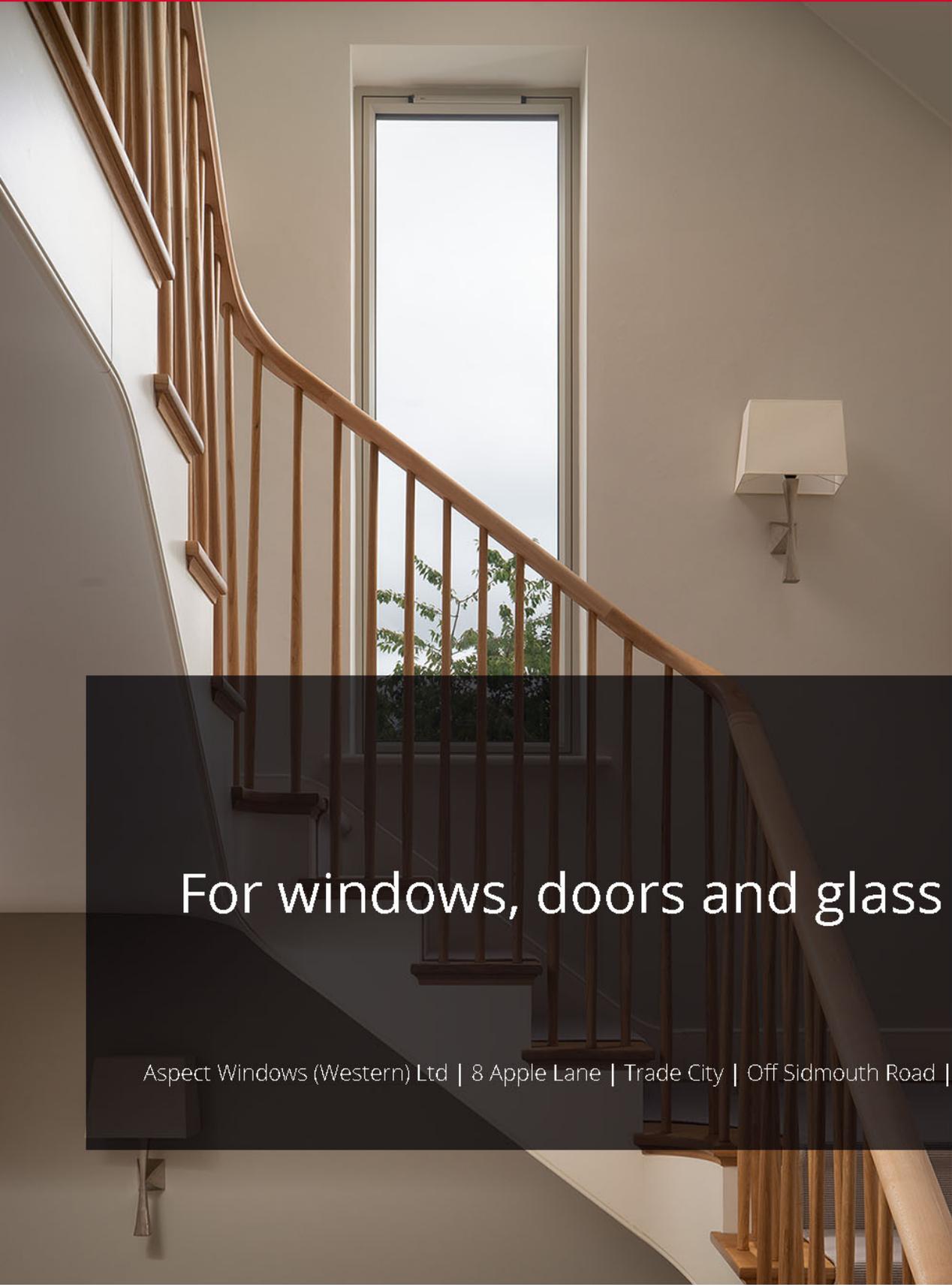


CALL US ON
01392 444233



EMAIL US ON
aftersales@aspect-windows.com

PRODUCT WARRANTY



For windows, doors and glass roofs

Aspect Windows (Western) Ltd | 8 Apple Lane | Trade City | Off Sidmouth Road | Exeter | EX2 5GL

ASPECT WINDOWS PRODUCT WARRANTY

Thank you and congratulations on the purchase and installation of your new product(s) from Aspect Windows (Western) Limited.

By following our simple cleaning and maintenance procedures we trust you will have many years of trouble free service from your purchase, far outlasting your warranty period.

Products supplied and installed by Aspect Windows (Western) Limited are subject to the following warranty period:

Brand	Product	Warranty Length	Warranty Details
Aspect Windows Installations	Windows, doors, roof lights & verandas	10 Years	- Defects relating directly to the frame installation.
Origin	Aluminium windows & bi-fold doors (OB-49, OB-72 & OW-80)	Up to 20 Years	- Defects in the frame and hardware.
		Up to 10 Years	- Defects to woodgrain finish. - Defects in the frame if installed within 1000 -2000m of a marine environments.
		Up to 5 Years	- Defects in the frame if installed within 1000m of a marine environment. - Woodgrain finish installed within 1000 – 2000m of a marine environment. - Hardware coated in a marine finish within 1000 – 2000m of a marine environment.
		Up to 3 Years	- Hardware coated in a marine finish within 1000 of a marine environment.
		1 Year	- For frames & hardware within commercial installations.
	Front doors	Up to 20 Years	- Defects in the frame.
		Up to 10 Years	- Defects in the frame if installed within 1000 – 2000m of a marine environment. - Defects in the door panel and hardware.
		Up to 5 Years	- Defects in the door panel if installed within 1000 – 2000m of a marine environment. - Defects in the frame and door panel if installed within 1000m of a marine environment.
		1 Year	- Hardware within 2000m of a marine environment.



			- For frames, panels & hardware within commercial installations.
	Aluminium inline patio sliding door (OS-29, OS-44 & OS-77)	Up to 20 Years	- Defects in the frame and hardware
		Up to 10 Years	- For frames installed within 1000-2000m of a marine environments.
		Up to 5 Years	- Defect to the running gear and hardware coated in a marine finish, when installed within 1000-2000m of a marine environment. - For frames, and running gear installed within 1000m of a marine environments.
Origin		Up to 3 Years	- Hardware within 1000m of a marine environment.
	Internal Door	20 Years	- Defects in the frame and hardware
		5 Years	- Defects in the frame and hardware for swimming pool installations
AluK	Aluminium windows & doors	Up to 10 Years	- Defects in the surface finish.
Reynaers	Aluminium windows & doors	Up to 10 Years	- Defects in the surface finish.
Internorm	Composite windows & doors (standard products only)	15 Years	- No condensation between the panes of insulating glass, up to a glass weight of 80kg.
		10 Years	- Defects in the function of the frame, and finish. For products with a marine grade aluminium finish cleaning evidence is required. Please see Internorm's care and maintenance booklet for further information.
		5 Years	- PVD coated entrance door handles against corrosion.
		3 Years	- Defects in the roller shutter and blind profiles.
Solarlux	Bi-folding doors & verandas	10 Years	- Defects in materials and workmanship on glass (subject to GGF guidelines).
		3 Years	- Defects in the surface finish and moveable parts.
Ultraline	Aluminium slim sliding doors	Up to 10 Years	- Defects in the surface finish, glass, and mechanical parts (including electrical locks, keeps and hinges). Glass warranty subject to exclusions and limitations. For installations within 3 miles of a marine location, a maintenance plan with log has to be adhered to.



Urban Front	Front doors	5 Years	- Defects in door sets.
RK Doors	Front doors	10 Years	- Defects in the finish and glass unit failure.
		3 Years	- Ekey finger scan & keypad systems.
		2 Years	- Ironmongery defects.
RK Steel	Internal doors & screens	5 Years	- Defects in the finish and structural integrity.
		1 Year	- Ironmongery defects.
Hallmark	Aluminium front door panels	5 Years	- Defects in the finish, steel trims and glazing unit within the panel.
		1 Year	- Defects in the lead and/or Georgian bar within the glazing unit within the panel.
	PVCu front door panels	Up to 3 Years	- Defects in the finish. Warranty length dependant on selected finish.
		5 Years	- Defects with the steel trims and glazing unit within the panel.
		1 Year	- Defects in the lead and/or Georgian bar within the glazing unit within the panel.
Aluco	Aluminium windows & doors	10 Years	- Defects in the profile, glass sealed unit, locks, standard hardware, ventiss handles and astragal bar adhesion.
		5 Years	- Defects in the friction hinges and traditional window fittings handles.
	Internal door, screen & partition	10 Years	- Defect in the finish, lock and Q-Lon gasket compression.
		2 Years	- Hardware finish.
Apeer/Lumi	Composite front doors & frameless windows	10 Years	- Defects in door sets, sealed glass unit, hardware, and the lock.
		4 Years	- Surface finish of furniture against corrosion.
		1 Year	- Surface finish of the lock against corrosion.
Masterframe	Sash windows	10 Years	- Defects in the frame, sashes and glass.
		1 Year	- Hardware defects.
The Residence Collection	Timber alternative windows (R7 & R9)	10 Years	- Frame profile defects in accordance with visual and quality standards.



Cortizo	Aluminium Windows and Doors	10 Years	<ul style="list-style-type: none"> - Standard paint protection - Projects in marine or corrosive environments subject to application
Aluna	Aluna Slider & Entrance Doors	10 Years	<ul style="list-style-type: none"> - 10 year PPC guarantee for all projects between 500m-1,000m from coastline or estuary. - Projects within 500m to be assessed on application.
Halo	PVCu Windows & doors	10 Years	- Defects in colour or strength of PVCu white profiles.
Halo	Colour foil PVCu windows & doors	10 Years	- Defects in colour or strength of PVCu colour foiled profiles.
Granada	Secondary Glazing	Up to 10 Years	- Defects in the frames and glazing.
		5 Years	- Defects with the moving parts.
Morley/Uni Blinds	Integral blinds and sealed glazing unit	2 Years	- Defects in the glazing unit in accordance with GGF's Quality of Vision' standards.
		5 Years	- Defects in the integral blind components.
Roof Lights	Roof lights	2 Years	- Frame profile and glazing defects in accordance with GGF's Quality of Vision' standards.
		10 Years	- Electrical item defects, such as switches
Glass - standard	Glazing under 4m ²	10 Years	- Defects in double and triple glazed sealed units in accordance with GGF's Quality of Vision' standards.
Glass - oversized	Glazing over 4m ²	1 Year	- Defects in double and triple glazed sealed units in accordance with GGF's Quality of Vision' standards.
Glass – shaped/curved /bespoke	Glazing	5 Years	- Defects in double and triple glazed sealed units in accordance with GGF's Quality of Vision' standards.
Hardware/ Accessories		2 Years	- Hardware defects, unless otherwise stated.

All guarantee periods will not apply if products and/or components fail due to: negligence, vandalism, wilful damage, extreme environmental conditions, or wear and tear.

The glass warranty does not cover glass breakages for any reason, including the very rare risk of spontaneous breakage due to [nickel sulphide inclusion](#).

Please note installations within 3.2 miles of a marine location can affect the warranty length, and require a maintenance log to be kept. Please refer to individual brand warranty documents for additional information. Found at: <https://www.aspect-windows.com/aftersales-care/>



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Established in 1981

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Registered in England & Wales . Company Registration No. 1938445

Aspect Windows (Western) Ltd . VAT Registration No. 430 4157 88

All warranties are subject to following the product care and maintenance guides. Individual brands care and maintenance guides can be found at:

<https://www.aspect-windows.com/aftersales-care/>

Customer Name:

Aspect Windows Contract Ref:

Please refer to your signed off product drawings to identify the individual products which were installed by Aspect Windows (Western) Limited within your property.

Important: This warranty does not affect any statutory or legal rights as a consumer - it is additional to those.

For and on behalf of Aspect Windows (Western) Limited:



Steve Cooling

Company Director



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TERMS AND CONDITIONS OF PRODUCT WARRANTY

The following 'terms' included in these terms and conditions of product warranty are defined as follows, unless the context requires otherwise;

- 'Company' means Aspect Windows (Western) Limited
- 'Products' means the goods sold and installed to the person registered within the signed product drawings.
- 'Purchaser' means the person named overleaf only.

The product warranty will be subject to the conditions stated herein unless agreement to the contrary is acknowledged in writing, with the express approval of the Company. Time shall be of the essence for the payment of products etc. in order for the commencement of product warranty. All payments shall be made without deduction in order for this product warranty to be effective.

Undertaking of Remedial Work

The Company undertakes to repair or replace the product installed or part of the product free of charge, for labour and materials if the product develops a fault in accordance to the warranty details and within the time period stated overleaf from the date of installation, on condition:

- That notice in writing of any claim under this warranty shall be given by the Purchaser to the Company within one month of the alleged defect arising.
- That the Purchaser or a third party has not damaged the product as a result of an accident or negligence.
- That the product has not been changed by the Purchaser, or a third party in any way whatsoever.
- That the Purchaser shall not interfere with the permanent fixtures of the product, without the prior consent in writing of the Company.
- That the Company or its appointed representative shall have been forwarded reasonable opportunity to examine the product on site. If on inspection it is determined that there is a breach of the warranty, the Purchaser may be required to pay the cost of the inspection.
- That the Purchaser maintains the product in accordance with the brands care and maintenance instructions, highlighted at the end of this document, with full guides found at: <https://www.aspect-windows.com/aftersales-care/>
- That the Company shall be permitted to manufacture and fit any replacement in the most economical manner, and within a reasonable time consistent with the Company's normal delivery period, such replacement being manufactured in accordance with the manufacturing procedures of the Company current at the time of replacement. Which may incorporate modifications arising out of changed or improved technical developments.
- In the event of replacement, the period of guarantee shall extend up to the time of the period of the original guarantee, or up to twelve months from the date of replacement, whichever is later.
- If lifting/access equipment is required – including but not limited to; scaffolding, towers, crane lifting, suction equipment and bespoke/technical equipment to complete the remedial work correctly and safely, this is not covered by the warranty and will be at the cost of the customer.
- That the Company will not be liable for any claims arising from cosmetic blemishes, optical phenomena such as 'Brewsters Fringes' or other imperfections of a like kind due to the glass manufacturing process. Paint finishes can vary slightly between different products especially metallic & pearlescent finishes. Anodised frames are subject to minor scratches & imperfections and must be deemed acceptable. Timber or Timber/Aluminium composite frames are delivered to site with the desired moisture content. It is important that once the frames are on site and / or installed, the moisture content must not be allowed to rise. No direct moisture must come into contact with the inside of the frames (wet plaster etc) and the moisture



'humidity' in the atmosphere must not be allowed to rise above 50% during the completion of the building work and subsequent use of the building.

- That the Company does not guarantee that condensation, if any, will be reduced or eliminated following installation of its products and further the Company does not accept liability for any condensation appearing after installation where none was present before.
- The Company will not be liable to meet claims for consequential loss or damage howsoever arising except so far as the restoration of such damage or loss falls within the rights of the Purchaser under common law or statute.

Care and Maintenance

Detailed care and maintenance guides can be found at: <https://www.aspect-windows.com/aftersales-care/>

Window Friction Hinges; At the time of manufacture all friction hinge pivot points will have been lubricated with a light machine oil. In order to maintain optimum performance, the friction hinges will require checking for the tightness and security of all fixing screws and rivets in addition to further lubrication at least on an annual basis. The hinges, pivots, sliding shoe and tracks should also be kept free from dirt, debris and obstruction at all times.

Door Operating and Locking Mechanism; To achieve optimum performance and acceptable handle operation, locking mechanism cams can be adjusted by using a flat bladed screwdriver. Also, clean and lightly grease external moving parts and frame keeps at least annually. Do not lubricate the locking cylinder.

Door Hinges; To remove atmospheric grime, clean regularly with soap and water, stubborn stains maybe removed with a reputable non-abrasive cream cleaner. Lightly lubricate hinge pins at least on an annual basis. If open out hinges are fitted lubricate hinge pins every six months.

Letter Box; (where fitted) Lightly oil springs on inside and outside flaps at least annually.

Handles; To remove atmospheric grime, clean regularly with soap and water, stubborn stains maybe removed with a reputable non-abrasive cream cleaner. Lightly lubricate external-moving parts at least on an annual basis.

Frames; To remove atmospheric grime, clean regularly with soap and water. Stubborn stains maybe removed with a reputable non-abrasive cream cleaner. All window and door frames have water drainage systems designed into them, in the form of pre-determined routed slots (often referred to as drainage holes). For the drainage to work correctly the drain, holes must be checked to see that they are free from obstruction. If blocked, remove obstruction and wash thoroughly with water to ensure correct drainage.

Mastic Seal; Check for any signs of cracking - if found remove and replace with new.

Glass; Clean in accordance with the Care and Maintenance document found at: <https://www.aspect-windows.com/aftersales-care/>

Rainwater Gutter Systems; Clean in accordance with the Care and Maintenance document found at: <https://www.aspect-windows.com/aftersales-care/>

It is important to note that you should **never** use any abrasive materials to clean the frames or handles.

This Warranty is transferable to subsequent owners of the property to which the Products were originally installed. To transfer the warranty to the new owners an admin fee of £96 including VAT will apply.



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To report a warranty claim, please contact the Aspect Windows After Sales team in writing by email: aftersales@aspect-windows.com, quoting your Aspect Windows contract reference number.

Note: This warranty does not cover damage by vandalism, misuse or wear and tear

SAMPLE



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