



The UK Window Company
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Installer:	Installer's Address:
Guarantee Beneficiary:	Installation Address:
Commencement Date:	Reference:
Works:	

1. Workmanship Guarantee

Workmanship Guarantee – 10 years: The **Works** are guaranteed against physical faults or errors in the installation which have been caused by the defective workmanship of the **Installer** or the **Installer's** subcontractors.

2. Materials Guarantee

uPVC Frames - 10 years: The **Works** guaranteed against any failure in welded joints, distortment and surface finish.
Timber Frames - 5 years: The **Works** are guaranteed against any failure in joints, distortment and rot.
Aluminium Frames - 10 years: The **Works** are guaranteed against any failure in joints, distortment and coatings.
Insulated Glazed Units - 5 years: The **Works** are guaranteed against the failure of hermetical seals (i.e. misting between panes).
Door Panels - 5 years: The **Works** are guaranteed against any failure in joints, distortment and surface finish.
Hardware – 1 year: The **Works** are guaranteed against any failure in Locking mechanisms, hinges and all metallic moving parts.

3. Building Regulations Guarantee

Building Regulations - 6 years: Where the **Guarantee Beneficiary** holds a Building Regulation Compliance Certificate in respect of the **Works**; the **Works** are guaranteed against breaches in the Building Regulations caused by the **Installer**.

4. Conditions

The **Guarantee Beneficiary** shall:

1. Maintain all **Works** in accordance with the manufacturer's instructions for those **Works**;
2. Where the **Works** comprise timber frame windows - maintain any timber frame windows in accordance with the section of this guarantee headed "Timber Frame Maintenance Conditions", below;
3. Subject the **Works** only to the normal use -in normal conditions- for which the **Works** were designed.

Where the **Guarantee Beneficiary** has not adhered to each or any of these conditions, the **Installer** shall be entitled to avoid liability from the **Commencement Date**.

5. Timber Frame Maintenance Conditions

The **Guarantee Beneficiary** is responsible, at their own cost, for keeping timber framed windows maintained in accordance with this guarantee. This means that the **Guarantee Beneficiary** must -at least once in every 24 month period- instruct a maintenance firm to maintain the timber framed windows. The maintenance firm must check and re-paint the timber frames; and provide the **Guarantee Beneficiary** with records of such maintenance (to include receipts evidencing that maintenance was carried out; and records setting out the type of work carried out and the materials and consumables used). For avoidance of doubt, the **Guarantee Beneficiary** must not undertake such maintenance themselves.

The paint used in repainting must be a suitable weatherproof wood paint; which itself must be applied over a primer undercoat in accordance with the instructions provided alongside the paint. The primer and paint used must themselves, when used together, be of a kind that carries a guarantee against cracking or peeling for at least the remaining period of this guarantee.

6. Exclusions

The **Installer** shall not be responsible for:

1. Defects in any materials which were not sold to the **Guarantee Beneficiary** by the **Installer**;
2. Breaches of the Building Regulations where the **Guarantee Beneficiary** does not hold a Building Regulations Compliance Certificate issued in respect of the **Works**;
3. The elimination of condensation;
4. Repairs to the **Works** instructed by the **Guarantee Beneficiary** without the **Installer's** written approval;
5. Deterioration to handles, letterboxes, doorknobs and other moving parts due to wear and tear.

7. Transferability

Any parts of this guarantee which provide cover in respect of breaches in the Building Regulations are freely and automatically transferrable to subsequent owners of the **Works**. No notification needs to be made to the **Installer** to transfer these parts of the guarantee.

The **Guarantee Beneficiary** can transfer the entire guarantee to subsequent owners of the **Works** by paying an administration fee of £10 to the **Installer** to transfer the guarantee to the new owner.

8. Claims Procedure

Where the **Guarantee Beneficiary** becomes aware of any situation which may lead to a claim under this guarantee, the **Guarantee Beneficiary** shall:

1. Write to the **Installer** at the **Installer's Address** detailed above -within 5 business days of becoming aware of any potential defects- detailing any evident faults or errors in the **Works**;
2. Permit the **Installer** unrestricted access to the **Works**, during business hours, to carry out inspection or repair works that are necessary under the terms of this guarantee;
3. In the event that no faults or errors are discovered which are covered within the terms of this guarantee: Pay the **Installer's** inspection fee of £100.
4. In the event that faults or errors are discovered which are covered within the terms of this guarantee: Acknowledge that the **Installer** will chose to either repair the **Works**; or replace the **Works**.
5. In the event of a replacement: Acknowledge that replacement goods may not be an exact cosmetic or colour match with the original goods.