

Truglaze

the affordable home improvers

Windows Doors & Conservatories

Guarantee Document

Truglaze Windows Ltd agrees to replace or repair free of charge any installation which as a result of fair wear and tear proves to be defective due to faulty material or workmanship. The time frames are stated for each item and are subject to the notes below:

1. BUILDING WORK – Truglaze Windows Ltd agrees to replace or repair free of charge any building work undertaken by the company as part of a window order or conservatory order, which as a result of fair wear and tear proves to be defective due to faulty material or workmanship for a period of 10 years from the date of installation.
2. Truglaze Windows Ltd Shall not be liable for any defect resulting from the customer's failure to clean the product or carry out routine maintenance (see guidance below).
3. This guarantee excludes any defects which occur as a result of (a) Acts of criminal damage; (b) Fire damage; (c) Hostilities or acts of civil disturbance; (d) Extreme or adverse weather conditions.
4. The efficiency of the glass sealed units is guaranteed for a period of 5 years from the date of Installation, in line with manufacturers guarantee. This does not extend to defects in glass excluded by the manufacturers guarantee or the incidence of condensation in unventilated rooms, or accidental breakage.

This guarantee is not transferable to succeeding owners of the property.



UPVC Windows

- Window and door profile – 10 years against discolour/breakdown in consistency and colour.
- Glass – 5 years against breakdown.
- Locks and friction stays - 5 years.
- Door hinges – 5 years.

Solidor

- Frame & Slab including door skins – 10 years.
- Door locks and furniture – 1 year

Double Glazed Units

- 5 years against breakdown.

Double Glazed Units with Blinds

- Blinds and double glazed units – 5 years.
- External parts – 2 years.

Aluminium Products

- Frames – 10 years
- Glass – 5 years
- Powder Coating – 5 Years
- Hardware and moving parts – 1 year

1. Cleaning and Maintenance

(Aluminium)

- a) In areas within the direct influence zones of salt water, industrial chemical plants, blast furnaces or other aggressive emission sources, the window should be cleaned at least every three months. In a relatively cleaner environment every six months should be sufficient.

In carrying out regular maintenance outside, the internal surfaces are frequently neglected. After a period of time, grime and deposits from tobacco smoke, coal and oil fires, etc. can discolour the inside of the window frame and it is recommended that these should be cleaned at least once per year.

b) Procedure

- (i) Wash down with clean warm water containing a non-alkaline liquid detergent (in a concentration which can be handled safely with bare hands) using a non-abrasive cloth, sponge or soft bristle brush. This will remove grime, grease and any excess chalking. All ridges, grooves, joints and drainage channels where salt or other deposits can collect should be well washed out, thus preventing corrosion sites from occurring.
- (ii) Rinse thoroughly with clean water.



(iii) Dry using a soft cloth or leather.

(PVC-U)

PVC-U profile, whether white self finish or woodgrain laminated, requires minimal maintenance. Occasional cleaning with soap and warm water is all that is normally required.

The laminated woodgrain effect finish is resistant to normal household agents, e.g. ammonia water, petrol, alcoholic drinks (<45% vol alcohol), non-abrasive cleaners and water. It is not resistant to organic solvents, paint thinners and removers which is also applicable to white self finish material.

Window Hardware Maintenance

The friction stays and locking mechanisms should be lubricated periodically to minimise wear and to ensure smooth operation.

Care should be taken to avoid applying lubricant to the friction pads as this will impair their braking action. The resistance of the pads can be adjusted, if necessary, with the brass screws provided in each pad.

Door Hardware Maintenance

Hinges and locking mechanisms should be lubricated periodically to minimise wear and to ensure smooth operations

