

GUARANTEE DOCUMENT

This Guarantee should be retained and kept in a safe place for future reference.

PART/COMPONENT	GUARANTEE PERIOD	COVERAGE & LIMITATIONS	REQUIRED MAINTENANCE
Profile (PVC) - Smooth White	10 years	UV fading, discolouration and structural integrity. Does not extend to minor surface imperfections not detected or visible from a distance of 3m. Does not extend to damage caused by profile expansion following solar radiation.	The cleaning interval should be determined by the amount of soiling and should not exceed six months between cleaning. Wipe down with warm soapy water.
Profile (PVC) - Smooth Cream	3 years	UV fading, discolouration and structural integrity. Does not extend to minor surface imperfections not detected or visible from a distance of 3m. Does not extend to damage caused by profile expansion following solar radiation.	The cleaning interval should be determined by the amount of soiling and should not exceed six months between cleaning. Wipe down with warm soapy water.
Profile (Aluminium)	10 years	UV fading, discolouration and structural integrity. Does not extend to minor surface imperfections not detected or visible from a distance of 3m. Does not extend to warpage or bowing of up to 6mm.	The cleaning interval should be determined by the amount of soiling and should not exceed six months between cleaning. Wipe down with warm soapy water.
Woodgrain Laminated	10 years	UV fading, discolouration, and delamination. Does not extend to minor surface imperfections not detected or visible from a distance of 3m. Does not extend to dark colours incl. but not limited to black, anthracite grey, golden oak and rosewood (please check colours at the point of enquiry) in south facing installations.	The cleaning interval should be determined by the amount of soiling and should not exceed six months between cleaning. Wipe down with warm soapy water.
Colour Coating (Spraying)	10 years 5 years	Adhesion. Does not extend to dark colours incl. but not limited to black, grey and brown hues (please check colours at the point of enquiry) in south facing installations. All other matters. Does not extend to minor surface imperfections not detected or visible from a distance of 3m.	The applied coating must be cleaned when it becomes soiled. The cleaning interval should be determined by the amount of soiling and not exceed six months between cleaning. Cleaning should commence at the date of installation using a mild detergent and warm water on all surfaces and a soft cloth or sponge but nothing harsher than a natural bristle brush, followed by freshwater rinsing.
Glass Units	10 years 5 years	Obstruction of vision arising from moisture ingress into the glass unit. All other matters. Does not extend to minor imperfections in and on the glass arising from the glass manufacture process. Please refer to extract from the Glass and Glazing Federation, visual quality standard for glass for more details (www.quickslide.co.uk/help-support/services/guarantees).	Clean as necessary with warm soapy water.
Glass Units (Integral Blinds)	5 years – unit and blinds 2 years – external accessories	Obstruction of vision arising from moisture ingress into the glass unit. Failure of the sliding and tilting mechanism not attributed to fair wear and tear or misuse. Does not extend to minor imperfections in and on the glass arising from the glass manufacturing process. Please refer to extract from the Glass and Glazing Federations, visual quality standard for glass for more details (available at www.quickslide.co.uk/help-support/services/guarantees).	Clean as necessary with warm soapy water.
Locking Mechanisms, Handles and additional Hardware	5 years	Oxidisation. Does not extend to operations failure due to fair wear and tear or misuse.	Clean with warm soapy water, other proprietary cleaners may affect the paint/lacquer finish and cause flaking and/or discolouration. Wipe handles and aesthetic hardware down once a month.
Sliding, Tilting and Opening Mechanisms	5 years	Does not extend to operational failure due to fair wear and tear or misuse.	Lubricate once every 6 months. Windows should be operated once every 3 months. Keep visible track surfaces free of contaminants and debris.
Composite Door Slab	5 years	Does not extend to minor surface imperfections not detected or visible from a distance of 3m. UV fading of maximum delta E of 9. Discolouration, delamination and structural integrity. Expect minor differences between the foiled finish on the slab and PVC frame. Does not extend to operational failure due to fair wear and tear or misuse. Does not extend to dark colours incl. black, blue, green, grey, golden oak and rosewood (please check bespoke colours at the point of enquiry) in south facing installations. Does not extend to warpage or bowing of up to 5mm. Any modifications to the slab will void the guarantee.	The cleaning interval should be determined by the amount of soiling and should not exceed six months between cleaning. Wipe down with warm soapy water.
Installation	1 year	Defective workmanship.	

Please note we deliver our windows and doors with a protective film (tape) to protect them during delivery, handling, and from debris during the installation.

The protective film must be removed immediately upon completion of installation. If the film is left on the product for an extended period of time and is exposed to the heat of the sun, the film will essentially "melt" on to your window and door profiles and will be very difficult to remove and there is a high risk of damage to the window and door finish.