

Newbuild Windows & Doors Warranty

Contract Number:

Client:

Applicable To:

Quantity of Frames:

Commencement Date:

Our PVCu and aluminium window and door systems are guaranteed against all defects in materials or manufacture, applied exclusively to our system:



**10 Years on white and coloured profiles
against warping, cracking or discolouration**



5 Years on glass against seal failure.



**2 Years on all window and door hardware
and ancillary item**

This Warranty is offered on a parts and labour basis for 2 years from date of legal completion* *(in consideration of the terms and exclusions overleaf)*, thereafter on a parts only basis where any associated labour is chargeable.

Warranty claims are only handled in normal working hours Monday to Friday excluding Bank Holidays. Warranty limitations exclude cover for lock out or emergency glazing works.

Your attention is drawn to our product care and user guide. Failure to follow the steps outlined in the general maintenance section may render this warranty invalid. Routine cleaning and normal cosmetic and mechanical wear and tear are not covered under the terms of our warranty.

In the event of a claim please contact the customer service department of your home builder, they will liaise with us over your claim.

This warranty does not affect your statutory rights as a consumer in the United Kingdom.

*If legal completion is later than 3 months from installation date, the earlier date will apply.



WARRANTY TERMS & EXCLUSIONS

1. Guidance in the Ideal Window Solutions operation and maintenance (O&M) instructions must be adhered to in order to maintain cover under this warranty.
2. Warranty period commences on date of legal occupation up to a maximum of 3 calendar months from the date of installation.
3. Particular attention must be paid to polished plated finish external hardware such as door handles, letterbox flaps, knockers and the like, which must be regularly cleaned to avoid corrosive salt build up and subsequent pitting of the finish. This is relevant in all locations but particularly important in coastal areas (within 10km of the coast). Pitted furniture will not be replaced unless O&M guidance has been adhered to.
4. This warranty cover does not extend to ancillary works that may have been completed by others. Such works may extend to items such as external perimeter sealants, corner posts on bay windows, cladding, lead cavity trays and flashings which are usually completed by other trades.
5. PVCu and aluminium windows & doors may leak if drainage channels located in the bottom window frame rebate are not cleaned. Build up of debris can block the drainage and lead to back up of water and subsequent internal leaks. Ideal Window Solutions will charge for site attendance if blocked drainage is the causal factor of leaks.
6. The company accepts no liability for out of hours/emergency repairs or replacements in the event of lock failure or glass breakage.
7. The warranty will be invalidated if any products supplied have been modified, adapted or added to in any way and/or others have attempted repairs or adjustments to the products.
8. Where conservatories have been fitted it should be noted that Ideal Window Solutions did not carry out the construction of the foundations, base, brickwork, lead cavity trays, flashings and external perimeter sealants. These works would have been completed by the homebuilder or their contractors.
9. Glass haze is sometimes visible in direct sunlight. This is naturally occurring through the low emissivity coating and is not defective or covered by warranty.
10. Condensation forming on the external facing glass panels is normal and indicative of the insulated glass units performing as designed.
11. Internal condensation is not caused by defective glazing systems. Please search online and review GGF (Glass & Glazing Federation) guidelines on condensation causes and remedies before you contact us.

