



This following statement is of the utmost importance to our combined success as it will clarify our position with regards to our product guarantees and will assist you to gain your prospects' confidence, in entrusting the installation of their new windows and doors to your company.

Accordingly, we now offer a comprehensive and unique guarantee with few caveats, which will leave us with a clear responsibility, i.e., to provide quality products manufactured from top quality components.

We guarantee all our windows and door products fabricated by Tradesmith Ltd., INCLUDING ALL FITTINGS AND SEALED UNITS, for a period of TEN YEARS. The exceptions are products manufactured outside our published size limitations.

In the event of a fault being reported, the first course of action is for you, the installer, to visit site to verify the situation and check the product has been correctly installed and maintained, has not been altered in any way, incorrectly operated or been damaged due to misuse.

Once you are satisfied that it is a product failure, the next action is to notify our office, (IN WRITING PLEASE !), giving our invoice number, date of supply and your original customer reference. We will then reserve the right to carry out a site inspection or supply replacement parts immediately. We will not carry out the initial inspection.

The replacement parts will be despatched chargeable subject to return for inspection and credit, unless other arrangements have been agreed. A goods return note will be issued for return with the relevant parts.

Please advise your clients that general maintenance of the products should be carried out as follows :

Door locking cylinders. Graphite powder should be applied via a puffer pack, available from hardware stores, into the cylinders on a regular basis,

Door locking mechanism should be wiped with an oily cloth on a regular basis, especially close to a marine environment

Moving hinges on casement windows should be regularly cleaned with white spirit and a spot of oil applied to all pivot points and the hinge material wiped with an oily cloth. Please note, DO NOT OIL THE SLIDING FRICTION SHOE.

Drainage ports should be kept clear of debris and cobwebs to enable good drainage.

The surface of the PVC-u should be regularly cleaned with soapy water and not with any chemical cleaners. Colour change may occur over the period of the guarantee and will be on a general surface basis, within the acceptable standards of the industry. Yellowing will occur from smoking particulates and airborne fat particles on the internal surface of the products and is beyond our control. Road dirt and airborne staining is due to modern pollutants and again must be washed off regularly.

This guarantee covers parts only and is not inclusive of any installation faults nor will any consequential or installation costs be considered in connection with labour required to rectify any faults, however caused.