

GUARANTEE DOCUMENT

THIS GUARANTEE APPLIES TO ALL GOODS WHICH WE, QUICK SLIDE LIMITED (COMPANY NUMBER 05254717), SUPPLY (SUBJECT TO THE EXCLUSIONS BELOW) FOR INSTALLATION ON THE UK MAINLAND.

1. Interpretation

When the following words with capital letters are used in this Guarantee, this is what they will mean:

Goods means the goods which we supply to the Purchaser;

Owner means the owner of the Goods as at the time that this Guarantee is sought to be enforced;

Purchaser means the person who purchase the goods from us (whether, for example a business such as a builder, or a homeowner).

References to **Guarantee Period** mean the period starting from:

- If we delivered the Goods to the Purchaser, the date that the Goods were delivered or deemed delivered to the Purchaser;
- If the Purchaser collected the Goods from us, the date the Purchaser collected the Goods; or
- If we installed the Goods, the date that we completed their installation.

2. Weather

Metal components used in the fabrication of the Goods are galvanised to a level of at least 50 microns, however this Guarantee shall not apply to Goods that are installed in areas where chemical/salt-based atmospheric corrosion could be a contributing factor in the accelerated degradation of metal components.

Suitability of installation location is another key factor that can affect the warranty of the Goods supplied. Whilst our Goods are weather tested for wind and water ingress at varying pressures, not all Goods are suitable for installation in all locations around the UK. The below chart shows what our Goods are weather tested to. More information is available on request.

Wind loading must be taken into consideration as part of the survey process when particularly large windows or doors are being specified. Do not automatically assume that all Goods are suitable for all locations.

Weather Tests

PVCu Sash Window (Spectus) Class 3 Air Permeability Class 5A Water Tightness Class A3 Wind Resistance	PVCu Casement Window (2800 Series) Class 3 Air Permeability Class A9 Water Tightness Class A5 Wind Resistance	PVCu Casement Door (2800 Series) Class 2 Air Permeability Class A2 Water Tightness Class 2B Wind Resistance	PVCu Flush Casement Window Class 4 Air Permeability Class E900 Water Tightness Class A4 Wind Resistance	PVCu Flush Casement Door Class 4 Air Permeability Class 4A Water Tightness Class A3 Wind Resistance
PVCu Sliding Patio Door 2 Leaf (Slider 24) Class 4 Air Permeability Class 8A Water Tightness Class B3 Wind Resistance	PVCu Sliding Patio Door 3-4 Leaf (Slider 24) Class 2 Air Permeability Class 3A Water Tightness Class B3 Wind Resistance	Aluminium Window (Alitherm 800 Series) Class 3 Air Permeability Class E1050 Water Tightness Class A5 Wind Resistance	Aluminium Sliding Patio Door Class 3 Air Permeability Class 7A Water Tightness Class AE2400 Wind Resistance	Aluminium Bi-folding Door Class 4 Air Permeability Class E750 Water Tightness Class A4 Wind Resistance
Composite Door Class 3 Air Permeability Class 6A Water Tightness Class C3 Wind Resistance				

GUARANTEE DOCUMENT

3. Guarantee

We guarantee that the various components of the Goods as specified in the table below will not suffer the corresponding types of damage listed under the heading "Coverage & Limitations", subject to the limitations specified under the same heading, and the terms and exclusions set out in this Guarantee.

The Owner must notify us in writing of any defects in the Goods within 28 days of discovery of the defect, using our complaints procedure detailed on our website (www.quickslide.co.uk/help-support/services/report-issue/), quoting the order number relating to the original purchase of the Goods.

The Owner is not entitled to claim under this Guarantee if any one or more of the following apply:

- (a) the maintenance specified in this Guarantee is not carried out in respect of the Goods;
- (b) the Goods are used and/or installed in a location where weather and/or the environmental conditions are outside of the UK mainland parameters that the Goods have been tested to;
- (c) the Goods are being used for a purpose which is not recommended by us or UK building codes and practices;
- (d) the Goods and/or associated Services (e.g. installation) have not been paid for in full;
- (e) the Owner does not provide the job number when a claim is submitted under this Guarantee;
- (f) the Goods have been installed outside of the UK mainland (including the Isle of Wight, Isle of Man, Northern Ireland, the Channel Islands or the northern highlands of Scotland).
- (g) the Goods have been installed in areas where chemical / salt-based atmospheric corrosion could be a contributing factor in the accelerated degradation of metal components.

Quickslide's liability under this Guarantee shall be to repair or replace the relevant component of the Goods, or to refund the price of such defective components, as it decides in its sole discretion. In no circumstances shall Quickslide's liability under this Guarantee exceed the replacement value of the defective part of the Goods.

The Purchaser, and their successors in title to the Goods, shall be entitled to enforce the provisions of this Guarantee, subject to their compliance with the provisions of this Guarantee.

Subject as expressly provided in this Guarantee, all warranties, conditions or other terms implied by statute or common law are excluded to the fullest extent possible.

If we are called out to the site that the Goods are installed at and there is no defect with the Goods or the defect has been caused by misuse or due to poor installation, we reserve the right to charge the Owner a call out fee.

4. Exclusions

The Guarantee does not apply to any defect in the Goods arising from:

- (a) fair wear and tear;
- (b) accidental damage (including glass breakage) wilful damage, abnormal storage or working conditions, or negligence by the Purchaser, Owner or by any third party;
- (c) misuse, neglect, lack of maintenance or from causes beyond our control (such as fire, flooding, criminal damage etc);
- (d) internal condensation caused by excess moisture in the domestic environment or external condensation which can occur in certain climatic conditions (for more information please see the GGF Condensation Guide available on our website);
- (e) weathering or other influences in excess of normal natural conditions whether known, unknown or not anticipated at the time of sale of the Goods;
- (f) mechanical abrasion;
- (g) penetration of insects, misting or mould growth;
- (h) incorrect installation;
- (i) the Purchaser's, Owner's or any third party's failure to follow the oral or written instructions we provided as to the storage, commissioning, installation, use and maintenance of the Goods or (if there are none) good trade practice regarding the same;
- (j) any alteration or repair by the Purchaser, Owner or by a third party who is not one of our authorised repairers;
- (k) any specification provided by the Purchaser;
- (l) minor imperfections in and on glass arising from manufacturing outside the scope of the visual quality standards of the GGF;
- (m) acts of God; and
- (n) any other exclusions specified elsewhere in this Guarantee.

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.	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.	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. black, anthracite grey, golden oak and rosewood (please check bespoke 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. 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.