SASH WINDOW SHOP

Custom Made Wooden Windows & Doors

Warranty
Supply Only

SASH WINDOW SHOP LTD - SUPPLY ONLY PRODUCT WARRANTY

Sash Window Shop warrants that the Services shall be supplied using reasonable skill and care and that upon delivery and for a period of 5 years from the date of delivery the Goods shall be of satisfactory quality within the meaning of the Sale of Goods Act 1979, reasonably fit for the purpose for which they are supplied and free from defects in material and workmanship.

The warranty is only valid where the operations and maintenance of the Windows and Doors has been followed.

The warranty covers only products which were:

- stored before fitting in appropriate conditions, according to Sash Window Shop's storage instructions.
- properly used and maintained according to Sash Window Shop's Operations and Maintenance Manual.

Guarantees are provided in accordance with the following schedule:

Timber

General Workmanship and material (affecting performance)

Accoya – 5 Years
Durable Hardwood – 5 Years
Oak – 5 years
Softwood - 5 years

Movement/distortion of timber *. Any movement in excess of**:**

Accoya – up to 5mm
Durable Hardwood – up to 8mm
Oak – up to 12mm
Softwood -up to 8mm

Against rot and fungal infection of the timber

Pine - 10 Years
Meranti Hardwood – 20 Years
Oak – 20 Years
Accoya – 50 years

*Timber is a natural material that expands and shrinks according to local environmental conditions. No guarantees are given for any new door or frame against minor twisting and distortion as a result of timber movement or the minor opening up of window/door joints. Especially on windows made in timber other than Accoya.

Paint Finish for New Joinery

The paint finish is covered by this warranty against peeling, cracking over larger areas and failure of the finish leading to exposure of the timber underneath.

Factory applied paint coatings standard white/ white finish*

Pine - 5 Years

Meranti - 5 years

Sapele - 5 Years

Oak - 5 Years

Accoya - 5 Years

Dark colours painted externally - Up to 2 years* ◆ See **Finish Warranty Colour Chart**

Stains - Up to 3 years*

Coastal Locations (2 miles from Coast) – See **Finish Warranty Colour Chart**

The Paint finish warranty will be rendered invalid under the following circumstances:

- Where there has been damage to the coating caused by excessive cleaning, poor practice and hosing of windows, exposure to unusual physical conditions including surface wear by natural elements and damage beyond the control of the Company Guarantee.
- Where paint finish has not been maintained/redecorated in line with our guidelines for redecoration (see Sash Window Shop Operations and Maintenance Manual).

* Please see maintenance guidelines.

◆ These colours tend to become hot, which can cause the timbers to dry, leading to excessive movement, resin outbursts, and crack formations. Please refer to our separate **Finish Warranty Colour Chart** for more details on colour - specific warranty periods and recommendations.

Glazing Units – Warranty & Limitations

All glazing units supplied by Sash Window Shop Ltd are supplied as part of factory-manufactured joinery and are covered solely and strictly by the warranty provided by the original glass manufacturer and/or joinery supplier.

Sash Window Shop Ltd does not provide an independent or extended warranty on glazing units beyond that offered by the relevant manufacturer or supplier.

Standard Double-Glazed Units

Standard double-glazed units are supplied with a **5-year manufacturer's warranty covering glazing unit tightness only**, calculated from the date of delivery.

This warranty is subject at all times to:

- The terms, conditions, limitations, and exclusions of the original glass manufacturer and/or joinery supplier.
- Correct storage, installation, and maintenance in accordance with the manufacturer's instructions.
- Acceptance and approval of any claim by the manufacturer and/or supplier.

Where a valid claim is accepted, Sash Window Shop Ltd's liability is strictly limited to the supply of a replacement glazing unit only.

This warranty does **not** cover:

- Re-glazing or installation labour
- Access equipment, scaffolding, lifting equipment, or site attendance
- Decoration or making good
- Any indirect, incidental, or consequential losses

No warranty is provided for glazing units that have been damaged post-installation, incorrectly installed, or subjected to conditions beyond normal residential use.

Vacuum Glazing Units (Factory Installed)

Vacuum glazing units are ordered, supplied, and factory-installed into the joinery by Sash Window Shop Ltd's manufacturing partner. The vacuum glazing itself is covered by a manufacturer's warranty provided by the glass manufacturer.

Any warranty claim relating to vacuum glazing units is strictly subject to the terms, conditions, limitations, and acceptance of the glass manufacturer and/or joinery supplier.

Where a valid manufacturer's warranty claim is accepted:

- Within the first **5 years** from delivery, Sash Window Shop Ltd's liability shall be limited to the **supply of a replacement unit only**, where applicable
- After 5 years, any remedy shall be provided strictly in accordance with the glass manufacturer's warranty terms.

No liability is accepted for labour, access, scaffolding, re-glazing, or any associated or consequential costs.

Glass Warranty Exclusions

Without limitation, the following are not covered by any glass warranty:

- Glass cracks or breakage.
- Waves, distortion, or visual irregularities in toughened glass.
- Condensation forming on the external surfaces of glazing units.
- Colour variation or optical inconsistency.
- Astragal, glazing bar, or spacer bar ringing.
- Scratches, chips, or surface damage reported after installation.
- Damage arising from incorrect installation, handling, storage, or use.
- Damage occurring post-installation or due to third-party works.

Spontaneous Toughened Glass Breakage (NiS Inclusions)

Spontaneous breakage of toughened glass may occur due to nickel sulphide (NiS) inclusions, a rare but recognised manufacturing phenomenon.

Sash Window Shop Ltd accepts no liability for spontaneous breakage of toughened glass caused by NiS inclusions, including but not limited to:

- Re-glazing costs
- Labour
- Access equipment
- Scaffolding
- Decoration
- Third-party or consequential losses

Where Heat Soak Testing (HST) is required, this must be specified at the time of order and may be subject to additional cost. HST reduces but does not eliminate the risk of spontaneous breakage.

Installation, Evidence & Environmental Conditions

Glass warranty claims will only be considered where:

- The glazing units and the surrounding joinery have been installed strictly in accordance with the manufacturer's installation instructions.
- The units have been properly maintained.
- Adequate evidence is provided, including clear photographic documentation of the installed units and surrounding construction.

Glass warranties may be restricted or void in coastal, high-exposure, or aggressive environmental locations unless such conditions were declared at the time of order and accepted in writing by the manufacturer or supplier.

Where a manufacturer or supplier declines a claim for environmental or location-related reasons, Sash Window Shop Ltd accepts no liability.

Ironmongery

Locking mechanisms – 1 year warranty only

Against Factory Fitted Standard Ironmongery – 10 Years

* Ironmongery surface finishes are not covered by this warranty.
* Customer fitted ironmongery is not covered by this warranty.
* Please note unusual or non-standard ironmongery, or non-standard finishes are not covered by the warranty scheme.
* Banham entrance door locks are covered by the guarantee provided by Banham (currently 12 months). Please register your new lock directly with the manufacturer.

Conditions of our Warranty

Sash Window Shop shall be under no liability in respect of any defect in the Goods arising from fair wear and tear, defective brickwork or render, failure to follow any instructions supplied to you in relation to installation of the goods by others, misuse, alteration or repair of the Goods without the Company's express prior approval.

Installation Requirements:

Joinery must be set back from the outer wall line by a minimum of 40mm. If this is not possible, an additional head drip must be used. Failure to set back joinery by at least 40mm or install a head drip where necessary will void the warranty. Please see the **Operations & Maintenance Manual** for full installation guidance.

Any claim by you for breach of any of these guarantees must be notified to us as soon as reasonably practical after the fault or damage is discovered. In order to avoid any confusion or delay, notification should be made to us in writing or if made orally first, confirmed in writing as soon as reasonably practicable thereafter.

All windows and doors must be maintained in line with our window and door maintenance guide, in particular in relation to paint finishes. Failure to maintain the Goods in accordance

with the relevant guarantee terms or maintenance schedule will invalidate any guarantee given by us in relation to such Goods.

Any Guarantee and/or Warranty will only be validated and activated once full payment of the contract(s) has been received by us.

In the event you sell the Property, subject to your having complied with the conditions of the Guarantee, we will on request transfer the unexpired portion of the Guarantee to the new owner. We reserve the right to inspect the Commissioned Works prior to agreeing to transfer. We further reserve the right to charge the purchaser a transfer fee of £385.00 inclusive of VAT, and the fee shall increase on an annual basis in line with the Retail Price Index.

Warranty Exclusions

Sash Window Shop's Windows and Doors and manufactured to be durable and high quality. Sash Window Shop however does not take responsibility for:

- defects caused by incorrect or neglectful operation.
- failures caused by extreme and unusual weather conditions.
- coating damages caused by improper ventilation, improper heating or relative humidity above 70% inside.
- timber swelling, frame and sash distortion and improper hardware working caused by excessive humidity and lack of heating or ventilation.
- wear and tear or damages caused by poor repairs and/or maintenance .
- differences in coating colour intensity distribution due to the timber's natural properties.
- differences in coating texture due to the structure and chemical properties of the timber (standing growth rings).
- visible joints of glued timber (finger joints).
- adverse weather conditions causing minor colour changes on coating and/or minor loss of gloss level or chalking effect.
- damage to coating caused by using aggressive cleaning detergent or plastering.
- Do not power wash or use a garden hose on your wooden windows and doors. This can lead to seal failure, allowing water to enter the frame which in turn can cause the wood to expand.
- minor unevenness of silicon surfaces connected with joinery process.
- minor unevenness of glazing beads caused by manufacturing process, which do not hinder operation of product.
- cracks at frame or sash joints caused by excessive humidity.
- resin leakage and coating discoloration caused by compounds included in wood such as resins and tannins.
- oak timber discoloration (black stains) which have occurred as result of the reaction between oak tannins and iron or iron compounds (contained also in rainwater).
- presence of healthy knots in timber.
- coating defects on hidden surfaces of product.
- Damage to timber frames, protective coatings, glazing, sash cords, counterweights, spiral balances or other operating mechanisms caused by drilling, unsuitable fixings, alterations or the installation of third-party accessories, including blinds, shutters and curtain tracks. Any resulting damage or operational failure is excluded from warranty cover.
- scratched external face of unit glass reported after installation.
- The products have been installed on UK mainland and have been fully paid for.

Reporting a Defect

Any claim by you for breach of any of these guarantees must be notified to us as soon as reasonably practical after the fault or damage is discovered. In order to avoid any confusion or delay, notification should be made to us in writing or if made orally first, confirmed in writing as soon as reasonably practicable thereafter.

If the claim is valid, Sash Window Shop will report on how to resolve the claim i.e. carry out repair works, replace product or part with new one, lower the price or withdraw from the sales agreement.

If the reported claim does not affect the use of the Window or Door the warranty period is not affected.

If the original product or part is not available, Sash Window Shop may decide to replace with a similar product or part or make the necessary refund.

Should the complaint be invalid all costs borne by Sash Window Shop can be transferred to the customer.

Important: Any variations or amendments to this warranty will only be deemed valid if authorised in writing by a Director of the company. Any documents referred to in this warranty are available upon customer request.