

PRODUCT GUARANTEES

Polyframe, in conjunction with its raw material suppliers, guarantees its products for the following duration against:



All PVCu frames are guaranteed for 10 years against defects relating to workmanship, delamination and discolouration, outside of normal wear and tear.



Sealed glass units are guaranteed for 10 years against unit failure.

It should be noted that with all types of glass and all grades of energy rated glass, any form of condensation cannot be fully eliminated, but is generally greatly reduced.



Hardware is guaranteed for 10 years for mechanical operation and against surface finish defects.

Where explicitly mentioned extended hardware guarantees are limited to the component suppliers guarantee – which is passed on to the customer. All claims against this extended guarantee should be made directly with your installer unless expressly stated otherwise by Polyframe.

TERMS AND CONDITIONS

OPERATION AND MAINTENANCE

These guarantees may be invalidated if our operational and maintenance guidelines have not been followed. Where Polyframe does not issue specific operational and maintenance instructions, the appropriate GGF guidelines must be followed.

STORAGE AND TRANSPORTATION

Incorrect storage and transportation prior to fitting may invalidate these guarantees, and all products should be kept clean, dry, protected, out of direct sunlight, well ventilated and upright as appropriate until installed.

INSTALLATION

This Product Guarantee extends only to products that are installed within the United Kingdom and Ireland and have been installed in accordance with British Standard BS 8213-4:2016 and is consistent for their normal intended use. This may exclude installation in high-rise situations and certain coastal or exposed areas.

Please note: Protective tape must be removed immediately after installation in order to avoid invalidating the surface finish guarantees.

GENERAL CLAUSES

The Product Guarantee will be effective from the date of supply. If it is necessary to repair or replace products that are found to be defective, any such repair or replacement will not extend the duration of this guarantee but will be guaranteed for the remainder of the period covered. Polyframe reserves the right to take a reasonable amount of time to

investigate any product guarantee claim in order to ascertain if the defect is covered under the terms of the guarantee and if any defect is a product or manufacturing issue or if it has arisen through incorrect, handling, transport, installation or misuse. Reasonable access to investigate the claim must be provided, and photographic evidence may also be requested by Polyframe prior to any site visit.

PRODUCT EXCLUSIONS

Products that fall outside our published technical minimum and maximum sizes are not covered by our standard guarantee terms in relation to hardware and/or weather performance. Products with low aluminium thresholds, and internally sliding patio doors are not guaranteed against water ingress. Please take into consideration the location and exposure of the installation. Technical advice should be sought prior to ordering, if in doubt.

TERMS AND CONDITIONS (continued)

REPAIR OR REPLACEMENT

Once Polyframe is satisfied following its investigation that any defect in the product is covered by the terms of the guarantee, Polyframe will repair or, at its discretion, replace any defective products. Should Polyframe choose to repair or replace defective products, Polyframe shall not be responsible for any installation costs or any associated consequential losses. These guarantees do not effect your statutory rights, as defined by UK law.

NOTIFICATION PROCEDURE

Should the customer become aware of any defect in the product that it considers is covered by this guarantee, or at the time that a customer reasonably ought to be aware of the defect, then the customer must:

- Supply Polyframe with photographic evidence and written particulars of such claimed defects (and in any event no later than three days from when the defect ought to have been discovered); and
- Provide all necessary information required to enable Polyframe to ascertain or verify the nature and cause of the defect claimed, along with any associated order numbers for the products.

CHECKING GLASS FOR VISUAL DEFECTS

When assessing the visual quality standard of insulated glass units the following guidelines and limitations will be considered (in line with Glass and Glazing Federation Recommendations):

- Both panes of the sealed unit shall be viewed at right angles to the glass from the room side standing at a distance of not less than 2 metres; but for toughened, laminated or coated glasses, not less than a distance of 3 metres in natural daylight and not in direct sunlight.
- The area to be viewed is the normal vision area with the exception of a 50mm wide band around the unit perimeter.
- Flat transparent glass, including laminated or toughened (tempered) glass shall be deemed acceptable if the following phenomena are neither obtrusive nor bunched: totally enclosed seeds, bubbles or blisters; hairlines or blobs; fine scratches not more than 25mm long; minute embedded particles.
- Obtrusiveness of blemishes shall be judged by looking through the glass, not at it, under lighting conditions as described in 2.
- When thermally toughened (tempered) glass is viewed by reflection, the effect of the toughening process may be seen

under certain lighting conditions and does not indicate deterioration in the physical performance of the glass.

- Patterned/Decorative glass is manufactured in large sheets with the spacing and centralisation of the design, therefore with repetition, exact matches cannot be guaranteed.
- Because of the nature of the toughening process, distortion can be introduced. Such distortion will be accentuated when the glass is viewed in reflection or incorporated into glazed units.

GENERAL SURFACE FINISH

- The product surface shall be viewed at right angles from the room side standing at a distance of not less than 2 metres; the following shall be deemed acceptable if the following phenomena are neither obtrusive nor bunched: hairlines or fine scratches not more than 25mm long; minute embedded particles.
- Surface finish guarantees exclude coastal and hi-pollution areas unless expressly stated otherwise. In addition all products will display some variation in surface finish and colour as they age due to sunlight and weathering once installed. As long as this falls within accepted industry standards – this natural variation will not constitute a defect and will not be covered under the terms of these guarantees.



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