



**Glass Exchange will guarantee the installation for up to a period of ten years. The guarantee will repair where we deem it to be practicable and appropriate, and if not, to replace, free of all charges for labour and materials any fault due to defective materials or workmanship during the period of the guarantee:**

**1 year guarantee for the mechanical operation of the window and door hardware against defective materials and workmanship including locking mechanisms, hinges, locks, gaskets.**

**5 year guarantee for defective sealed units as a result of seal failure.**

**10 year comprehensive product guarantee covering the PVC/Aluminium profile and panels against cracking, flaking and discolouration.**

**We promote the Glass and Glazing Federation visual quality standards for glass, units should be viewed at right angles, looking through the glass not at it and no closer than 3m for toughened, coated or laminated glass (2m for float glass), the area to be viewed is the normal vision area, excluding the 50mm wide band around the perimeter of the unit. Units shall be deemed acceptable providing that fine scratches are less than 25mm, not bunched or obtrusive.**

**The sealed glass units are guaranteed against failure (including condensation between the glasses of the units) for a period of five years. Scratches and blemishes are deemed acceptable to Glass and Glazing Federation directives, as is lead oxidation, visual surface distortion on toughened glass and 'haze' on Pilkington 'K' Glass.**

**Replacement of glass units which have failed under the guarantee period extends to labour costs and replacement glass costs only. This does not extend to any access requirements such as scaffolding, lifting platforms or glass suckers.**

**Note: Failure to adhere to maintaining your window hardware as instructed with a good quality Silicon Spray will result in the guarantee being void.**

**Conditions: This guarantee does not extend to:**

- **Minor imperfections within the glass and outside the scope of the visual quality standards of the Glass and Glazing Federation**
- **Damage due to misuse, neglect or lack of maintenance by you, or from causes beyond our control (for example fire, flooding, civil disturbance, criminal damage or acts of war).**

**Any work(s) carried out by others associated with this installation or to those parts of this installation affected by the work(s) by other, other than work(s) carried out by this company or its employees or sub-contractors will result in the guarantee void.**

**This guarantee shall cease if any repairs or changes or alterations are made to the installation without written approval from Glass Exchange.**

**Glass Exchange will attend to any complaint within a 72 hour period within reasonable circumstances subject to weekends and bank holiday.**

**Alterations to the guarantee certificate will invalidate the guarantee.**

**This guarantee shall not affect your statutory rights.**

**Important:**

**WD40 should not be used to lubricate any window or door hardware.**

**With a minimal amount of care and maintenance your windows and doors will stay looking good and performing superbly for many years to come – a valuable, long lasting asset giving continued satisfaction and pride. Our products are easy to use and simplicity itself to care for and maintain.**

**If you have any questions on the maintenance procedure, please contact Glass Exchange.**

**A good quality Silicon Spray can be obtained from:**

**Eurocell - Unit 15  
Somerset Business Park  
Wilverley Road  
Christchurch  
BH23 3RU**

## **How to care for your windows & Doors:**

### **White uPVC and Composite doors:**

**Under normal circumstances the washing down of the windows and doors with diluted washing up liquid and warm water will suffice but occasionally where more stubborn stains build up it may be necessary to use a non-abrasive uPVC liquid cleaner. Apply the cleaner using a dry cloth. Use sparingly in small circular motions then buff back to shine.**

### **Grained UPVC Products / Colour 360™, colour painted uPVC and Aluminium frames:**

**Use only diluted washing up liquid and warm water. Do not use any cleaning fluid on Grained, Colour 360, colour painted uPVC and Aluminium frames.**

### **Sealed units:**

**Glass can be cleaned with any proprietary brand of domestic glass cleaner or warm water, the only exception to this is self/easy cleaning glass which should not be cleaned with anything other than warm soapy water.**

### **General information:**

**We recommend you clean both the inside and outside of the frames, including hardware at least once every 6 months. Aluminium in hazardous environments should be cleaned inside and out every 3 months. Do not use metal or abrasive cleaners, ammonia based cleaning fluids, high pressure or steam cleaners on the frames or hardware otherwise you will invalidate any guarantees. Please contact us for full and detailed cleaning instructions for aluminium products.**

**Following these guidelines will assist in keeping your installed units looking good and working efficiently for many years to come.**

### **Drainage:**

**After a heavy shower of rain, you may find some water laying in the bottom of your door and window frames. This is nothing to worry about as this will drain away through the drainage holes in the base.**

### **Lead Work:**

**As with any new lead work, when exposed to rain it will start an oxidation process which shows as white or mottled staining on the lead work. When this process is complete, the lead will be dark grey in colour and will no longer stain. This process will take a few months to complete.**

**Locks:**

Twice a year, use Silicon spray into all the locks and on any metal to metal surfaces around your doors and windows this includes window hinges and keeps. This will help keep them operating smoothly. We suggest increasing this to four times a year if you are within 0.5 miles of the sea. Any instances of being called to site where regular maintenance has not been upheld may result in a site visit charge.

**Building Work including Conservatory Bases:**

As with any new building work, a period of 'drying out' is necessary. Please ensure maximum air circulation and ventilation during this time to assist the process. To test if a floor is 'dry' lay a square carpet on the floor overnight. If the floor is dry when the carpet is lifted, the process is complete. Never be tempted to use electric or gas fires to speed-up the 'drying-out', as this is dangerous.

**Doors**

To ensure a draught free door, please remember to keep the door in the locked position. This will achieve a tight fit on to the draught seals. This can be achieved by raising the door handle (if applicable for your type of lock) to throw the hook bolts or roller cams which will pull the door sash in against the outer frame.

This is a transferable guarantee effective from the date of completed works, or the date items were installed if the contract was completed in stages. We are a Certass Registered Installer of UPVC & Aluminium Products.



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