



### Official Guarantee Certificate



Customer Name: #####

Original Project/Quote Number: #####

Date Guarantee starts from: #####

Guarantee Issued By: #####

- **35 year guarantee against insect and fungal attack.** (Applicable to Windows & Doors that have been correctly installed and perimeter sealed as well as the redecoration cycle being adhered to)
- **10 year guarantee on our 28mm double glazed units.** (This is the failure of the seal around the double glazed unit causing condensation and / or water to become present within the cavity of the unit. Slim double-glazed units below 20mm are only covered for 3 years as that is the guarantee our supplier gives us on those units. 1<sup>st</sup> year supply and replacement of DGU and supply only for the following 9 years)
- **10 year guarantee on painted finishes** against complete paint failure. (Any localized damage or signs of deterioration must be rectified immediately by the builder/occupier if there is any damage or exposed wood hasn't been rectified immediately then the guarantee on that window is void).
- **2 year guarantee, on stained finishes** against complete coating failure (Any localized damage or signs of deterioration must be rectified immediately by the builder/occupier).
- **Oak is not guaranteed** – Oak will fade to a light grey and is also prone to Black patches appearing this is part of Oaks natural character and aging process, this can happen regardless of the coating used. Due to the open pore nature of the substrate, it's essential the product is maintained correctly. (Any localized damage or signs of deterioration must be rectified immediately by the builder/occupier).
- **10 year guarantee on all ironmongery & weather seals** (1 year parts and labour, following 9 years supply parts only)

## **Terms and Conditions of Guarantee**

**(Full description available upon request)**

**The guarantee is subject to the following conditions and exclusions: -**

- Paintwork must be inspected at least twice a year and cleaned regularly with mild soapy water to remove dirt and abrasives. Dated Records of maintenance and repairs are to be kept and provided as evidence to validate any claim. Dirt, Bird excrement, tree sap, cob webs or general dirt build up will deteriorate the finish so its essential this is removed and cleaned immediately during your regular clean of the windows.
- Any damage, signs of deterioration or weathering to the paint must be repaired immediately by the owner / occupier of the property. Arden are happy to provide at a small cost, touch up paint and any necessary materials, however we can recommend for translucent (stains) the 'Ronseal' brand of water-based products and for other painted finishes any reputable water based micro porous paint which is suitable for exterior joinery. Note stains from retails may not provide an exact match to the existing, also stains can fade over time due to UV exposure
- Following from the point above, if Arden aren't notified once the issue is identified and the window / door issue is left to get worse which could the result in complete failure of the entire window / door the 10 year guarantee against the finish is void and any rectification works are chargeable.
- The guarantee covers 'medium exposure' conditions only as defined in BS EN 927-1. Areas of exposed conditions to weather fall outside of this guarantee.
- The guarantee begins from date of original product delivery to site.
- Doors Bowing or Warping – Doors with a Bow upto 6mm are within the industry tolerance standards and are deemed acceptable, Door Leaf's above 2300 are not covered for Bowing or Warping, or dark colour finishes.

## **Exclusions to the Guarantee**

- Resin exudation and failure of the coating caused by resin exudation.
- Seasonal Adjustments beyond the first year of installation.
- Frames installed incorrectly or improperly perimeter sealed to the adjacent structure.
- Surface damage to Ironmongery finishes.
- Scratched or Broken Glass not reported within 48 hours of delivery / installation
- Products that have been poorly maintained
- Products where evidence of correct and dated maintenance cannot be provided.
- Application of a non-approved finish.
- Ancillary items such as trims and flashings
- Physical or chemical damage to the paint coating or hardware.
- Poor repairs or chemical damage to the window or coating.
- Poor repairs or alterations to the surrounding buildings that are detrimental to the joinery performance.
- Damage to the paint coating caused by poor maintenance of the joinery product.
- Damage to the paint coating caused by poor maintenance of the building or poor design of the building.
- Black / dark opaque / translucent colours due to heat build-up in the paint coating due to solar gain.
- Monies outstanding for product supplied to the builder, contractor or purchaser if direct. We reserve the right to withdraw our guarantees in situations where payment has not been made in full by the customer
- Any products supplied outside of UK Mainland will be covered on a parts only basis with labour and shipping excluded.
- Products that have been supplied unfinished
- Products not maintained in accordance with our 'Fitting, Operating, Care & Maintenance Instructions' and 'Glazing Instructions' (as described above)
- Raised Grain – this is a natural occurrence on timber windows and is part of the natural character of timber, it can appear anytime, timber absorbs moisture when exposed to the elements which can cause the grain in the timber to be more prominent.
- Colour change, staining excluded from warranty, this is part of the natural ageing process and UV exposure of Timber windows and is aesthetic only and not a fault with the product function.

### Limit of Liability

- Arden Windows will repair/replace products if the fault is covered in our Guarantee. We will not be liable for any supplementary costs/work that may be required i.e. for labour to remove and install new frames, modification to the building exterior to gain access to our products, and/or any costs associated with access equipment or any making good / redecoration of external or internal structures.
- Arden will provide labour to replace failed DG units in the first 1 year of the guarantee, thereafter in years 2-10 replacement units will strictly be on a supply only basis. In either event any access equipment or ancillary materials required are at the cost of the customer.
- Ironmongery, weather seals, glazing tapes and silicone capping is covered only for parts and labour in the first year of guarantee, thereafter will be on a parts only basis. Where ironmongery is reported to have failed Arden will require payment for the replacement part in advance of supply. This cost will be refunded on return of the faulty part to Arden by the customer.
- Please be aware that painted or stained replacement products may not match the finish on existing products. This could be due to the existing finish being tarnished slightly by weathering or due to a different batch of timber / paint/stain being used on the replacement product.

### Customer Care Call Out Fee

- Following either 3 years from initial supply of products or 2 years from building legal handover, Arden reserve the right to charge an up-front call out fee for customer care engineer visits. The fee will be made payable to Arden by Bacs payment prior to our engineers visit and the following two instances will then apply.
- Upon inspection during the call out, if the fault / issue is found to be covered by the terms and conditions of this guarantee, the call out fee will be refunded by cheque within 28 days of the call out visit. Any further work including materials will be provided at Arden's cost in order to address the fault / issue.
- Upon inspection during the call out, if the fault / issue is NOT found to be covered by the terms and conditions of this guarantee, the call out fee will NOT be refunded and the option of Arden providing a quotation for the works relating to the fault / issue will be given. If the occupier requires Arden to carry out the work then this can be arranged with our Customer Care Department who will arrange a convenient date upon payment.

### CLAIMS PROCEDURE

Any claim made under this guarantee should be made directly to the Arden Windows Limited. The claim itself should be made in a letter setting out the original order number, date of delivery and address of the property, and giving a brief explanation of the problem which has led to the claim. This letter should then be sent, together with any information which will assist us regarding the problem and details of ownership of the property affected, to the registered address of Arden Windows Limited (as set out below).

**FOA: Arden Windows Service Department**

**ADDRESS: Arden Windows Ltd, Arden House, Sparkbrook Street, Coventry, CV1 5ST**

**PLEASE NOTE** that it is essential that the letter of claim reaches the above address on the last day of this Guarantee at the latest. Late claims will not be considered. This Guarantee applies to all Arden Windows Products installed within the United Kingdom of Great Britain and Northern Ireland. This Guarantee does not confer any rights other than those expressly set out above and does not cover any claims for consequential loss or damage. This Guarantee is offered as an extra benefit and does not affect your statutory rights.

See Below the table definition of “Medium Expose” in accordance with which the Guarantee Applies too as well as redecoration cycles to comply with this guarantee. Our Windows and Doors installed outside of the defined Medium Exposure conditions or in exposed areas do not have full Coverage of this guarantee. As windows in these areas require more regular routine maintenance and redecoration.

## External Timber Exposure Classification

	Definition	Typical Examples	Coastal Influence / Elevation	Notes / Clarifications
<b>Low Exposure</b>	Surfaces partially sheltered from weather; minimal UV or rain impact.	Interior doors, furniture in covered patios, doors/windows fully under eaves.	N/A	Surfaces largely protected; minimal maintenance required.
<b>Medium Exposure</b>	Surfaces outdoors, subject to normal weathering (rain, UV, temperature changes) but <b>partially protected</b> ; not continuously wet.	Timber cladding under partial shelter, recessed windows/doors, external joinery under canopies, fences in inland climates.	Non-coastal locations, <b>beyond 20 miles (32 km)</b> from the sea.	Excludes surfaces subject to severe driving rain, standing water, or marine salt spray.
<b>High Exposure / Severe Driving Rain</b>	Surfaces exposed to <b>direct wind-driven rain</b> , UV, and temperature extremes; continuous wetting may occur.	South- or west-facing walls on exposed hills or ridges, gable ends, corner posts, freestanding fences, pergolas, timber exposed in open fields.	Coastal locations <b>within 20 miles (32 km)</b> of the sea, <b>or sites on hills, ridges, or open upland areas</b> where wind-driven rain is prevalent.	Surfaces <b>without shelter from overhangs or buildings</b> ; maintenance frequency and protective coating requirements higher. Elevation/topography considered a <b>risk factor</b> for severe exposure, even inland.

## REDECORATION CYCLES

Whilst it is difficult to clearly define the redecoration cycle for painted / stained Timber products due to the unique nature of each product, weather conditions and UV exposure, the below table provides a typical guide for reference.

Coating Type	Window Position	Low Exposure	Medium exposure	High Exposure
<b>White or Light-Coloured Paint</b>	Set Back	<b>10 Years</b>	<b>10 years</b>	<b>2-6 years</b>
	On Façade	<b>6-8 Years</b>	<b>6-8 years</b>	<b>2-6 years</b>
<b>Dark Coloured Paints or Medium and Dark Stains</b>	Set Back	<b>3-6 Years</b>	<b>2-4 years</b>	<b>2-3 years</b>
	On Façade	<b>3-6 Years</b>	<b>2-4 years</b>	<b>2-3 years</b>
<b>High Translucent Stains such as, light oak, pine, and limba</b>	Set Back	<b>3-4 Years</b>	<b>2-3 years</b>	<b>1-2 years</b>
	On Façade	<b>2-3 Years</b>	<b>2 years</b>	<b>1-2 years</b>