



THE SASH
WINDOW
WORKSHOP

THE SASH WINDOW WORKSHOP TRADING LTD SUPPLY ONLY GUARANTEE

The Sash Window Workshop 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.

We shall provide guarantees in accordance with the following schedule:-

New Joinery

	ACCOYA / TRICOYA	DURABLE HARDWOOD	OAK	DOUGLAS FIR
General Workmanship and material (affecting performance)	20 Years	20 Years	20 Years	10 Years
Movement /distortion of timber (over 1500mm in length)*1. In excess of :-	5mm	8mm	12mm	12mm
Rot in the timber (refer to maintenance guidelines)	50 Years	10 Years	10 Years	10 Years

*1 We cannot guarantee 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. **Any doors fitted to existing frames below 51mm thickness cannot be warranted against movement.**

Paint Finish

The warranty covers the paint finish against peeling, cracking over larger areas, discolouration and failure of the finish leading to exposure of the timber underneath.

Standard TSWW Paint System

White finish and colour matches to light colours	Up to 8 Years
Colour matches to dark colours	Up to 3 Years

Non-Standard External Paint / Stain

For example, Farrow and Ball / Dulux hand finish	3 Years
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Please see our maintenance guidelines.

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

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

Glazing

Standard double glazed units	10 years against sealed unit failure including misting - 5 year supply and fit warranty; after 5 years supply only of replacement units
Bowed double glazed units	5 years against sealed unit failure including misting - 5 year supply and fit warranty.
Heritage double glazed units	5 years against sealed unit failure including misting - 3 year supply and fit warranty; after 3 years supply only of replacement units

The warranting of double glazed sealed units and single glazed panes does not extend to breakages, cracks and surface damage to glass caused by others. Any specialist glass, such as Histoglass mono will be limited to the manufacturer's warranty.

TSWW strives to achieve a standard of glazing higher than those set down by Glass and Glazing Federation www.ggf.org.uk but cannot totally guarantee against any imperfection or variation inherent in the glass making or glass toughening process. Our standards can be found on our website www.sashwindow.com under Resources, Technical Guides.

Draught Proofing and Ironmongery

Draught sealing and weather seals	5 year warranty - 3 years supply and fit warranty; after 2 years supply only of the components.
Spring balances	10 year warranty - 5 years supply and fit warranty; after 5 years supply only of the defective parts.
Locks and ironmongery	Manufacturers warranties only.

Any damage to ironmongery or to the window/ door itself caused by abuse or incorrect use of the ironmongery, will not be covered under warranty. Please also note:

- Ironmongery surface finishes are not covered by this warranty.
- Customer fitted ironmongery is not covered by this warranty, unless with prior agreement.

Conditions of our Warranty

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

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.

You must maintain your windows and doors in line with our window and door maintenance guidelines, particularly 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 once full payment of the contract(s) has been received by us and will be effective from the last installation date. Once in place, the guarantee is transferrable to all future owners of the property. In order to transfer the guarantees the current owner must contact the Company in writing at: 4 Kiln Lane, Bracknell, Berkshire, RG12 1NA or by email to: info@sashwindow.com.

Important Note: Any variations or amendments to this warranty will only be deemed valid if authorized in writing by a Director of the Company.

If you have any question surrounding warranties on your windows, please call us on 01344 868668.