

Product Guarantee

Direct Trade (Yorkshire) Limited guarantees the constituent components of its PVC-u window and door ranges as follows:

For the purposes of this Guarantee whenever the term 'date of delivery' is used this is a reference to the date on the delivery note provided by Direct Trade.

PVC-u Profiles

All white and laminated sections are guaranteed from the date of delivery for a period of 10 years against rotting, warping, cracking and discolouration (discolouration as defined by BS 7413).

In normally predicted UK climate conditions foils are further guaranteed not to delaminate from the profile to which they have been applied.

Hardware

Subject to compliance with the manufacturers' recommended maximum size and weight restrictions and maintenance instructions, i.e. the regular lubrication of all moving parts with light oil and the removal of all dirt and debris that could compromise the functioning, all hardware (i.e. locks) is guaranteed against defective materials and workmanship for a period of 10 years from the date of delivery.

The surface finish of all decorative hardware such as handles, door hinges, letter plates, knockers, spy holes etc is guaranteed for 5 years from the date of delivery when manufactured in paint finishes (white, black, silver) and for 2 years from the date of delivery in the case of electrophoretic surfaces (chrome, satin, bronze, gold).

Conservatory roofs

Profiles and polycarbonate sheets are guaranteed for 10 years from the date of delivery subject to the above decorative hardware exclusions.

Double/Triple Glazed Units

Sealed units supplied by Direct Trade are manufactured in accordance with BS EN 1279 and safety glass complies with BS EN 14449, BS EN 12150 and BS EN 12543.

They are guaranteed against breakdown (i.e. condensation within a unit) for 10 years from the date of delivery.

This guarantee covers only those units that have been installed in accordance with BS 6262: Glazing for Buildings and excludes the optical phenomenon known as "Brewster's Fringes"

Suppliers to the trade of:

**Windows, Doors
& Conservatories**



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Product Maintenance

Frames should not be cleaned with strong solutions of bleach and other chemicals or abrasives. A damp cloth should normally suffice for this purpose.

It is not recommended that decorative hardware items with an electrophoretic finish be placed on coastal sites or in the vicinity of heavy industry. It is the responsibility of the customer to determine if the site at which the product is to be installed is one that would create such a risk. A strict cleaning regime must be maintained to preserve the surface finish. Failure to do so will result in the invalidation of the guarantee in respect of Decorative Hardware.

Terms Relating To The Guarantee

This guarantee is offered in conjunction with Direct Trade (Yorkshire) Ltd Commercial Terms and Conditions of Sale contained within the appropriate order forms for each range of product and relates only to the person or company named on the Direct Trade (Yorkshire) Ltd invoices(s) pertaining to any alleged defective goods. The customer must notify Direct Trade in writing in order that they are afforded the opportunity to inspect any potential defect on site prior to removal. Failure to do so will (at the discretion of Direct Trade) invalidate this Guarantee.

Direct Trade (Yorkshire) Ltd does not accept any responsibility for installation or faults caused through incorrect fitting or misuse and the guarantee is strictly limited to the supply of replacement items. No liability for consequential loss is accepted by Direct Trade.

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