

Arkay Windows Warranty

10 YEAR LIMITED MATERIAL WARRANTY: Arkay Windows Ltd warrants the frames and sashes against defects in material and workmanship that may result in peeling, flaking, blistering, chipping or corroding for a period of 10 years from the date of manufacture (paint on the polyamide strip will not be covered under any circumstances). Depending on the geographical location and environment surrounding the building the above is subject to change, it is your responsibility to provide Arkay Windows Ltd with the relevant information to ascertain the length of the limited material warranty.

1 YEAR HARDWARE WARRANTY: Arkay Windows Ltd warrants that any hardware components will remain operational for a period of 1 year from the date of manufacture when proper maintenance is performed on a regular basis. For Schuco hardware, the warranty period is 6 months. If any of these components are found to be defective they will be repaired or replaced at the sole discretion of Arkay Windows Ltd.

5 YEAR LIMITED GLASS WARRANTY: Arkay Windows Ltd warrants under normal conditions, material obstruction of vision from film formation or dust collection between the interior glass surfaces will not occur within 5 years from the date of installation. In addition, for the warranty to be valid the correct glass packers need to be used at the time of installation.

CONDITIONS NOT COVERED BY THE WARRANTY:

- A. If the material is damaged during handling or installation.
- B. Any liability of any nature for unsatisfactory performance caused by faulty workmanship in installation.
- C. Any damage caused by settlement of building, failure of structure (including foundation or walls), fire, wind, lightning and other acts of God, intentional acts, or unreasonable use, accidental damage and negligence, improper care, normal weathering or exposure to harmful chemicals or vapours, may over time result in minor discolouration.
- D. If the glass unit/s is cracked or broken or the original 5 year limited warranty has expired.
- E. If the glass unit/s is subjected to stress resulting from localized heat causing excessive temperature differential over the glass surface, or from excessive vibration or moving of the building or its foundation or spontaneous failure from sharp objects, flying debris or nickel sulphide inclusions.
- F. If the unit is installed without proper provision for adequate expansion or contraction of the framing members.
- G. Condensation on window may occur as the natural result of humidity within the house or building and changes in the outside/inside temperature ratio, this does not represent manufacturing defect, thus condensation on the glass surfaces of the home is excluded from this warranty.

H. Accounts must be paid in full for warranty to be valid.

LIMITATIONS OF MATERIAL, INSULATING GLASS AND HARDWARE WARRANTIES:

Arkay Windows Ltd.'s liability is limited solely and exclusively to repair or replacement of any components that are deemed to be defective. Replacement or repair of the defective parts is carried out at the sole option of Arkay Windows. Under no circumstances will Arkay Windows be liable for incidental or consequential charges such as, but not limited to labour costs for any purpose, inconvenience, damage or injury to persons or to property or any other expense.

REPLACEMENTS PARTS AND REPAIR:

Arkay Windows Ltd reserves the right to discontinue or change any window as currently manufactured. If Arkay Windows Ltd determines to make a replacement under the terms of this limited warranty and an exact replacement part is unavailable, Arkay Windows Ltd reserves the right to substitute a part or parts of equal value at its sole option.

OBTAINING PERFORMANCE OF THIS WARRANTY:

Arkay Windows reserves the right to field inspect a defective part or unit. Upon discovery of the purchaser of any suspected defective component, the purchaser shall contact Arkay Windows Ltd by registered mail at the address listed at the top of the warranty. Please tag the letter attention: Warranty Claims. All claims must have the original Arkay Windows Ltd invoice number along with pictures and a 2 detailed report of the problem. Defective units or parts must be returned to Arkay Windows Ltd at the expense of the purchaser. Replacement parts or units will be at the cost of Arkay Windows Ltd.

MAINTENANCE & CLEANING

The surfaces of the Aluminium will over time collect a layer of surface dust. Normal dusting with a damp cloth will remove this accumulation of surface dust and the following cleaning & maintenance procedures must be followed.

Technical Requirements for Cleaning and Maintenance Powder Coatings need to be cleaned and maintained regularly to ensure that the decorative and protective properties of the coating are retained. Arkay Windows demands that a routine cleaning and maintenance schedule must be implemented for the guarantee to be valid. For any particular region or territory, there may be local regulations or local requirements to be met in order to achieve conformance to certain published quality labels or standards. It is the users' responsibility to be aware of such standards.

The frequency of such cleaning will depend on many factors including:

- The geographical location of the building.
- The environment surrounding the building, i.e. marine, swimming pool, industrial, or a combination of these environments etc.
- Levels of atmospheric pollution.
- Prevailing wind.
- Protection of the building by other buildings i.e Possibility of airborne debris (e.g., sand/dust etc.) causing erosive wear of the coating.

- If the environment circumstances change during the lifetime of the building (e.g., rural becomes industrial.)

The best method of cleaning is by regular washing of the coating using a solution of warm water and mild detergent. All surfaces should be cleaning using a soft cloth or sponge, using nothing harsher than natural bristle brushes. (Cleaning of window sections etc. can be conveniently carried out at the same time as glazing cleaning.) If the atmospheric pollution has resulted in heavy soiling of the coating, then nothing harsher than white spirit should be used for cleaning, then cleaned with warm water.

The frequently of the cleaning depends in part on the standard of appearance that is required and also the requirements to remove deposits that could, during prolonged contact with either the powder film or the metal substrate, (if exposed) cause damage. In hazardous environments the normal frequently of cleaning should be at a maximum of three-monthly intervals.

However, where there is a high atmospheric pollution or an extremely hazardous atmosphere (i.e. a combination of factors above or others) the period between cleaning should be reduced. Where the atmosphere is deemed to be non-hazardous, e.g. rural or a "normal" urban environment, then the period between cleaning can be extended up to a maximum of 12 months. However, if the heavy soiling occurs more regular cleaning is required.

Records of all cleaning schedules and frequencies shall be kept and maintained and made available to Arkay Windows if requested. If the project is subject to any Clean and check every 12 months hazardous unusual environmental factors, or is close to salt water, an estuary or marine environments then Arkay Windows must be consulted on an individual project basis.

Normal Environment

Marine Environment Clean and check every 3 months

Industrial Environment Clean and check every 3 months

Marine & Industrial Environment Clean and check every 3 months

Swimming & Leisure Pools Clean and check every 6 months

Ends V4

Arkay Windows Limited

36-38 Caxton Way, Watford, WD18 8UF

01923 803 923

www.arkaywindows.com

Registered in England & Wales, Company Reg. No: 1238359