

10 years' warranty

timber|aluminium



The following warranty conditions shall come in to affect upon placing of an order. These conditions shall be valid from 1 June 2002.

1. WINDOWS AND DOORS

1. This warranty is given by Idealcombi UK Ltd. It does not in any way restrict or change any of the rights you may have otherwise have vis-à-vis your supplier/contractor or Idealcombi UK Ltd as provided by a contract or general legislation.

2. If you, within a period of 10 years from Idealcombi's time of delivery, complain about any defects in manufacture or materials, this warranty shall give you the rights described in item 3 against Idealcombi UK Ltd. The time of manufacture will appear on the spacer bar between the panes of glass on the double/triple glazed units. If requested, you will be responsible for providing documentation for the time of delivery.

3. Provided that you make a legitimate complaint about defects in manufacture or materials within the period mentioned under item 2, Idealcombi UK Ltd does not, however, under this warranty cover the costs of external/internal access if required, removing and installing, just as any subsequent works arising from such replacement of a product are not covered by this warranty. If the product is no longer in production when the complaint is made, Idealcombi UK Ltd shall be entitled to supply another similar product instead. If a defect in manufacture or materials can be properly corrected by repair/partial replacement, Idealcombi UK Ltd may choose the solution instead. In such case, the repair work/partial replacement will be made at the expense of Idealcombi UK Ltd. All required access to carry out any works under this warranty is to be provided free of charge to Idealcombi UK Ltd and must comply with all Health and Safety regulations. Idealcombi UK Ltd will not be responsible for any access required.

4. This warranty does not give you any rights other than those described under item 3.

5. If you wish to complain about defects in manufacture or materials, the complaint must be made within a reasonable period after the defect has been or should have been detected. Complaints can be made to Idealcombi UK Ltd or to the contractor/dealer who has supplied the product.

6. This warranty does not apply in case of the claimed defects in manufacture or materials are caused by faulty installation, missing or insufficient maintenance or faulty operation. Please see Idealcombi's Installation and User Manual. As regards the window's wood components, which have received surface treatment at the factory, please take special notice of the installation and user manual and "Expected outcome of surface-treated wood components" (Appendix 14 of the technical regulations of The Danish Window Manufacturers' Association. You can order the regulations from Idealcombi UK

Ltd). It is important the exterior window surfaces are washed twice a year to keep the properties of the surface-treatment.

If you did not receive an Installation and User Manual along with your consignment, you can order one from Idealcombi UK Ltd.

7. This warranty does not cover defects which are a result of the circumstances other than normal application and use. Idealcombi UK Ltd is not liable under the warranty for defects which are caused by faulty storage, transportation, etc. by a dealer/contractor.

8. This guarantee applies solely to products purchased and installed in England, Wales, Scotland, Ireland, Isle of Man, Orkney and Shetland Isles, Channel Isles and Iceland.

9. A 10-year warranty is granted for sash doors – only a 5-year warranty for foam core flush doors.

2. DOUBLE/TRIPLE GLAZING UNITS

For a period of 10-years calculated from the time of manufacturing (as stamped into the unit), Idealcombi UK Ltd warrants that double glazing units mounted in doors/windows remain free of dust and mist inside the units. The warranty shall only apply on the condition that:

- The unit is mounted at the factory or by one of Idealcombi's fitters.
- The time of manufacture (month and year) appears from the unit's spacer bar.
- The unit has been properly cleaned and protected during the construction period.
- The glass has not been damaged on the outside by e.g. bumps, impacts, movements of adjacent constructions and the like.
- There are no defects caused by frost bursts, other thermal impacts or chemical impacts on the glass.
- The unit has not been subject to subsequent treatment upon delivery such as standing, sandblasting, etching, painting, affixing or other forms of surface treatment.
- Sash and frame have been subject to proper, regular maintenance.
- In respect to cracking of the glass through thermal fracture, Idealcombi UK Ltd will provide a replacement unit if this has occurred during the first 6 months from manufacture. The cost of the labour and access to install the replacement unit will be at the cost of the customer.
- In respect to cracking of glass through edge damage during manufacture or scratches between the panes, these must be reported in writing within 12 months of manufacture. Idealcombi UK Ltd will then provide a replacement unit free of charge but the cost of labour and access to install will be at the cost of the customer.

3. ELECTRICAL EQUIPMENT

- A 1-year warranty is granted for all electrical equipment.

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