Guarantee Conditions

30-Year Guarantee against Fungal Attack

Against rot and fungal attack on all treated external timber components, visible signs of distress to the timber substrate beneath the decoration indicating an earlier period of lack of maintenance will invalidate this guarantee. Redecoration is to be carried out using coatings recommended by us which are microporous.

All cut or drilled timber is to be treated and re decorated in accordance with our Product Care & Maintenance Manual.

10 Year Guarantee against Manufacturing Defects of Joinery

On all products manufactured to our specification. This excludes doors greater than 1000mm wide or 2150mm high, doors which are not fitted with a 3 point, top, mid and bottom locking system, grain or colour matching of hardwood, resin exudation and extractive staining, evidence of pin hole borer, stick marks, book matching to paint grade veneers, or joinery manufactured to purchasers own design or specification. We also cannot guarantee the operation of loose supplied items such as sashes or doors if they are not hung by our installation department. Joinery found not to have been cared for in accordance with our Product Care & Maintenance Manual will invalidate this guarantee.

10 Year Guarantee against manufacturing defects of weather seals

Over painted weather strips or weather seals found not to have been cared for in accordance with our Product Care & Maintenance Manual will invalidate this guarantee.

10 Year Guarantee against Manufacturing defects of Ironmongery

This only applies to Kirkman Joinery Standard window and door set ironmongery, or ironmongery specifically agreed in writing by ourselves. This guarantee covers the ironmongery only and not the fitting therefore, Kirkman Joinery's liability will be limited to the cost of supply of replacement part only. Please note that the guarantee excludes Antique cast (Monkey tail), Chrome or Gold plated ironmongery, Brass and/or ironmongery which exposure to salt is past that of the manufactures test data is not covered by this Guarantee. The colourfastness or surface finishes may be affected by environmental conditions, this will not result in any loss of performance or reliability, and is not included in this guarantee. Ironmongery found not to have been cared for in accordance with our Product Care & Maintenance Manual will invalidate this guarantee.

10 Year Guarantee against Manufacturing Defects of Double Glazed units

This only applies to factory-glazed twin sealed units with a minimum 12mm spacer, when glazed into fully factory paint/stain finished joinery.

Narrow Cavity Units come with a manufactures warranty of 5 years when internally glazed into a standard 18mm rebate, or 2 years if Putty Glazed.

The guarantee specifically excludes units displaying the optical phenomenon, occasionally seen as interference colour bands, known as `Brewster's Fingers' and/or shadowing which occurs from the low e coating. Any defects including Scratches, blemishes or pimples will be accepted in accordance with the GGF/British Standard for optical quality. Lime staining of glass and/or discolouration of lead and/or breakages of glass by others is not covered by their guarantee.

The use of strong solvents or cleaning products or visible signs of distress to the timber substrate beneath the decoration indicating an earlier period of lack of maintenance will invalidate this guarantee.

Kirkman Joinery's liability will be limited to the cost of the supply of replacement unit only. Joinery found not to have been cared for in accordance with our Product care & Maintenance Manual will invalidate this guarantee.

8 Year Guarantee on Paint and 6 Year Guarantee on Stain against coating and system failure on Factory Applied finishes

The above guarantees are subject to location and climate conditions as set out in our Product Care & Maintenance Manual, and reflect the warranted lifespan on coatings provided the specified maintenance schedule is followed. No recoating will be required during this period provided the coating is not damaged (details are given below).

Guarantee covers the coating against:

- Peeling
- Cracking (over greater than 5% of the coated areas.)
- Damage resulting from fungal growth within the coating.
- Significant Yellowing of the coating.
- Premature erosion of the film leading to areas of exposed timber.

It does not guarantee against:

- The exudation of resin.
- Extractive staining around knots.
- Failure of coating to cills or drips with a projection greater than 76mm.
- Failure of Black pigmented or clear finish external coatings.

Whilst Black pigmented paint is not guaranteed it should still be maintained but the inspection and redecoration times shown should be reduced by 50%, clear will need 6 month inspections and redecoration.

Refurbishment projects with onsite painting come with a 2-year guarantee.

Once the joinery is supplied, the main conditions for the warranty to remain valid are that:

- The windows are installed in accordance with our Product Care & Maintenance Manual.
- No physical damage to the joinery or coating has occurred, such as chipping, staining etc. Should the coating become damaged when the joinery is installed the coating is promptly repaired in accordance with our remedial coating instructions.
- The coating is cared for in such a way that it is not damaged by abrasion, for example, window cleaner's ladders.
- The coating, and area surrounding the coating, is not cleaned with strong chemicals.
- Pole cleaning or Jet washers are not used to wash down the windows.
- The coating is cleaned at specified intervals so that dirt retention does not lead to excessive mould growth. Such mould growth is more likely to occur on north facing elevations. Only coatings recommended by us which are microporous are to be applied to the joinery.
- The correct coating maintenance schedule is followed.
- The site is not exposed to excessive industrial pollution.
- Kirkman Joinery's liability will be limited to the cost of supply of replacement paint/stain only.

General Guarantee Conditions

The company will honor the Guarantees offered for the contract, provided that:

- Kirkman Joinery Limited Terms and Conditions of Contract have been honored.
- The Company agrees that such defects are due solely to faulty materials or workmanship by the company.
- All payments applied for and due have been received by the company.
- The Product has been handled, stored, installed, glazed, decorated, and maintained and cared for strictly in accordance with the Product Care & Maintenance Manual.
- Our liability shall be limited to the cost of any replacement component only or any rectification works that may be carried out by ourselves. All other liabilities whether contractual, tortuous or otherwise are excluded, and neither shall we be responsible for any consequential cost arising from the failure of any component as scheduled above.
- This Guaranteed is offered as an extra benefit and does not affect your statutory rights as a consumer.

Specific Exclusions from these Guarantees

- Joinery supplied on request in an unfinished state.
- All exclusions as previously listed.
- Where others, rather than the staff of Kirkman Joinery limited have carried out repairs.
- Guarantees offered do not extend to Joinery that has swollen due to excessive absorption of moisture, nor any faults arising from misuse, damage, neglect or unauthorised repair or modification on the part of the purchaser. Nor do they extend to customer's specific designs and specification requirements.
- Products that are used in swimming pool areas.
- Pole Cleaning or Jet washing of Joinery
- Damaged caused outside the control of Kirkman Joinery, which shall include accident, fire, disaster or burglary.

Claim Procedure

If you have a valid claim, please contact our office in the first instance requesting a claim form.

Validation

- It rests with the customer to substantiate proof of purchase by giving the date of delivery and invoice or acknowledgement number.
- No claim will be considered without this information