



## **Alucare Guarantee Information Leaflet**

### **5 Year Window/Door Guarantee UPVC & Aluminium**

Window and door frames are guaranteed against any failure of welded joints and distortion for a period of 5 years from the commencement date of this guarantee.

Glass sealed units are guaranteed for a period of five (5) years. The units are guaranteed against 'breaking down' which is when 'mist' appears in between the two panes of glass.

- No guarantee whatsoever is given against the event of condensation.
- No guarantee whatsoever is given against the event of breakages.
- Stain and lead work is not guaranteed against discolouration or fading.
- Any scratches, cracks or alike must be reported within 24 hours of installation in order to be a valid claim against your guarantee.

Locking mechanisms, hinges, letterboxes and all metallic moving parts are guaranteed for 1 year subject to regular maintenance by the customer, please refer to your operation and care instructions sheet. Cosmetic decoration to handles, letter plates, doorknockers and door handles etc. due to general wear and tear and weathering is covered for 6 months.

Locking mechanisms and door operation is not guaranteed against failure due to weather implications such as being iced/frozen closed, swelling due to extreme heat or keys frozen in to locks etc.

All hardwood sub-frames must be weather proofed and painted **annually** in order for your guarantee to remain valid.

### **10 Year Window/Door/Conservatory Guarantee UPVC & Aluminium.**

Window and door frames are guaranteed against any failure of welded joints and distortion for a period of 10 years from the commencement date of this guarantee. The first 5 years include call out, parts and labour and the second 5 years include parts only, labour will be charged at current rate for that time.

Glass sealed units are guaranteed for a period of five (5) years. The units are guaranteed against 'breaking down' which is when 'mist' appears in between the two panes of glass.

- No guarantee whatsoever is given against the event of condensation.
- No guarantee whatsoever is given against the event of breakages.
- Stain and lead work is not guaranteed against discolouration or fading.
- Any scratches, cracks or alike must be reported within 24 hours of installation in order to be a valid claim against your guarantee.

Locking mechanisms, hinges, letterboxes and all metallic moving parts are guaranteed for 1 year subject to regular maintenance by the customer, please refer to your operation and care instructions sheet. Cosmetic decoration to handles, letter plates, doorknockers and door handles etc. due to general wear and tear and weathering is covered for 6 months.

Locking mechanisms and door operation is not guaranteed against failure due to weather implications such as being iced/frozen closed, swelling due to extreme heat or keys frozen in to locks etc.

All hardwood sub-frames must be weather proofed and painted **annually** in order for your guarantee to remain valid.



### **Secondary Glazing 5 Year Guarantee.**

Alucare guarantee their products of Aluminium secondary glazed frames for a period of five (5) years. This includes call out, travel and labour.

- No guarantee whatsoever is given against the event of condensation.
- No guarantee whatsoever is given against the event of glass breakages.
- Any scratches, cracks or alike must be reported within 24 hours of installation in order to be a valid claim against your guarantee.
- No guarantee whatsoever is given against accidental damage.

Locking mechanisms, hinges and all metallic moving parts are guaranteed for 1 year, subject to regular maintenance by the customer where applicable. Cosmetic decoration to handles etc. due to general wear and tear is covered for 6 months.

### **UPVC Conservatory Roof Guarantee.**

UPVC cladded aluminium roof glazing bars are guaranteed against any failure of welded joints and distortion for a period of 5 years from the commencement date of this guarantee.

Glass sealed units are guaranteed for a period of five (5) years. The units are guaranteed against 'breaking down' which is when 'mist' appears in between the two panes of glass.

- No guarantee whatsoever is given against the event of condensation.
- No guarantee whatsoever is given against the event of breakages.
- Stain and lead work is not guaranteed against discolouration or fading.
- Any scratches, cracks or alike must be reported within 24 hours of installation in order to be a valid claim against your guarantee.

Conservatory roofing panels of any description are not covered against abnormal climate change, which may cause the materials to breakdown in any way, also the guarantee does not cover against the unlikely event of penetration of insects and misting or mould growth between the panes. External trimmings are guaranteed for 1 year.

The materials and workmanship of UPVC rainwater products are guaranteed for a period of one (1) year.

This guarantee **excludes** the following;

- Blockages.
- Accidental damage.
- Damage due to adverse weather conditions.

### **UPVC Roofline Product Guarantee.**

Alucare guarantees their installed UPVC rainwater products for a period of five (5) years.

This guarantee Includes the following:

- Colour Fastness.
- Integrity of UPVC Materials.
- Workmanship of goods fitted.

This guarantee **excludes** the following;

- Blockages.
- Accidental Damage.
- Damage due to adverse weather conditions such as heavy snow, winds or rainstorms.
- Damage due to nesting birds or any other wildlife.
- Any materials that have been re-used or re-fitted.



**Full copies of our guarantees are available on request.**

All guarantees are given in good faith. However, if it is deemed after a visit from an Alucare representative that our product has been misused, tampered with or damaged in any way etc., we will render the guarantee null and void, leaving any remedial work chargeable at our standard labour rate at that time. Any failure of materials under the terms of this guarantee will be repaired or replaced at Alucare's sole discretion. All products are subject to regular maintenance by the customer, as per the operation and care instructions guide provided.

**Extra Information:**

The phenomenon of external condensation.

From time to time, we receive enquiries about the appearance of external condensation on glass. This phenomenon is a natural occurrence and not a fault in the glass or window.

Moisture condenses out of the air onto a cold surface that is said to be below the dew point. The dew point varies with the air temperature and the amount of moisture it contains. Particularly in spring and autumn, the glass temperature can fall to a low level during the night and the dew point can be comparatively high in these seasons. The glass temperature can be below the dew point under these conditions and moisture can condense onto the surface.

In order to save energy, maintain a comfortable internal environment and satisfy building regulations requirements, the windows we fit in our homes are much more thermally efficient than in the past. With single glazing and older style double glazing, a large proportion of heat was lost to the outside through the glass. With modern low emissivity glass, more of the heat is kept inside and the outer pane is not heated as much.

The more thermally insulating the glass is, the lower the outer pane temperature is likely to be and the greater the risk of condensation on the external surface. In northern European countries, where levels of thermal insulation are higher than in the UK, the phenomenon is understood and accepted.

There is not much that can be done to avoid the risk of condensation to the outside. In many cases the condensation does not last long. A little heat from the sun warms the outer glass enough to evaporate the moisture and a gentle breeze or wind will help.

You may notice that not all of the panes are affected by early morning condensation, even in the same window. Subtle differences in orientation and the position of objects outside the window can change the surface temperature of the glass to the point that one pane suffers and another does not. Any object such as a canopy or tree blocking off the window to a clear night sky will also reduce the effect.

A plus point is the knowledge that your windows are keeping the heat in as they are designed to do, proving that you have a superior insulating glass product.

Low 'E' Glass and the Appearance of Haze.

Haze is an optical phenomenon, which makes the glass look like it's covered in a very fine, uniform, layer of dust when viewed from an oblique angle or viewed under strong light incident on the glass, at an oblique angle.

All low 'e' glasses can, under certain lighting conditions, display this phenomenon to a limited extent.

The reason for this is that the glass coating is not as smooth a surface as the glass surface. While this is not obvious to the eye when examining the glass, some people who regularly handle low 'e' glass can tell which side the coating is on by the feel of it.

The optical effect of the slightly rougher surface is to scatter a small proportion of the light incident on it (in exactly the same way as a thin layer of dust would, which is why it looks



similar). With low 'e' glass, the amount of scattered light is generally less than half of one percent of the light coming through the window, so under most viewing conditions it is not obvious. However, when incident sunlight is at an oblique angle and the view through the glass is of a shaded area, then the scattered light can become more visible, giving rise to the appearance of haze.

Most coated glasses are susceptible to the phenomenon of haze.