

GUARANTEE DOCUMENT

(for use with Terms and Conditions)

THIS GUARANTEE MUST BE READ IN CONJUNCTION WITH OUR TERMS AND CONDITIONS ATTACHED. IT IS SUBJECT TO THE LIMITATIONS SPECIFIED BELOW AND THOSE SPECIFIED IN CLAUSE 9 OF THE TERMS AND CONDITIONS.

The below guarantee periods are based on the products being installed correctly and maintained according to the instructions below.

Although the metal components used in the fabrication of Quickslide products are salt spray tested, this Guarantee shall not apply to goods or products that are installed in areas where 'sea air' can be considered a contributing factor to the degradation of these components.

The following exclusions apply to the Guarantee;

1. The Guarantee does not cover any accidental damage (including glass breakage) and any faults associated with condensation
2. This Guarantee does not cover any problems associated with the penetrations of insects, misting and mould growth
3. This Guarantee does not cover any exclusions specified in Clause 9.2 of the Installing Company's Terms and Conditions

The choice of whether materials are either repaired or replaced is at the sole discretion of Quickslide. This guarantee is not transferable.

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PRODUCT	PART/COMPONENT	GUARANTEE PERIOD	COVERAGE & LIMITATIONS	MAINTENANCE
PVCu VERTICAL SLIDING SASH	Profile (PVC)	Smooth white: 10 years Smooth cream: 3 years	UV fading, discolouration and structural integrity.	Wipe down with soapy water once every 6 months.
	Woodgrain lamination	10 years	UV fading, discolouration and delamination.	Wipe down with soapy water once every 6 months.
	Glass units	10 years	Obstruction of vision arising from moisture ingress into the glass unit. Does not extend to minor imperfections in and on the glass arising from the glass manufacturing process.	Clean as necessary with soapy water.
	Colour coating (spraying)	10 years	UV fading, discolouration and delamination.	
	Balance mechanism	5 years		The windows must be operated once per month. Lubrication once every 6 months.
	Stainless steel tilt arms	10 years	Oxidisation. Does not extend to operational failure due to fair wear and tear or misuse.	The windows must be operated once per month. Lubrication once every 6 months.
	Galvanised steel products	5 years	Oxidisation. Does not extend to operational failure due to fair wear and tear or misuse.	
	Locking mechanisms, handles and additional hardware	5 years	Oxidisation. Does not extend to operational failure due to fair wear and tear or misuse.	Lubrication once every 6 months. Clean with soapy water. other proprietary cleaners may affect the paint/lacquer finish and cause flaking and/or discolouration. Wipe handles and aesthetic hardware down once a month.
PVCu CASEMENT WINDOWS & DOORS	Profile (PVC)	Smooth white: 10 years Smooth cream: 3 years	UV fading, discolouration and structural integrity.	Wipe down with soapy water once every 6 months.
	Woodgrain lamination	10 years	UV fading, discolouration and delamination.	Wipe down with soapy water once every 6 months.
	Glass units	10 years	Obstruction of vision arising from moisture ingress into the glass unit. Does not extend to minor imperfections in and on the glass arising from the glass manufacturing process.	Clean as necessary with soapy water.
	Integral blind glass units	5 years	Obstruction of vision arising from moisture ingress into the glass unit. Failure of the sliding and tilting mechanism not attributed to fair wear and tear or misuse. Does not extend to minor imperfections in and on the glass arising from the glass manufacturing process.	Clean as necessary with soapy water.
	Colour coating (spraying)	10 years	UV fading, discolouration and delamination.	

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PRODUCT	PART/ COMPONENT	GUARANTEE PERIOD	COVERAGE & LIMITATIONS	MAINTENANCE
PVCu CASEMENT WINDOWS & DOORS	Locking mechanisms, handles and additional hardware	5 years	Oxidisation. Does not extend to operational failure due to fair wear and tear or misuse.	Lubrication once every 6 months. Clean with soapy water. other proprietary cleaners may affect the paint/lacquer finish and cause flaking and/or discolouration. Wipe handles and aesthetic hardware down once a month.
	Hinges	5 years	Oxidisation. Does not extend to operational failure due to fair wear and tear or misuse.	Lubrication once every 6 months. Clean with a cloth, no cleaning fluids required, wipe down only.
ALUMINIUM WINDOWS, BI-FOLDING DOORS & SLIDING PATIO DOORS	Profile (aluminium)	10 years	Structural integrity.	
	Powder coating	10 years	UV fading, discoloration and flaking.	Wipe down with soapy water once every 6 months.
	Glass units	10 years	Obstruction of vision arising from moisture ingress into the glass unit. Does not extend to minor imperfections in and on the glass arising from the glass manufacturing process.	Clean as necessary with soapy water.
	Integral blind glass units	5 years	Obstruction of vision arising from moisture ingress into the glass unit. Failure of the sliding and tilting mechanism not attributed to fair wear and tear or misuse. Does not extend to minor imperfections in and on the glass arising from the glass manufacturing process.	Clean as necessary with soapy water.
	Locking mechanisms, handles and additional hardware	1 year	Oxidisation. Does not extend to operational failure due to fair wear and tear or misuse.	Lubrication once every 6 months. Clean with soapy water. other proprietary cleaners may affect the paint/lacquer finish and cause flaking and/or discolouration. Wipe handles and aesthetic hardware down once a month.
SOLIDOR COMPOSITE DOORS	Profile (PVC)	10 years	UV fading, discoloration and structural integrity.	Wipe down with soapy water once every 6 months.
	Woodgrain lamination	10 years	UV fading, discoloration and delamination.	Wipe down with soapy water once every 6 months.
	Glass units	10 years	Obstruction of vision arising from moisture ingress into the glass unit. Does not extend to minor imperfections in and on the glass arising from the glass manufacturing process.	Clean as necessary with soapy water.
	Locking mechanisms	10 years	Oxidisation. Does not extend to operational failure due to fair wear and tear or misuse.	Lubrication once every 6 months. Clean with soapy water. other proprietary cleaners may affect the paint/lacquer finish and cause flaking and/or discolouration. Wipe handles and aesthetic hardware down once a month.
	Hardware	5 years		
	Mila Hardware	2 years		
INSTALLATION	Defective workmanship	10 years		