

GEORGE  
BARNSDALE

Est. 1884 —————

Our  
Guarantees

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TIMBER WINDOWS & DOORS

# An Overview Of Our Guarantees

At George Barnsdale we've been crafting the highest quality timber windows and doors at our Lincolnshire-based factory since 1884. We blend detailed design with premium materials and cutting edge technologies to ensure our windows and doors are as enduring as they are beautiful.

Our products are designed to provide you with years of high performance with minimal maintenance. This commitment to performance and longevity is backed by industry-leading guarantees which are reinforced by our suppliers.

We are proud of the guarantees that we offer and as such we are very transparent in how they work, as this brochure details. It's important to note that whilst our windows and doors are designed for long life with low maintenance, there are some simple maintenance procedures detailed within our **Owners' Manual** that need to be followed. By carrying out these simple maintenance procedures we are confident that your products will last a lifetime with very little effort.



**Paint Finish**  
Manufacturer's guarantee against paint coating system failure.  
**\*12 years for Accoya®.**



**Stain Finish**  
Manufacturer's guarantee against stain coating system failure.



**Preservative**  
Manufacturer's guarantee against preservative failure.



**Glazing Unit**  
Manufacturer backed guarantee for all drained and vented glazing units.



**Hardware**  
Manufacturer's guarantee for all window and door hardware.



**Weather Seals**  
Manufacturer's guarantee against failure of weather seals.

# Coating Guarantees

The type of coating and how it is applied significantly contributes to the longevity of any timber window or door. In recognition of this, and to ensure minimal maintenance, we have developed a sophisticated coating system and created the best possible factory environment for coating application.

With precise application by robot in a humidity controlled environment, our four stage coating system provides maximum protection to the timber while allowing it to breathe and let its natural beauty show through. It's this meticulous attention to detail that allows us to give the best selection of coating guarantees on the market and we are confident that no other company has such an advanced coating facility.

## Coatings guarantee matrix

As standard we give a ten year guarantee for paint finishes and a seven year guarantee for stain finishes. However, the conditions of climate and exposure do impact these standard guarantees as they affect the rate at which the coating erodes.

- **Climate** – Areas at high altitude or close to the coast experience much more aggressive conditions which means that the paint coating will erode more rapidly.
- **Exposure** – To maximise the performance of the coating, it's best practice to set any windows and doors back from the face of the brickwork. This reduces their exposure to the elements and, as a result, the coating will erode at a slower rate.

The impact that the conditions of climate and exposure has on our standard guarantees is summarised by the following matrix:

Climate \ Exposure	Moderate: Non-coastal areas at low altitude.	Hard: Areas within five miles of a coastline.	Extreme: Areas of high altitude, such as Snowdonia or exposed coastal areas.
<b>Sheltered:</b> The windows/doors are set beneath a porch or large roof overhang.	10 years for paint finish 7 years for stain finish	7 years for paint finish 4 years for stain finish	7 years for paint finish 3 years for stain finish
<b>Partly sheltered:</b> The windows/doors are built back in a reveal.	10 years for paint finish 7 years for stain finish	7 years for paint finish 4 years for stain finish	5 years for paint finish 3 years for stain finish
<b>Not sheltered:</b> The windows/doors are positioned on the face of the building.	7 years for paint finish 4 years for stain finish	5 years for paint finish 3 years for stain finish	5 years for paint finish 3 years for stain finish

## Guarantee summary - paint and stain finishes

### Covered by the guarantee:

- Embrittlement, flaking or cracking of the coating system.
- Damage resulting from fungal growth within the coating system.
- Significant yellowing of the coating.
- Premature erosion of the coating film leading to exposed undercoat.

### Not covered by the guarantee:

- Damage due to building movement, impact and/or abrasion.
- European Oak Timber and Light Oak Stains that have not been maintained annually with the Window and Door Careset (see the **Owner's Manual** for further details).
- Historic Range features including flush connections and square edges, as well as cill extension projections greater than 70mm.<sup>^</sup>
- Release of resin from the timber coming through the coating and extractive staining of knots.\*
- Issues resulting from either failure to correctly install supply-only products (see our **Installation Manual**), or from failure to correctly maintain the coating in accordance with our **Owners' Manual**.

<sup>^</sup>With regular inspection, cleaning and preventative maintenance, these features will give the same long life as our standard design.

\* It is very unusual for these issues to be a problem. However, if they do occur then details of how to fix these are included in the Coating Maintenance section of the Owners' Manual.

## Guarantee summary - preservative

### Covered by the guarantee:

- Damage resulting from soft rot or blue stain fungus within the timber.

### Not covered by the guarantee:

- Damage resulting from insect attack, such as termites.
- Issues resulting from failure to correctly maintain the coating in accordance with our **Owners' Manual**.

**Extending coating life:** Our products are designed to require minimal maintenance and will usually last considerably longer than the coatings guarantee before recoating is required. To ensure you get the best from the coating, it's essential that you follow the maintenance instructions detailed in our **Owners' Manual**.

# Glazing Unit Guarantee

Glazing plays an extremely important role in the overall performance of a window. As standard our windows and doors are fitted with a high performance double-glazing system that is optimised for thermal efficiency, high light transmittance and acoustic performance. And, to ensure the clearest views, we employ our own stringent Glazing Visual Quality Standard which exceeds that of the Glass and Glazing Federation.

This quality is backed up by a ten year guarantee for all drained and vented glazing units. The guarantee covers the supply and fit of a replacement glazing unit within the first five years of installation, and then the supply of the glazing unit only for the remainder of the guarantee term.

## Guarantee summary

### Covered by the guarantee:

- Any premature failure of the perimeter seal.
- Any failure due to manufacturing faults.

### Not covered by the guarantee:

- Failure due to the incorrect specification of glass (at specification stage we will need to be informed of factors such as wind and thermal stresses).
- Issues relating to incorrect installation of supply only products in accordance with our **Installation Manual**.
- Issues resulting from failure to correctly maintain the glazing unit in accordance with our **Owners' Manual**.

## Historic glazing

Within our Historic Range of timber windows and doors we offer an external putty glazing system with glazing units that have low profile edge seal to match closely with original designs. Whilst we utilise modern materials to maximise performance, it does affect the perimeter seal performance. As a result, for all products fitted with the putty glazing system we can only provide a five year guarantee on the glazing unit, covering both supply and fit.

# Hardware Guarantees

For long life with low maintenance, we work with leading manufacturers to ensure that the hardware we fit to our windows and doors match our own exacting standards of high performance.

We offer a ten year hardware guarantee which covers the supply and fit of any replacements within the first year of installation, then supply only for the remainder of the guarantee term. The ten year weather seals guarantee is for supply only and covers all aspects of operational failure.

## Guarantee summary

### Covered by the guarantee:

- Operational failure due to mechanical faults.

### Not covered by the guarantee:

- Surface damage.
- Damage caused by wear and tear.
- Issues resulting from failure to correctly install any hardware in accordance with our **Installation Manual**.
- Issues resulting from failure to correctly maintain any hardware components in accordance with our **Owners' Manual**.

## Choosing the right hardware

When choosing from our window and door furniture collections, we recommend that the impact which climate and exposure have on the surface finish is considered. All furniture has been designed to provide long life with minimal maintenance. However, depending upon the environment in which they are installed, they will need to be kept clean and free of any corrosive or damaging particles. This cleaning is to be carried out in accordance with the maintenance procedures detailed within our **Owners' Manual**.

For particularly harsh and corrosive environments, such as coastal locations and those areas exposed to high levels of industrial and agriculture pollution, we recommend selecting handles and associated ironmongery from our Modern Collection. All hardware in the Modern Collection is machined from marine-grade stainless steel.

If you are unsure about which furniture collection is best suited, please don't hesitate to telephone us on **01775 823000** or email [enquiries@georgebarnsdale.co.uk](mailto:enquiries@georgebarnsdale.co.uk)

Please note, all guarantees are issued in accordance with our Terms & Conditions, which are provided with every quotation

