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*Manufacturers of High Quality Timber  
Windows, Doors and Internal Joinery*

# 2023 - Guarantee Conditions



AJB GROUP

# 2023 Guarantee – Conditions

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## **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.

All cut or dried 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 redwood doors (except engineered timber), doors greater than 1000mm wide or 2150mm high, grain or colour matching of hardwood, resin exudation and extractive staining around knots, evidence of pin holes borer, stick marks, book matching to paint grade veneers, or joinery manufactured to purchasers own design or specification. Garage doors greater than 2200mm in height are not guaranteed against warping/bowing. We also cannot guarantee the operation of loose supplied items such as sashes or doors if they are not hung in accordance to our guide. Joinery found not to have been cared for in accordance with our Product Guide 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 AJB Group standard window and doorset ironmongery, or ironmongery specifically agreed in writing by us. This guarantee covers the ironmongery only and not the fitting therefore, AJB Woodworking liability will be limited to the cost of supply of replacement part only. Please note that the guarantee excludes Chrome or Gold colour plated ironmongery. Brass and/or ironmongery which exposure to salt is past that of the manufactures test data are 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 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.

The guarantee specifically excludes units displaying the optical phenomenon, occasionally seen as interference colour bands, known as 'Brewster's Fingers' and/or shadowing's 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.

AJB Woodworking 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.

**Up to 10 Year Guarantee on paint & Up to 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.

Guarantee covers the coating against;

Peeling.

Cracking (over greater than 5% of the coated areas).

Significant yellowing of the coating.

**It does not guarantee against**

The exudation of resin.

Extractive staining around knots.

Failure of coating to cills, drips and beading.

Failure of Black pigmented or clear finish external coatings.

Light Oak tinted and Clear lacquer/stain only has a 2 years guarantee.

Osmo Oil external coatings are not covered by our 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 using the same touch up stain/topcoat provided with all joinery orders. 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. The coating is cleaned at specified intervals so that dirt retention does not lead to elevations.

Only coatings recommended by AJB Group are applied to the joinery.

The correct coating maintenance schedule is followed.

The site is not exposed to excessive industrial pollution.

AJB Woodworking liability will be limited to the coat of supply of replacement paint/stain only.

**General Guarantee conditions**

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

AJB Woodworking 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 us. 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 AJB Group 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 customers specific designs and specification requirements.

Products that are used in swimming pool areas.

Damaged caused outside the control of AJB Group, which shall include accident, fire, disaster or burglary.

#### **Claim Procedures**

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 Works Order number. No claim will be considered without this number.

Proof of purchase of appropriate maintenance materials will be requested in warranty claims.