



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

2023 - Guarantee Overview



AJB GROUP

Guarantee – Overview

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Guarantee Overview

AJB Group ensure they use the best of the specified timber and to the highest commensurate with the product specification. We pride ourselves on the quality of our product and are confident it will far outlast our Guarantees. However as with any purchase, you will need to care for and maintain the product in accordance with our Product Care & Maintenance manual.

30 - Year guarantee against fungal attack.

10 - Year guarantee against manufacturing defects of joinery.

10 - Year guarantee against manufacturing defects of weather seals.

10 - Year guarantee against manufacturing defects of ironmongery.

10 - Year guarantee against manufacturing defects of double-glazed units.

Up to 10 - Year guarantee against coating system failure on fully factory opaque finished applied paint system.

Up to 6 - Year guarantee against coating system failure on fully factory translucent finished applied stain system.

AJB Group offers the above Guarantees subject to our standard Terms and Conditions of Contracts and Guarantees.

The fully factory finished guarantee is designed to cover embrittlement, flaking or cracking of the coating system due to a coating manufacturing fault. This is provided that an annual inspection is made and any required maintenance is carried out immediately in areas of wear and tear.

Please note that in direct sunlight, hot or heated environments, these conditions can cause the natural seepage of resin pockets in the timber or around knots that may result in residue to appear on the surface. The release of moisture or vapour from the timber can cause movement to components that may result in splits to appear which is an uncontrollable nature. Due to the nature of the material the above does not constitute to a fault in the material, colour variation or workmanship. Please also note that early in the lifetime of the product, when exposed to moisture the coating can take on a 'milky' or 'cloudy' appearance. This is considered normal and this appearance will clear as the coating fully cures.

This guarantee to any finished product is also on condition that no physical damage has occurred to the product or coating system, no repairs have been carried out which do not comply with the coating system specifications. No damage has occurred at installation and caused by poor maintenance or design of building.