

Weatherglaze Arctic Composite Door Warranty/Terms and conditions 1st January 2008

Terms and Conditions. 1. Title to all goods supplied and fitted remains the property of Weatherglaze Systems Limited until paid for in full. If for whatever reason an order is cancelled in production payment of 80% of the value of the order is required.

2. Weatherglaze Systems Limited will not be responsible for any loss or damage caused by late deliveries.

3. Any changes to the order while at the manufacturing stage will impose an extra charge relative to the change required.

4. Terms of payment are strictly cash or Bank Draft on delivery or on completion of fitting of the door unit.

5. Solid brass items such as knockers have a lacquer coating that will degrade with exposure, (see our web site for maintenance information.)

6. The Doors and Hardwood frame can be repainted at any stage using good quality gloss paint from your local hardware/decorating shop. To repaint the door and frame first rub the door and frame down with a fine steel wool and then clean with a soft cloth and some white spirit. Apply the top coat as you would onto timber there is no need to under coat. 7. Clean the door with mild detergent and use liquid car polish (not wax) to help maintain the gloss level of the paint work on the door and frame, more often in sun exposed areas.

8. Locks, handles and hinges should be cleaned and lubricated periodically (Vaseline is a suitable lubricant) especially in the case of new build it should be done when the construction work is complete as dust and moisture can inhibit the performance of these components. Warranty

9. All door leaves are warranted for 5 years. The warranty covers splitting or cracking or delamination or bowing with a tolerance of +or- 3mm the warranty only covers the cost of the door leaf and does not cover any other costs related to the replacement of the door leaf ie labour or repainting. The tolerance + or - 3mm is allowed for bow or twist in the door leaf itself, is within British Standards.

10. The lock hinges and handle have a 3-year manufacturers warranty for ordinary domestic use, the warranty covers for supply only, labour costs are not included. 11. Trade Sales the warranty only covers parts from the date of purchase for the specified period, a charge will apply to all call outs.

12. Call outs are charged at a minimum €100. However in the event of a manufacture defect or component failure within 6 months of purchase the call out charge will not apply.

13. The factory finished paint/stain system on the door leaf has a life expectancy of over 10 years and is under warranty for a period of 5 years. The warranty covers for peeling or flaking, it does not cover for fading. In the event of paint failure a suitable alternate brush applied paint will be supplied to the customer with the necessary instructions for application. The paint warranty will be void if the aftercare instructions are not followed, ie The Door should be cleaned and polished once a year to maintain its gloss level and colour using a liquid car polish (not wax). The warranty covers for supply only, labour costs are not included.

14. Hardwood frames are not warranted but have a life expectancy of 25 years or more in normal conditions. Repainting of the hardwood frame will vary depending on exposure. Typically 3 to 6 years.

15. All double glazed glass units are covered for 5 years this covers the cost of the unit it does not cover the labour costs of replacing it. All glass decorations are not warranted. It's important to know use only soapy water to clean decor glass do not use any other cleaning agents as they effect the coating on the lead work.

16. Arctic doors strive to match the door and frame colours inconsistencies/ variations in colour between the door and doorframe and or panels do occur. This is due to the different materials and paint systems used. It can also occur within a hardwood frame itself as the colour of the wood naturally varies. Arctic doors will not be responsible if the door and frame colour does not match. Mismatching is often more noticeable in particular with the lighter stains.

17. Every effort will be made to comply with items shown in our brochure and the details of specific orders it may be necessary to change specification without notice due to supply constraints and production practices.

18. Weatherglaze Systems Ltd., reserve the right to alter the design or specification of any door unit where necessary without notice.

19. Due to Weatherglazes policy of continued improvements items displayed on the brochure/web site may not be available or may have changed in appearance/colour, while every reasonable effort will be made to replicate the brochure/website images the client is obliged to accept the unit as manufactured.