

Materials Guarantee

uPVC Frames - 10 years: The Works are guaranteed against any failure in welded joints, distortment and surface finish.  
Aluminium Frames - 10 years: The Works are guaranteed against any failure in joints, distortment and coatings.  
Sealed Units in our new windows - 5 years: The Works are guaranteed against the failure of hermetical seals (i.e. misting between panes).  
Door Panels - 5 years: The Works are guaranteed against any failure in joints, distortment and surface finish.  
Hardware – 5 years: 1 year on Commercial: The Works are guaranteed against any failure in Locking mechanisms, hinges and all metallic moving parts.  
Replacement sealed units installed in any existing window frames – 1 year against the failure of hermetical seals (i.e. misting between panes).  
White Fascia, soffits, bargeboards, guttering - 10 years against discolouration, cracking or warping.  
Solid through colour Upvc parts including but not limited to; coloured guttering, coloured trickle vents etc - 5 years.  
Conservatory bases are guaranteed against defective workmanship and/or materials - 5 years.  
Conservatory roofs - 10 years (problems that arise with the adjoining property such as degrading roof tiles/felt are not included)  
Composite door slabs - 10 years against warping, twisting and discolouration beyond manufacturer's guidelines. (Slight fading and thermal distortion is to be expected)  
Coloured upvc door panels - 5 years  
White upvc door panels - 10 years.  
Blinds encased in sealed units - 5 years, electrical blind components 1 year, magnet controls 1 year.  
Roller garage doors - 2 years (roller marks are to be expected due to the nature of the product)  
Any other garage door electrical items i.e., control boxes, and battery back-up devices are guaranteed for 1 year. (battery backup devices must be tested at least twice a year)  
All other electrical items i.e. Heaters and fans - 1 year (batteries and bulbs not included)  
Any products not listed will carry the manufacturers guarantee.

Workmanship

Workmanship Guarantee – 5 years: The Works are guaranteed against physical faults or errors in the installation which have been caused by the defective workmanship.  
Building Regulations - 6 years: Where the Guarantee Beneficiary holds a Building Regulation Compliance Certificate in respect of the Works; the Works are guaranteed against breaches in the Building Regulations caused by the Bryan Thompson Windows.

Conditions

The Guarantee Beneficiary shall:

1. Maintain all Works in accordance with the manufacturer's instructions for those Works.
2. Subject the Works only to the normal use -in normal conditions- for which the Works were designed. Where the Guarantee Beneficiary has not adhered to each or any of these conditions, Bryan Thompson Windows shall be entitled to avoid liability from the Commencement Date.
3. In the event of a dispute relating to terms of this guarantee the Certass Certification nominated Alternative dispute Resolution provider shall be used to mediate any disputes.

Exclusions

The Installer shall not be responsible for:

1. Defects in any materials which were not sold to the Guarantee Beneficiary by the Installer.
2. Breaches of the Building Regulations where the Guarantee Beneficiary does not hold a Building Regulations Compliance Certificate issued in respect of the Works.
3. The elimination of condensation.
4. Repairs to the Works instructed by the Guarantee Beneficiary without the Installer's written approval.
5. Deterioration to handles, letterboxes, doorknobs and other moving parts due to wear and tear.

Transferability

Any parts of this guarantee which provide cover in respect of breaches in the Building Regulations are freely and automatically transferrable to subsequent owners of the Works. No notification needs to be made to Bryan Thompson Windows to transfer these parts of the guarantee.  
The Guarantee Beneficiary can transfer the entire guarantee to subsequent owners of the Works by paying an administration fee of £99 inc vat to the Bryan Thompson Windows to transfer the guarantee to the new owner. A request should be submitted either by post or email along with payment.

Claims Procedure

Where the Guarantee Beneficiary becomes aware of any situation which may lead to a claim under this guarantee, the Guarantee Beneficiary shall:

1. Inform Bryan Thompson Windows of any defects via email or post detailing any evident faults or errors in the Works.
2. Permit the Bryan Thompson Windows unrestricted access to the Works, during business hours, to carry out inspection or repair works that are necessary under the terms of this guarantee.
3. If no faults or errors are discovered which are covered within the terms of this guarantee: Pay Bryan Thompson Windows inspection fee of £45 inc vat.
4. In the event that faults, or errors are discovered which are covered within the terms of this guarantee: Acknowledge that Bryan Thompson Windows will chose to either repair the Works; or replace the Works.
5. In the event of a replacement: Acknowledge that replacement goods may not be an exact cosmetic or colour match with the original goods.