



GUARANTEE CERTIFICATE

IMPORTANT DOCUMENT

Keep this document in a safe place. All requests for service work must be accompanied by your unique guarantee number, which is listed below. If you lose this certificate you should inform Windows Are Us in writing at our Head Office (see below for address) and we will provide you with a replacement guarantee certificate.

Customer Name: _____

Address: _____

Guarantee Number _____

GUARANTEE TERMS & CONDITIONS

All **Windows Are Us** products are designed, constructed and installed by craftsmen using the finest materials for weather resistance and long life performance. Accordingly we guarantee both the products and installation for 10 years against all defects and operational failures.

The only exceptions to this are: -

Accidental Damage.

Misuse.

Product failure due to maintenance not being carried out as per care and maintenance information listed overleaf.

Windows Are Us undertake to pass on to the Customer the guarantee period that Windows Are Us has been given by its suppliers for the following. All hardware including locks, gearing, handles, faceplates, knockers and letterplates.

The company will not replace double glazing units that comply with the visual quality standards of the glass and glazing federation as listed overleaf.

Products/Installations which have had unauthorised modifications/service work carried out on them.

Acts of God i.e storm damage.

This guarantee is valid from: _____



Registered Company

Showroom, Units 1 & 2, Featherbed Lane, Pathlow, Stratford-upon-Avon CV37 0ER
Tel: 01789 299910 / 01564 793666 **Email:** sales@window-are-us.co.uk **Web:** www.windows-are-us.co.uk

Registered Office as above Company Registration No. 5474147 VAT Registration No. 866 829 956
Directors: Mr D.J. McManus Mr A. Rose



CARE AND MAINTENANCE

Please read carefully, as failure to maintain your windows in a reasonable manner could invalidate your guarantee.

Windows Are Us products incorporate the most up to date materials and technology and are the nearest thing yet to totally maintenance free windows and doors. However, like everything else they do require cleaning and a minimal degree of attention. Here are few do's and don'ts to help keep the sparkle in your windows.

GLASS CLEANING

Float glass, used in most double glazed units, is easily scratched and therefore it is recommended that hand jewellery is removed prior to cleaning.

Any proprietary household glass cleaner may be used with a soft cloth and it is recommend that heavy external grime be initially removed with a solution of soap and water.

Laminated glass, or glass containing Georgian bars, is cleaned in exactly the same manner.

Scratched glass – Scratches can be removed with jeweller's rouge, or equivalent rubbing compound.

Grease Marks – Greasy finger marks, splashes or traffic haze can easily be removed if you add a dash of ordinary vinegar or methylated sprits to your cleaning water or use a proprietary glass cleaner.

Streaky Windows – Don't have your leather too dry, use a soft clean polishing cloth. Try not to clean windows in bright sunlight because they dry before you've had a chance to polish them.

Paint Splashes – Use a sharp knife or razor blade to gently lift the paint without scratching the glass.

LEAD GLASS CLEANING

In this type of double glazing, lead strips are bonded to the inside of the units in diamond or square patterns.

Note external lead will oxidise. This is a natural phenomena and cannot be avoided. Take care when cleaning leaded lights as excessive pressure might dislodge the lead from the glass surface. The use of warm soapy water and a soft cloth, moderately applied, will prove an adequate cleaning method.

KEEP YOUR FRAMES CLEAN

Routine cleaning – Just wash down using clean luke warm water about once a month depending on degree of exposure to soiling.

Soiling & stubborn stains – Mix a mild detergent liquid with clean luke warm water. The more stubborn the stain the more detergent you should use.

Polishing – An anti-static furniture polish can be used to give your frames an extra shine but do not use a solvent or ammonia based cleaner.

Sticking weather strips – If the weather sealing seems to stick slightly to the frame when you open the window, dust it lightly with talcum powder to solve the problem without affecting the seal.

LOCKS AND HINGES

Lubricate these occasionally with light machine oil or a silicone based lubricant to ensure smooth operation.



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PATIO DOORS

To stop children (or absent minded adults) forgetting that the door is there, put a small sticker in the middle of the glass.

HANDLES

Never use abrasive cleaning agents. Warm soapy water and a soft cloth are sufficient. It is important that abrasive agents are not used on this finish.

CONDENSATION

Condensation, which is water vapour in the atmosphere turning into moisture is something that can never be eliminated entirely. The only way to do this would be stop cooking, washing or even breathing indoors. All of these activities produce water vapour.

Condensation can, however, be controlled. In addition to your new window and door, the main weapons which you have to hand are ventilation and heating. (Remember that double glazing prevents heat loss, it does not produce heat). Trial and error will soon tell you which combination of heating/ventilation is best for your circumstances, but we can provide assistance if requested.

TIPS

Change the air in a room daily by opening a window for a short time.

Keep bathroom and kitchen doors closed when you are washing or cooking and open a window.

In cold weather keep some form of heating on in the house/conservatory permanently.

THE GLASS & GLAZING FEDERATIONS (GGF) VISUAL QUALITY STANDARD FOR GLASS

A totally flawless glass is very rare. If you look enough at any piece of glass, you will almost certainly find a minor blemish. The question that has to be answered is, is the flaw or mark of such a nature that it spoils the appearance of the window. In an attempt to help resolve what can be a contentious issue, the Glass and Glazing Federation has devised the following test to enable both customer and glazing companies to examine glass against an objective standard.

Test: - Inside the house, stand 3 metres back from the glass. You must ensure that the test is carried out in daylight and not in direct sunlight. The area which you are checking is the whole window with the exception of a 50mm wide band round the edge.

The glass is considered to be acceptable if the following are not obvious nor bunched together:-

Totally enclosed seeds, bubbles or blisters, hairlines or blobs, fine scratches.

Not more than 25mm long and minute embedded particles.

Note:- These guidelines do not apply to patterned glass, as due to the way it is made, flaws such as seeds and bubbles are considered to be acceptable.



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CONSERVATORIES & CONSERVATORY ROOFS

ROOF CLEANING

Wash roof panels with soap and water solution, every four months, to remove grime and atmospheric deposits.

Note:- Avoid all solvent based or abrasive cleaners.

GUTTERS AND BOXGUTTERS

Unlike the guttering on your house, which is often laid to falls, on a conservatory it is laid level. This is perfectly acceptable, all in accordance with BS 63 67: 1983 code of practice for Drainage of roofs. Occasionally, therefore, you will notice standing water in your gutter system.

It is important that all gutters and their respective outlets are regularly cleaned. In-line with published Health and Safety Regulations, always use crawl boards when working on the roof of the conservatory.

POLYCARBONATE/ULTRALITE ROOFS

Both roof types have a breather tape which allows air to circulate and in some climate conditions condensation will form within the channels of the polycarbonate/ultralite.

Note:- DO NOT WALK ON CONSERVATORY ROOFS – ALWAYS USE CRAWL BOARDS TO SPREAD THE LOAD. DO NOT LEAN LADDERS AGAINST THE PVCU FRAMES OR GLASS.

MAINTENANCE GUIDLINES FOR WINDOWS ARE US ROOFLINE PVC PRODUCTS

Your new home has been fitted with Windows Are Us low-maintenance external PVC products. To ensure they keep their lasting good looks whatever the weather, Windows Are Us suggest the following simple cleaning procedure:

CLEANING – Our cellular PVC products are self-finished and essentially maintenance free.

An occasional wash with a non scratch, mild detergent and eater is beneficial in removing surface grime and maintaining a pristine appearance, especially in heavily polluted atmospheres.

As with other PVC based materials, solvents should not be used.

When cleaning, flood the surface to prevent ingraining of any dirt particles.

Exercise care to prevent contact with, and straining by creosote or bitumen-based products. Other common building materials are easily cleaned off without damage.

Foiled surfaces should be cleaned regularly with a damp soft cloth. If necessary a mild detergent/soap in luke warm water can be used.

PAINTING – As with all PVC products, paint can adversely affect the impact strength PVC sections, and the application of dark colours could lead to risk of thermal distortion.

REPAIRS – Our cellular PVC can be cut and drilled using normal woodworking tools if repairs are required.

Polish should be avoided, as should any abrasive or organic solvent cleaners.

GUTTERS – It is important that all gutters and their respective outlets are regularly cleaned. All gutters and downpipes are covered by a one year guarantee.



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