



**ARBOR**  
WOOD WINDOWS

WARRANTY CONDITIONS  
——— & ———  
PRODUCT MAINTENANCE  
INSTRUCTIONS

## Product Warranty

ARBOR products are manufactured to high and existing standards. This Product Warranty is applicable from the date goods are ready for delivery and is subject to ARBOR Standard Conditions of Sale.

### **1. Product Warranty covers the following items as specifically detailed below:**

#### **1.1 Wood Frame & Sash**

Subject to the conditions set out below the Seller warrants that the Goods will correspond with their specification at the time of delivery and will be free from defects in material and workmanship for a period of (10) years from the date of delivery,

#### **1.2 Surface Finish**

The Company offers (7) years warranty for standard two coat opaque finishes and (5) five years warranty for translucent finishes (excluding natural resin exudation and movement around knots).

For non-standard finishes, see item 2.2

Maintenance must be carried out annually by a qualified person/company nominated by the Company in accordance with Product Maintenance Instructions.

#### **1.3 Ironmongery**

The Company warrants hinge systems and handles for a period of (5) five years to be free from functional failure provided they are maintained in accordance to Arbor Product Maintenance Instructions. Tarnishing is not covered by this warranty.

#### **1.4 Double Glazed Unit**

The Company warrants that glass will comply with Glass and Glazing Federation visual quality standards. The Company warrants that seals on the double glazed units will be free from failure (here "failure" meaning failure of the insulation glass unit resulting in penetration of moisture into the air space and appearance of moisture on the glass inside the air space) for a period of (10) ten years. The Company's obligations hereunder are limited only to supplying the replacement glazing units.

The Company reserves the right to supply a replacement whole sash with glass as an alternative to a glass panel. No other glass defect or phenomena are covered by this warranty.

## 2. Exclusions

### **This warranty shall be void where:**

**2.1** Damage to the surface coatings has occurred by physical damage, gradual effects of natural elements, abrasion (e.g. window cleaners), excessive cleaning processes or hosing down of product, pet damage, chemical damage, damage caused by bad maintenance or poor design of the building.

**2.2** Where non-standard paint finishes were ordered by the customer. In such cases the warranties for the surface coatings only extend for the period set out below.

- Two coat opaque – three years
- One coat primer – three months
- One coat translucent stain / unfinished product – no warranty
- Two coat translucent stain – one year

**2.3** Damage has occurred as a result of faulty installation, repairs, alterations or work processes , accident, fire, disaster, burglary or pollution from the surrounding area.

**2.4** Maintenance and inspections are not carried on as per our Product Maintenance Instructions.

**2.5** Products have been stored in unventilated areas prior to fitting, or have been left unventilated during the construction process.

**2.6** Products have been exposed to unusual physical conditions like

- Coastal conditions (within 3 miles of the coast), swimming pool enclosures
- Improper cleaning, maintenance or design of the building
- Accumulation of water, humidity, dirt and debris
- Any additional load, hardware or glazing
- Any restricting material against moving parts

**2.8** Any sums remain due to the Company.

**All surface treatment warranties are subject to environmental conditions of the site, location and adherence to the care and maintenance procedures.**

### **3. Claim Procedure**

All claims must be forwarded to our office in writing within 30 days of occurring of fault. No claims will be considered after this period.

### **4. Validation**

If necessary it rests with the Customer to substantiate the date of despatch of products from the manufacturer, proof of purchase and provide maintenance record.

### **5. Limitations**

Our liability is limited to replacing the failed product or part or repairing the existing product. No liability is accepted for installation, damages to second and third parties or any other consequential losses

## **Product Maintenance Instructions**

Regular annual maintenance inspections must be undertaken and documented by a qualified person/company appointed by the Company. The initial inspection should occur not later than 1 years from the installation date. Maintenance guide is as follows:

- Clean the product surface with a mild alkaline cleaning solution. Wipe away the excess solution with water. Avoid solvents and harsh chemicals. Do not allow contact of finished surfaces with significantly acid or alkaline materials. Do not allow accumulation of water on product surfaces.
- Sand away cracked and flaking paint, and scrape off any naturally occurring resin that may have seeped out of the timber.
- Fill any cracks that may have developed on the surface with elastic filler.
- Spot repair the freshly sanded surface, using an exterior primer as specified by ARBOR. Repaint the entire exterior of the window /door using top coats specified by ARBOR.
- Interior surfaces generally require no special maintenance beyond an occasional cleaning with water and an appropriate detergent
- Lubricate all hinges and espagnolettes. Keep all moving parts free of dirt and debris.



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