



Sashless Window Co Ltd

Warranty and Maintenance Instructions

Warranty KX

With effect from June 2022.

Cover

All Sashless fully factory finished timber products are covered by our comprehensive standard 24 month warranty against faulty materials, manufacturing defects, defective surface coatings, insect or fungal attack, ironmongery* and sealed unit failure*.

This warranty is automatically extended to:

10 Years against Manufacturing Defects.

10 Years on Sealed Insulating Glass Units*.

8 Years on opaque factory applied finishes, 5 years on translucent finishes, 2 years on Oak and 2 years on light oak/pine transluents.

10 Years on Ironmongery*

30 Years against Insect and Fungal attack (rot)

Provided that your doors and windows are installed and maintained in accordance with the Sashless Window Company's recommendations available at - http://www.sashless.com/pdf/maintenance_guidelines_2017.pdf

With the exception of cill 'horns', windows which are site trimmed, reduced in size or otherwise adapted by others carry no warranty. Site cut horns must have exposed timber 'end grain sealed', primed and coated with at least one top coating of compatible micro-porous finish, applied in accordance with the manufacturer's instructions.

- Your windows and doors are covered against manufacturing defects. This includes any factory fitted components. Mechanical or impact damage, vandalism and forcing are excluded from cover.
- The Insulating Glass Units (24mm, 28mm & 40mm Double or Triple glazed) are covered against failure of the sealed unit with regard to water or water vapour ingress. Mechanical damage, scratches and breakages to the glass are excluded from cover. Slim IGU's are excluded from this warranty and are covered against failure for a period of 12 months.
- The factory applied surface coating is warranted against peeling back to bare timber, cracking of the painted surface by more than 5% of the surface area, premature degradation (chalking) or excessive yellowing of the finish.



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- Factory fitted Ironmongery is covered against failure. The warranty excludes mechanical damage, the surface finish and failure due to lack of maintenance.
- Your windows and doors are covered against fungal and insect attack (rot) provided that the surface coatings are maintained intact, that the primer coating is not exposed and that the appropriate re-coating schedule for the exposure location/surface finish is in force, please see the BSI chart on page 3 at - http://www.sashless.com/pdf/maintenance_guidelines_2017.pdf

*After year one the warranty covers supply only of the Ironmongery and IGU, it does not cover installation. Handles and ironmongery are supplied on an exchange replacement basis.

Maintenance

Timber joinery items manufactured by Sashless Windows are a premium quality product that will provide many years of reliable service, with a service life expectation of 60 years plus (Herriot Watt report 2012).

All construction products exposed to the elements require a degree of regular maintenance to ensure their trouble free operation. Doors, when closed, should always have their multipoint locks engaged. They should not be left 'on the latch'. This will help prevent movement of the door slab.

To ensure your standard warranty is upgraded to the Sashless Extended warranty the following maintenance recommendations must be adhered to. We recommend that the maintenance schedule log is completed and kept in a register (file) with receipts to show compliance.

Ironmongery

Window/Door handles, locks, mechanisms, restrictors, hinges et al.

It is important that hinges, espagnolettes, handles and other ironmongery and fittings are never painted. They must be kept clean and lubricated using a neutral oil. Multi-point locks should be lubricated using a water dispersant lubricating spray. Never use grease.

Cleaning and lubricating of ironmongery should be carried out every 6 months. In coastal areas, or areas of high pollution/exposure, this should be at least quarterly. Regular adjustment of keeps and locks may be necessary due to movement, loosening of fixings due to use and transportation. This is normal.

Weather-seals and Glazing tapes must be kept free from dirt, detritus and paint. They should be wiped down with a clean, soft cloth on a monthly basis. Damaged sections



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should be replaced. Replacement seals/gaskets are available from Sashless Windows. Damaged gaskets are not a warranty item and are a chargeable replacement.

Surface Coating

Regular maintenance of the decorative finish of your windows and doors is required to ensure their long-term performance. Decorative surfaces are a sacrificial layer and their rate of wear is dependent upon many factors, including levels of exposure to sunshine (UV exposure & thermal gain), wind, rain, pollution, abrasion and salt spray.

All external surfaces of the windows/doors should be cleaned, as a minimum, every 3 months using a mild soap solution and a soft cloth to remove dirt, detritus, insects, algae growth, surface pollutants and acids. Window/door frames should be rinsed with clean water. Power washers must not be used to clean the windows or doors. Ladders should not rest on the window cills.

Drainage holes, channels and air gaps should be checked monthly and kept clear to remove any dust, dirt and detritus that may hinder the drain and vent method.

Inspection of the decorative finish should be carried out, at least every 6 months, to check for wear and tear (particularly top surfaces of cills and glazing beads). Any localised areas of wear, damage or movement cracks should be re-decorated using a mid and top coat, or a top coat, as required. The factory applied coatings are Remmers Induline water-based coatings.

Remmers provide an instructional video on re-coating at:

https://www.youtube.com/watch?v=uWSGUwSWr_k

Southerly, or more exposed, elevations may need repainting before more sheltered areas.

The existing coating should be lightly abraded with fine grade abrasive to provide a key for the new coating, but not back to bare timber.

Should bare timber be exposed it must be retreated with a preservative and over-coated with primer. A water based micro-porous mid-coat should be applied in accordance with the coating manufacturers instructions, followed by a compatible top coat. If you experience difficulty in sourcing paint/stain please contact Sashless Windows.

Failure to maintain the surface coating in line with the exposure chart will invalidate your warranty.



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Exposure level chart

Please refer to page 3 at; http://www.sashless.com/pdf/maintenance_guidelines_2017.pdf

Adjustment

Minor adjustment may be needed to keep your windows and doors operating within their design parameters.

Over time hinges, keeps, locks, handles and ironmongery will need some minor adjustments to compensate for movement, settlement, changes in temperature and wear and tear due to usage.

Use of your joinery.

Your windows and doors have been designed, tested and manufactured to exceed the requirements of BS644, BS6375 pts 1&2 and where specified Secure By Design (www.sbd.com), however to ensure that they continue to meet the requirements and operate as designed and safely your windows and doors must be operated correctly.

Windows.

Ensure that they are installed in compliance with BS8213pt4 and maintained in accordance with the above. The windows should not be forced beyond their operating limits.

Doors

Ensure that they are installed in compliance with BS8213pt4 and maintained in accordance with the above. All doors move with changes in temperature, humidity and use. To ensure that your Sashless timber or timber composite door stays within its operating parameters the multipoint 'hooks' should be engaged at all times when the door is closed. It is usual for a door to move and +/- 4mm is within operating tolerances.

Replacement Under Warranty

Factory fitted items such as glass and ironmongery carry a 12 months parts and labour warranty, with a further 108 months parts only warranty. Replacement locks and handles are on an exchange basis. With the exception of items installed by Sashless Windows, all warranty items are on a supply only basis. On windows or doors installed by Sashless Windows, replacement items are covered for 24 months on parts and labour and a further 96 months on parts only.



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How to claim

If you need to make a warranty claim for your Sashless timber windows or doors, please follow the procedure below.

Please ensure that your complaint is covered under the terms of the warranty ie: attempted break-in, smashed glass, impact damage, general maintenance etc are not covered but may be repaired/replaced/undertaken as a chargeable service.

Please make your claim on-line (https://www.sashless.com/warranty_form.asp) or by post.

Post: Sashless Windows Ltd
Standard Way Business Park
NORTHALLERTON
DL6 2XA

Telephone claims cannot be accepted as in any dispute there is no formal record.

For your claim to be processed you must include:

Your name.

Postal address of the property (if different).

Your full postal address.

Contact telephone number.

Contact email address.

The Warranty ref number (KX----- or QX-----)

The nature of your claim (a brief description).

A photograph to show the problem.

Date of warranty.

The date of any claim will be the date the claim is received at Sashless Windows Ltd.

Warranty Authorised by:

James Clark

Position:

Director

Date of Warranty:



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Date	Maintenance Log	Date	Maintenance Log