

Our Guarantees



UPVC AND ALUMINIUM FRAMES



All PVCu frames are guaranteed for 10 years against defects relating to workmanship, delamination and discolouration, outside of normal wear and tear.

All issues should be reported within 72 hours. All products should be installed in accordance with manufacturer recommendations and industry body best practices. Products should be maintained in accordance with manufactures recommendations. Photographs should be provided along with original order number and frame details, should any issues arise. Products should be made available for inspection at our request. Following a replacement, the original should be returned at our request (failure to do this will results in a charge for the replacement).

GLASS

Refers to Double Glazed Units



Sealed glass units are guaranteed for 5 years against unit failure. It should be noted that with all types of glass and all grades of energy rated glass, any form of condensation cannot be fully eliminated, but is generally greatly reduced.

Double glazed units should be glazed into frames correctly and installed in compliance with the British standard BS6262 code of practice - glazing for buildings. Photographs should be provided along with the original order number and aperture details, in the event of a fault. Products should be made available for inspection at our request. Following a replacement the original product should be returned at our request (failure to do this will result in a charge for the replacement).

HARDWARE

Refers to Handles, Hinges, Locks & other hardware



Hardware is guaranteed for 10 years for mechanical operation and against surface finish defects. Where explicitly mentioned extended hardware guarantees are limited to the component suppliers guarantee – which is passed on to the customer.

Hardware is to be maintained in accordance with the manufactures recommendations. Photographs should be provided along with the original order number and hardware details, in the event of a fault. Products should be made available for inspection at our request. Following a replacement the original product should be returned at our request (failure to do this will result in a charge for the replacement).

Where explicitly mentioned extended hardware guarantees are limited to the component suppliers guarantee – which is passed on to the customer. All claims against this extended guarantee should be made directly with your installer unless expressly stated otherwise by Trade Tech.

BUILDING PRODUCTS

Fascia, Soffit, Window Trims, Guttering, Downpipes, Window Boards, Cladding and Fixings



We guarantee for a period of 10 years that the products shall be free from defects in material, design and workmanship.

Maintain and install products in accordance with manufactures recommendations. Photographs should be provided along with the original order number and part details, in the event of a fault. Products should be made available for inspection at our request. Following a replacement the original product should be returned at our request (failure to do this will result in a charge for the replacement).