

## **SILKA – Warranty Schedule - 2023**

### **1.0 Warranty General**

Product supplied will be free from defects in material or poor workmanship and conform to any published specification or description; be of satisfactory quality and fit for any purpose held out by SILKA; and comply with all applicable statutory and regulatory requirements for the periods specified herein subject to the limitations and caveats stated. The Warranty schedule is subject to the terms and conditions of the sale. The maximum period warranted is 10 years from date of original delivery (excepting the exclusions and limitations contained herein). As per the full terms and conditions in the event that SILKA product falls short of quality or manufacturing standards, SILKA shall, at its option, repair or replace the defective product, or refund the price of the defective product in full. In the event that SILKA elects to replace the product, the replacement product shall be the closest replacement product available. For the avoidance of doubt, repair or replacement of the product by SILKA shall not include removal or installation of such product or any such associated costs.

### **1.1 Structural Integrity of Products**

SILKA products are warranted to be free from defects for a maximum period of 10 years from date of delivery. This includes poor workmanship, water ingress, air tightness, free operation of all opening windows, doors and sliding windows as intended. Water ingress and air tightness is limited to the max conditions to which the product has been designed to withstand. It is the customers' responsibility to ensure the product purchased is suitable for the application and location in which it is purchased and installed.

Any wind loading considerations and calculations are the responsibility of the customer. SILKA will not be held responsible for problems arising from incorrectly specified product supplied.

SILKA warranty does not cover any issues resulting from design of the fabric of the building during or after installation of the SILKA product. These include but are not limited to issues with opening and closing of windows, doors and sliders relating to the settling of the building; issues relating to under specified beams, heads or footings; movement or settlement with beams, heads or footings; issues relating to water ingress connected to DPC/DPM or render.

SILKA warranty does not cover any issues with door, window or slider operation due to changes in finished floor level FFL.

SILKA warranty does not cover issues relating to water ingress due to incorrectly specified or prepared balconies or walk on decks.

SILKA warranty does not cover general wear and tear or misuse of product including but not limited to windows and doors forced against restrictors; damage cause because of improper use of brake-locks, friction stays, hinges or restrictors. Warranty does not include general adjustments that could reasonably be expected over the course of the life of the product.

### **1.2 Other Trades**

SILKA Warranty does not cover any damage to product during or after installation by other trades. This includes but is not limited to general impact damage; damage cause by render or the process of rendering (e.g. trowel marks on glass); damage or corrosion caused on glass, sealed units, window fittings; brake-locks, friction stays, hinges or restrictors by render, plaster, mortar, or other corrosive chemicals. This includes post installation industrial cleaning solutions such as brick wash, acetone, MEK. Damages caused to window openings that have been forced are not covered.

### **1.3 Hardware**

The warranty only applies in respect of products originally installed in a single-family residence. Functional warranty period is ten (10) years from shipping against any mechanical defects that may arise provided the hardware has been used in accordance with its original purpose and correctly maintained. Warranty on surface finish of hardware is one year and for door furniture against corrosion is one (1) years. Warranty will not apply where handles, hinges and locking system have been subjected to stresses and

operating forces beyond recommended levels as stated by the GGF (Glass and Glazing Federation) guidelines and British Standards Code of Practice. Normal wear and tear is not covered under warranty.

#### **1.4 Locks**

This warranty applies in respect of products originally installed in a single-family residence. Warranty period of ten (10) years following delivery that the mechanical operation of lock components will be free from mechanical defect provided the Lock has been used in accordance with its original purpose and correctly maintained. Warranty on surface finish of locks against corrosion is one (1) year. Warranty will not apply where locking mechanisms have been subjected to stresses and operating forces beyond recommended levels as stipulated by the GGF guidelines and British Standards Code of Practice.

#### **1.5 Glass**

Sealed glass units will be free from manufacturing defects resulting in material obstruction of vision or film formation caused by dust or moisture on the internal surface of a sealed unit for a period of ten (10) years following delivery in accordance with the GGF standards and limitations for 'Vision in Glass' with the following exceptions and exclusions: Oversized windows (2.5 Square metres or larger), (5) five years; Outsourced glass units (5) five years; Shaped Glass units (5) Five years; Units made with Solar controlled glass (2) two years; Flashings and Glass finishing (2)two years; Bespoke fabricated elements including (but not limited to) corner flashings, head flashings, façade wall elements, structural glazing facades.(2) two years.

Phenomena such as (but not limited to) reflected distortions from the tempering or heat strengthening process in glass manufacture are to be expected, are not defects and are not covered under this warranty. These include Brewster's fringes, roller wave, anisotropy and Low-E haze.

Imperfections such as seeds, marks, scratches and imperfections are not covered under this warranty except where they fall outside of guidelines set down by GGF 'Visions in Glass'. Breakages due to the presence of Nickel Sulphide inclusions are not covered under this warranty. Warranty on laminated glass is five (5) years from installation under normal conditions of use; the product will be free of defects resulting in material edge separation or obstruction of vision from delaminating.

Broken, cracked or shattered glass on any or all panes including the middle pane in triple glazed unit is not covered under warranty at any point after installation.

#### **1.6 Aluminium Windows Polyester Powder Coated Finishes**

SILKA passes on Aluminium Profile Manufactures (AMS) Warranty on Peeling, powdering and blistering , Corrosion after application of the paint, Chalking, fading and loss of sheen out of the Qualicoat regulation Period of Warranty ("Period of Warranty") – 10 years from date of delivery. This is only valid subject to the following; Full compliance with the After Care Warranty Conditions; Warranty Terms; Full and accurate information provided in the Warranty Particulars. The details and specifics of this are in a separate document

#### **1.7 Aluminium Windows Anodised Finishes**

SILKA passes on Aluminium Profile Manufactures Warranty (AMS) on Peeling, powdering and blistering , Corrosion after application of the paint, Chalking, fading and loss of sheen out of the Qualicoat regulation Period of Warranty ("Period of Warranty") – 10 years from date of delivery. This is only valid subject to the following; Full compliance with the After Care Warranty Conditions; Warranty Terms; Full and accurate information provided in the Warranty Particulars. The details and specifics of this are in a separate document

#### **1.8 Condensation**

Condensation is a phenomena caused when warm moist air comes into contact with colder surfaces. Condensation forming on products does not indicate any fault with the product and as such is not covered in the terms of the warranty.

#### **1.9 After sales modification**

Warranty is not offered on SILKA products which have been modified after they are sold unless expressly agreed on a case by case basis in advance in writing from SILKA. Any problems or defects occurring because of unauthorised after sales modifications are not covered under warranty.