

Warranty Schedule – Apeer Nov 2024

1.0 Warranty

Product supplied will be free from defects in material or workmanship; conform to any published specification or description; be of satisfactory quality and fit for any purpose held out by New World Developments (NWD) under the Apeer brands and ranges of composite doors and comply with all applicable statutory and regulatory requirements for the periods specified herein subject to the limitations and caveats stated.

1.1 Structural Integrity of Products

All products will be free from defects in material or workmanship and maintain their structural integrity and form for a period of ten (10) years following delivery. Warranty is offered against manufacturing faults only. No Warranty is offered against issues arising from poor installation or poor fitting of door slab in frame (where NWD have supplied the door slab only). Where NWD supply door slab only (no frame supplied) the warranty is limited to issues directly connected with door slab only. No warranty is extended to any aspects of door frame where problems relate to poor installation of the door and frame set. Where NWD doors are manufactured using a customers profile any aspects of product defect attributable specifically to the profile are not covered under warranty. No Warranty is offered against issues arising from poor installation. No warranty is offered against issues arising from incorrect specification or miss-selling of product.

1.2 Hardware

The warranty only 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 hardware components will be free from mechanical defect (for the avoidance of doubt excluding any defects caused by installation) provided the hardware has been used in accordance with its original purpose and correctly maintained. Warranty on surface finish of furniture against corrosion is five (5) 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.

1.3 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 (for the avoidance of any doubt, excluding any defects caused by installation) provided the hardware 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.

1.4 Stainless Steel hardware and glazing trims.

Stainless steel hardware will remain free from mechanical defect for ten (10) years. Stainless steel trims will remain free from corrosion for ten (10) years provided appropriate care and maintenance has been carried out. 'Tea staining' on stainless steel components is common and can occur on the surface of all stainless steels when contaminants are left uncleaned. This is not an indication of poor quality stainless steel but rather a lack of cleaning and maintenance and is not covered under warranty.

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:

Imperfections such as (but not limited to) reflected distortions from a tempering or heat strengthening process in glass manufacture are to be expected 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 Nickle Sulphide inclusions are not covered under this warranty. Warranty on laminated glass is five (5) years from delivery 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 including the centre pane is not covered under warranty at any point after delivery.

1.6 Decorative glass.

Fused tiles are hand made and are subject to imperfections such as air bubbles and seeds which are not considered faults and hence these attributes are not covered under warranty. Decorative designs using coloured film are subject to variance in the film colours, this is part of the normal manufacturing process. The warranty does not cover variance in film colours. Where a design is on the outside face of the glass unit, the warranty does not cover scratched, marked or damaged lead-work or bevels. Lead-work is warranted for a period of ten (10) years against coming away from the glass surface except where the lead is on the outer face where no warranty is offered or inferred. Outer Face means face one (1) or four (4) on a double glazed unit and face one (1) or six (6) on a triple glazed unit. For the avoidance of any doubt the outer faces refers to both faces of the glass unit that can be touched from either side once installed.

1.7 Re-glazing doors

All NWD doors (excluding MODO and SILKA models) can be re-glazed; this must be done in accordance with NWD re-glazing instructions. Defects resulting from improper reinstallation of glass units and any damage caused in this process are not covered under warranty.

1.8 Paint Finish

Painted surfaces are guaranteed against manufacturing issues such as peeling, blistering or cracking for a period of 10 years.

Painted surfaces are guaranteed against fading outside of accepted levels as measured within (GRS) Grey Scale Rating level 3/4 as laid out in BSEN ISO 11341 for a period of 10 years.

Chemicals, solvents and abrasives should not be used to clean the product and doing so will invalidate the warranty. No claim will be accepted for deterioration in the painted surface caused by severe exposure conditions, exposure to chemicals, solvents or abrasives. NWD will be the sole arbiter as to the cause of any such infraction of the warranty terms.

To maximise the 'as new' look of the door the end customer must follow NWD's simple maintenance procedure by periodically washing the product with warm mild soapy water to remove any surface contaminants that could damage the paint and the vibrancy of its colour.

1.9 Colour matching

NWD doors are sprayed using two-pack industrial paint for long life finish. Colour repeatability is limited to 1.0 delta-E between batches (or individual painted components or doors). Inspection of colour is always done under natural daylight and warranty claims for inspection under any other lighting sources will not be considered. Colour boards, colour swatches and colour charts as supplied by NWD are for guidance only and should never be considered as an exact match. While every effort is made to reproduce colours exactly this is not always practicable. Specifically "Patina" finished doors to match foiled frames are manufactured with a hand applied process. Variation in colour in this process should be expected and end customers should be made aware of the limitations of this colour matching prior to purchase. No warranty claims are extended to colour matches which lie within the parameters laid out herein.

2.0 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.

2.1 After sales modification

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

Any application of paint by any method to the door surface will automatically invalidate the warranty for the painted surface. Any "touching up" of small areas of the door face due to minor damage during or after installation should be done using correct paint and process and on small areas only. Any problems arising from failure to limit size of area touched up or failure to adhere to repair process are not covered under warranty. Any problems arising from additional drilling or cutting of openings or fitting attachments or sensors to the door or frame are also not covered under the terms of the warranty.

2.2 Door Slab Flatness

NWD double rebate doors are warrantied against bowing more than 2.5mm along the height of the door for a period of ten (10) years from date of delivery. To qualify for claim under warranty the flatness of the door slab must be measured and photographed using a straight edge along the lock edge of the door. Flatness of the door slab must be measured along the concave face of the door with the measurement taken at the centre point along the length of the straight edge. The only acceptable measurement method is calibrated feeler gauges. Measurements taken with plastic window packers are not acceptable. Measurement should clearly demonstrate with a photograph that the deflection from flat is over 2.5mm. Warranty on flatness is not offered on any door were the frame has been poorly installed, installed twisted, installed with frame leg is not straight. Contact NWD for full details on measuring and communicating any potential flatness issues.

2.3 Stable Doors

Stable doors are guarantee perform in exposure category of 800x. for a period of ten (10) years from date of delivery subject to full exposure survey done for suitability of location for install and subject to the caveats that Stable doors should not be installed in exposed or coastal locations or locations that are outside of the scope for BS 6375-1:2015 for this door type. They should not be installed on floors other than ground floor.

