

Lewes

01273 741183

Home Improvements

leweshomeimprovements@gmail.com

www.leweshomeimprovements.co.uk

VAT reg no. 125246239

Product guarantee statement

Installations are guaranteed as outlined below:

PVCu products:

Guaranteed as follows

- Frames guaranteed against discolouration (yellowing or pinking), warping, distortion, leaking.
- Locks, hinges & other hardware guaranteed against mechanical failure. Superficial surface corrosion that does not affect the proper function of the window is not covered.
- Handles benefit from the full guarantee in respect of mechanical failure only. We offer a 1 year guarantee in respect of the surface finish
- Sealed units are guaranteed against failure of the hermetic seal (misting up between the panes). There is no guarantee in respect of breakage of the glass however caused.
- We expect that the customer should lubricate moving parts on the window with the exception of the sliding friction shoe on window hinges with a light oil such as WD40 every year (6 months in coastal areas)
- The guarantee does not cover damage as a result of attempted break in or other misuse of the product.

Guaranteed in respect of the above for 5 years

Aluminium products:

Guaranteed as follows

- Frames guaranteed against failure of painted finish (e.g. flaking)
- Locks, hinges & other hardware guaranteed against mechanical failure. Superficial surface corrosion that does not affect the proper function of the window is not covered.
- Handles benefit from the full guarantee in respect of mechanical failure only. We offer a 1 year guarantee in respect of the surface finish

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- Sealed units are guaranteed against failure of the hermetic seal (misting up between the panes). There is no guarantee in respect of breakage of the glass however caused.
- We expect that the customer should lubricate moving parts on the window with the exception of the sliding friction shoe on window hinges with a light oil such as WD40 every year (6 months in coastal areas)
- The guarantee does not cover damage as a result of attempted break in or other misuse of the product.

Guaranteed in respect of the above for 5 years

Timber products:

Guaranteed as follows:

- Frames guaranteed against wood rot. Failure of painted finish (e.g flaking) guaranteed for 2 years (1 year within 1 mile of the coast)
- Locks, hinges & other hardware guaranteed against mechanical failure. Superficial surface corrosion that does not affect the proper function of the window is not covered.
- Handles benefit from the full guarantee in respect of mechanical failure only. We offer a 1 year guarantee in respect of the surface finish
- Sealed units are guaranteed against failure of the hermetic seal (misting up between the panes). There is no guarantee in respect of breakage of the glass however caused.
- We expect that the customer should lubricate moving parts on the window with the exception of the sliding friction shoe on window hinges with a light oil such as WD40 every year (6 months in coastal areas)
- The guarantee does not cover damage as a result of attempted break in or other misuse of the product.

Guaranteed in respect of the above for 5 years

Roofline products

Guaranteed as follows:

Cap over fascia installations

Will & Emily Timlin trading as Lewes Home Improvements,
Lewes Office: 4 Spences Lane, Lewes, East Sussex, BN7 2HE.

Errors & omissions excepted.

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- Discolouration (e.g yellowing/pinking)

Guaranteed in respect of the above for 5 years. No further guarantee is offered on cap over installations as the product relies entirely on the existing fascia for structural support. We will however advise at the time if we consider a cap over job to be unsuitable due to the condition of the existing fascia.

Full replacement installations

- Discolouration (e.g yellowing/pinking)
- Distortion, cracking, sagging of fascia & soffit
- Failure of seals on guttering. Leaks caused by an accumulation of leaves or moss is excluded.

Guaranteed in respect of the above for 5 years.

Conservatory roofs

Guaranteed as follows in respect of:

- Structural stability
- Water penetration. Please note that leaks arising from a failure to clear out gutters of leaves or other debris is not covered.
- Failure of hermetic seal on roof glazing units (misting up between panes)
- Breakage of the roof glazing however caused is excluded from the guarantee.

Guaranteed in respect of the above for 5 years

Conservatory bases & building works

Guaranteed against the following as follows:

- Subsidence – 5 years
- Damp penetration – 5 years
- All other aspects of conservatories including but not limited to electrical installations & components, radiators, plastering, flooring, drainage ancillary groundworks or landscaping undertaken as part of the job by Lewes HI – 1 year

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Secondary Glazing

Guaranteed as follows:

- Frames guaranteed against failure of the paint finish (e.g flaking), warping, distortion
- Locks, hinges & other hardware guaranteed against mechanical failure. Superficial surface corrosion that does not affect the proper function of the window is not covered.
- There is no guarantee in respect of breakage of the glass however caused.
- The guarantee does not cover damage as a result of attempted break in or other misuse of the product.

Guaranteed in respect of the above for 2 years

Repairs to existing windows fitted by other firms

Not guaranteed