

# 10 YEAR PRODUCT WARRANTY SUPPLY ONLY



## **This warranty covers against:**

Condensation forming inside the sealed unit  
(thermal breakdown)

Failure of ironmongery, furniture and espagnolettes

## **including:**

Material stability and lasting quality

Water and wind tightness

## **Confirmation of warranty**

(subject to the terms and conditions overleaf)

**Client/Local Authority:**

**Project Name:**

**Date Started:**

**Date Completed:**

**NorDan Reference:**

Signed: \_\_\_\_\_  
(Director, NorDan Vinduer Ltd)

Date: \_\_\_\_\_

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## This warranty is provided on the following terms:

### Transport

The purchaser must check for and report any damage on the delivery note before accepting the goods.

### On-site Storage

Following delivery and prior to installation, all products should have the transport protection (polythene) removed and stored on a flat and level surface, protected from all extremes of weather whilst allowing the timber to breathe. Failure to do this will compromise the product performance & lead to deterioration of both the finished timber and ironmongery.

### Fitting

Installation must be in accordance with good building practices and manufacturer recommendations.

### Surface Treatment (see NorDan standard stain, paint and varnish information leaflet)

Goods must be finished with a suitable surface treatment on all sides of the product before installation and without exception prior to being exposed to the weather. Finishing should be checked annually and maintained as necessary.

### Usage

Ironmongery should be cleaned regularly and greased lightly whenever needed in accordance with NorDan guidelines. Building debris and such like should be removed from rebates, channels, furniture and ironmongery. Weatherseals must be cleaned regularly and protected against any form of interference or contamination. Sufficient ventilation is required to prevent condensation.

### The warranty includes:

To replace parts subject to a valid claim under the warranty within 10 years from date of invoice. In addition, the cost associated with replacing defective goods is also covered, but only for the first 5 years from date of invoice. Simple works or repairs required under the warranty should be carried out by the purchaser. Parts required for such works, will be provided free of charge during the period of the warranty.

### The warranty excludes:

Accidental or negligent damage. The costs associated with replacing defective goods after 5 years from date of invoice. Any abnormal costs associated with the means to gain access to consider claims or service claims, including:- cranes, lifts, scaffolding, ladders or working platforms of any description. Any form of decoration or making good associated with the fitting or repairing goods. Any sealed units not produced by NorDan or any special glass subject to another manufacturer's warranty. Factory pre-finishing (see NorDan standard stain, paint and varnish information leaflet). Damage caused by transportation if not recorded at the time of delivery. Glass liable to thermal shock and stress cracking: Whilst every care will be taken by NorDan to ensure that the appropriate glazing is incorporated within our finished components to cater for each location, our warranty will not apply in the case of breakdown of a glazing unit due to thermal shock occurring, because components with inappropriately specified glazing have been placed in a confined situation (eg. Spandrel panels fitted immediately in front of the structure, or thermal insulation, where heat cannot be adequately dissipated on both faces). NorDan accepts no liability for excessive structural movement or poor fitting of products which may lead to stress cracking of glass. The warranty does not cover material swelling, nor any aesthetical discolouration or mould to timber which is subjected to excessive moisture or condensation either during or following installation.

### In general

All claims must be made in writing, with provision of all necessary details and forwarded to NorDan Vinduer Ltd at the address below. The warranty starts from the date of delivery. As a matter of principle any goods must be paid for in full before a claim can be considered. All claims must be submitted with date of delivery (or date of manufacture from the sealed unit spacer bar). NorDan retain the right to repair or replace products or parts thereof in the unlikely event of failure.

**Any variation to the above terms and conditions must be recorded in writing between both the Manufacturer, NorDan Vinduer Ltd and the contractor/purchaser. All claims under warranty will be subject to the sole discretion of the Manufacturer whose ruling the purchaser will accept and abide by.**

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