GUARANTEES

At ***Bailey Hague Joinery*** we supply the highest quality timber windows and doors to our customers. We supply fully tested design, with premium materials so our windows and doors are as durable but also elegant but traditional.
Our products are designed to provide you with years of high performance with minimal maintenance. We are committed to performance and are backed by industry guarantees which are supported by our suppliers. Our guarantees are very transparent in how they work, as this brochure details. It's very important to note that whilst our windows and doors are designed for long life with low maintenance, there are some simple maintenance procedures required that are detailed within our **Owners' Manual** that need to be followed. By carrying out these simple maintenance procedures ***Bailey Hague Joinery*** are confidante they you will have main years pleasure form our range.

BAILEY HAGUE 10 YEARS PAINT GUARANTEES	BAILEY HAGUE 5 YEARS STAIN GUARANTEES	BAILEY HAGUE 30 YEARS PRESERVATIVE GUARANTEES	BAILEY HAGUE 5 YEARS GLAZING GUARANTEES	BAILEY HAGUE 10 YEARS HARDWARE GUARANTEES	BAILEY HAGUE 10 YEARS WEATHER SEAL GUARANTEES
Up To 10 Years. Manufacturer's guarantee against paint coating system failure.	Up To 5 Years Manufacturer's guarantee against stain coating system failure.	Preservative Manufacturer's guarantee against preservative failure.	Glazing Unit Manufacturer backed guarantee for all drained and vented glazing units.	Hardware Manufacturer's guarantee for all window and door hardware. Operation Only.	Weather Seals Manufacturer's guarantee against failure of weather seals.



WARRANTY

Thank you for choosing ***Bailey Hague Joinery*** products which are manufactured to high and exacting standards.

This product warranty starts on the agreed delivery date. The applicable period for each component is stated below. Cover is subject to Bailey Hague Joinery Standard Conditions of Sale and the warranty conditions in this document.

THIS PRODUCT WARRANTY COVERS ITEMS DETAILED BELOW:

Wood frame & sash.

The Company warrants wood components against defects in workmanship and materials that could affect performance for 30 years, except oak timber, which is covered for 2 years. Follow the aftercare procedures; oak timber requires maintenance every 6 months.

Surface treatment.

The Company warrants that the standard three coats opaque finished joinery is warranted for up to **10 years** and the stain finishes up to **5 years** against blistering or flaking but excluding natural resin exudation and movement around knots. Regular maintenance should be carried out as specified in the surface coatings maintenance section of this manual. Consideration should be given to the effect extreme climates can make on the lifespan of surface coating. Please refer to the Climate Guideline chart.

Ironmongery & seals.

The Company warrants hinge systems and handles for a period of **10 years** against functional failure. Surface finishes for ironmongery is not covered by this Warranty. Replacement ironmongery will be supplied only under Warranty for the customer to fit.

Sash window spring balance.

The Company warrants the spring balance mechanism against functional failure for 10 years. In years 1 and 2, the Company will supply and fit a replacement balance. In years 3 to 10 inclusive, the Company will supply a replacement balance only; the cost of installation is not included.

Double glazed units & glass.

The Company warrants that the glass will comply with the Glass and Glazing Federation's visual quality standards.
The Company warrants that seals on double glazed units will be free from failure (failure is taken to mean failure of the insulated glass unit resulting in penetration of moisture into the air space and appearance of moisture on the glass inside the airspace) for a period of **5 years** from delivery. If the failure occurs in the first five years the Company will be responsible for the supply and fitting of replacement glass units. If failure occurs after this period the customer will be liable for the replacement and fitting of the new unit.

The Company reserves the right to supply a whole sash as an alternative to supplying glass for re-glazing on site. No other glass defect or phenomena are covered by this Warranty.

Exclusions to this Warranty.

- Damage to the surface coating has occurred by physical damage, for example damage caused by window cleaner's ladders, damage to cill extension joints by handling or installation, pet damage, chemical damage, damage caused by bad maintenance or poor design of building.
- Where damage has occurred as a result of faulty installation, repairs, alterations, work processes or pollution from surrounding areas.
- Where damage has occurred from excessive cleaning processes or hosing down of product.
- Where products have been stored in an unventilated area prior to fitting or areas that have been unventilated during the construction processes.
- Where products have been used in swimming pool areas without correct paint coating. Special paint required.
- Where damage that is caused by external causes outside the control of the Company which shall include, accident, fire, disaster, burglary.
- Where products have been exposed to unusual physical conditions.
- Where surface wear has been caused by natural elements.
- Where cill projections exceed 85mm. Paint supplier will not warranty the coating over this size.
- Where any sums remain due to the Company.

Provided always all surface treatment warranties are subject to environmental conditions as stated in our coatings information to ensure that the product has been maintained in accordance with the Company's Warranty conditions.

Claims procedure

In the unlikely event you believe you have a valid claim please contact ***Bailey Hague Joinery*** and speak to customer services.

Validation

It is necessary for the customer to substantiate the date of delivery and provide proof of purchase.

The Warranty covers the coatings against:

- Peeling.
- Cracking (over greater than 5% of the coated area).
- Damage resulting from fungal growth within the coating but this should be cleaned in the 6 monthly maintenance programs.
- Significant 'yellowing' of the coating.
- Premature erosion of the film leading to areas of exposed timber.

It does not guarantee against:

- The exudation of resin.
- Extractive staining around knots.

CLIMATE GUIDELINE CHART			
	MODERATE	**HARSH**	**EXTREME**
	Typically, non-coastal areas at low altitude	Exposed inland locations and areas within 0.5miles of the coast	Areas of high altitude and exposed coastal sites
SHELTERED e.g., beneath porch or large roof overhang	**10 YEARS:** for opaque coatings, 5 years for translucent coatings	**8 YEARS:** for opaque coatings, 5 years for translucent coatings	**7 YEARS:** for opaque coatings, 4 years for translucent coatings
PARTLY SHELTERED e.g., windows built back in reveal.	**8 YEARS**: for opaque coatings, 5 years for translucent coatings	**7 YEARS:** for opaque coatings, 4 years for translucent coatings	**6 YEARS:** for opaque coatings, 2-3* years for translucent coatings
NOT SHELTERED e.g., face of building	**7 YEARS:** for opaque coatings, 4 years for translucent coatings	**6 YEARS:** for opaque coatings, 2-3* years for translucent coatings	**5 YEARS:** for opaque coatings, 2* years for translucent coatings
*2 years for light shades e.g. Pine and Light Oak.			





BAILEY-HAGUE
JOINERY

OUR WORKSHOP

2 Station Cottages,
Moor Lane,
Sherburn in Elmet,
Leeds.
LS25 6ES

Contact no 01977 680 121 or 01904 501 221 or 01423 608 379
Email info@baileyhaguejoinery.co.uk