



### ***Introduction***

This Warranty & Guarantee Schedule outlines the coverage, exclusions and customer responsibilities for all EcoFrame Direct windows, doors, glass units and roof glazing products.

These guarantees apply from the date of installation and are non-transferable unless agreed in writing.

### ***Guarantee Schedule - Frames (uPVC & Aluminium) - 10 Years***

Covers:

- Structural integrity
- Weather resistance
- Colour stability within industry standards
- Manufacturing defects

Does not cover:

- Minor extrusion marks, weld lines or grain variation visible only within 1 metre
- Thermal movement or expansion
- Discolouration caused by pollution, chemicals or external factors

### ***Glass Sealed Units - 5 Years***

Covers:

- Moisture, misting or fogging between the panes only

Does not cover:

- Internal or external condensation
- Visual marks within GGF standards
- Damage caused after installation
- Pressure cracks caused by heat or blinds

### ***Hardware (Locks, Hinges, Handles) - 1 Year***

Covers defects in:

- Manufacture
- Materials
- Function

Does not cover:

- Wear and tear
- Corrosion from coastal exposure
- Damage caused by forced operation
- Misalignment caused by building movement

### ***Installation Workmanship - 12-18 Months***

Covers:

- Installation defects
- Water ingress due to poor fitting
- Faulty sealing or fixing

Does not cover:

- Damage caused by other trades
- Adjustments by others
- Lack of maintenance

### ***Sealants - 12 Months***

External silicone will weather naturally and may require renewal by the homeowner.

### ***Composite Doors - Performance Tolerances***

Composite doors may bow seasonally.

Acceptable tolerances:

- Up to 3mm bowing - normal
- Up to 5mm in extreme temperatures

Only a defect if operation is affected.

### ***GGF Glass & Visual Standards***

Inspection rules:

- View from 2m for standard glass
- View from 3m for toughened/laminated glass
- Inspect in natural daylight, not direct sun
- A 50mm perimeter zone is excluded

Acceptable characteristics:

- Minor scratches  $\leq 25\text{mm}$
- Bubbles/seeds typical of float glass
- Slight tint or colour variation
- Brewster's lines

Unacceptable characteristics (covered):

- Moisture inside sealed unit
- Debris trapped in cavity
- Scratches visible from 2-3m

### ***Roof Lanterns & Flat Rooflights***

Covers:

- Structural defects
- Glass seal failure
- Water ingress from product failure

Not covered:

- Standing water on flat roofs
- Thermal shock cracking
- Excess weight on glass
- Damage to roof coverings not installed by EcoFrame

### ***Customer Responsibilities***

Warranty is valid only if:

- Trickle vents are kept open
- Drainage channels kept clear
- Moving parts lubricated twice yearly
- No unauthorised adjustments made
- No abrasive cleaners used
- No screws, films or blinds fixed to frames
- Access provided for inspections
- Products not subjected to force

### ***Exclusions***

Not covered:

- Damage by third parties
- Misuse or lack of maintenance
- Forced entry attempts
- Natural fading or corrosion
- Building movement
- Sealant discolouration
- Thermal expansion noises

### ***Liability Limitations***

EcoFrame Direct is not liable for:

- Loss of earnings
- Loss of profit
- Supplier delays
- Access equipment costs
- Consequential or indirect loss

Not excluded:

- Death or personal injury due to negligence

## ***Claims Process***

To raise a claim:

- Email [contact@ecoframedirect.co.uk](mailto:contact@ecoframedirect.co.uk)
- Provide photos and order number
- Assessment within 14 days

Call-out charges may apply if:

- No fault found
- Damage unrelated to installation

## ***Governing Law***

This Warranty is governed by the laws of England & Wales.

Courts of England & Wales have exclusive jurisdiction.