

Product Category	When Installed By ERG Scotland:	When Installed By A Third Party:	Product-Specific Guarantee Notes:
* All guarantee's offered subject to ERG Scotland's written Terms and Conditions. Guarantee offered is subject to regular maintenance of products, lack of maintenance may cause the guarantee to be considered void. When products installed by a third party, materials and product only covered, installation and labour excluded. When installed by a third party, ERG accepts no liability for the suitability of products for the location installed. ** Spontaneous glass breakages are a very rare abnormality within glass manufacturing; therefore no warranty is offered against breakages from this phenomenon. (T's & C's 12.1.1) *** Oversize (commercial specification) glazed units of 2.5 sq. meters or larger and bespoke 6mm (or thicker) glazing units are guaranteed for 10 years only, and are excluded from standard visual tests for minor imperfections inside the sealed unit.			
uPVC Extrusions			- When product installed by ERG Scotland, materials covered by 15 year guarantee, labour is covered for 10 years, following which, labour may be chargeable. - For fully reversible windows only, guarantee length on uPVC extrusion is 10 years, instead of 15 years.
uPVC Coloured Foils			- When product installed by ERG Scotland, materials covered by 15 year guarantee, labour is covered for 10 years, following which, labour may be chargeable. - For fully reversible windows only, guarantee length on uPVC foils is 10 years, instead of 15 years.
uPVC Window & Door Glazing Units ** (Domestic Specification) ***			- When product installed by ERG Scotland, materials covered by 15 year guarantee, labour is covered for 10 years, following which, labour may be chargeable. - Minor imperfections inside glass are subject to industry-standard visual test to determine if replacement is required under guarantee. - For fully reversible windows only, guarantee length on sealed units is 10 years, instead of 15 years.
uPVC Window & Door Hardware			- When product installed by ERG Scotland, materials covered by 15 year guarantee, labour is covered for 10 years, following which, labour may be chargeable. - For fully reversible windows only, guarantee length on hardware is 10 years, instead of 15 years.
uPVC Infill Panels			-
Forte Composite Doors (including Hardware)			- When product installed by ERG Scotland, materials covered by 15 year guarantee, labour is covered for 10 years, following which, labour may be chargeable. - For "wood effect" door finishes (Rosewood / Golden Oak / Irish Oak), door slab colour only covered for 7.5 years against fading/dicolouring. - Forte door hardware is only covered for 2 years against scratches/damages to finish
Apeer70 & Apeer 44 Composite Doors (excluding Hardware)			For "wood effect" door finishes (Rosewood / Golden Oak / Irish Oak), door slab colour only covered for 5 years against fading/dicolouring.
Apeer70 & Apeer44 Composite Door Hardware			-
Aluminium Windows & Doors (including Hardware)			-
Aluminium Window & Door Glazing Units ** (Domestic Specification) ***			Minor imperfections inside glass are subject to industry-standard visual test to determine if replacement is required under guarantee.

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Timber Windows & Doors (including Hardware)			-
Timber Window & Door Glazing Units ** (Domestic Specification) ***			• Minor imperfections inside glass are subject to industry-standard visual test to determine if replacement is required under guarantee.
AluClad Windows & Doors (including Hardware)			-
AluClad Window & Door Glazing Units ** (Domestic Specification) ***			• Minor imperfections inside glass are subject to industry-standard visual test to determine if replacement is required under guarantee.
Fasica, Soffit, and Cladding			-
Rainwater Goods (including all guttering & downpipes)			-
Replacement Glazing ** (into existing frames) ** (Domestic Specification) ***			• When installed by ERG Scotland, no guarantee offered on the existing window frame & original installation of said frame, including on any gaskets/seals that are disturbed/reused/replaced during installation. • ERG Scotland can accept no liability for issues arising during replacement glazing caused by the existing frame and/or original installation of said frame.
Conservatory Roofs			-
Conservatory Roof Glazing Units **			• Minor imperfections inside glass are subject to industry-standard visual test to determine if replacement is required under guarantee.

ERG Scotland

About Your Guarantee

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Base Building Works		n/a	• Materials used in building works have the benefit of manufacturers guarantees.
Electrical Works		n/a	• Materials used in electrical works have the benefit of manufacturers guarantee, ERG Scotland's 2 year guarantee offered covers labour only.
Plumbing Works		n/a	• Materials used in electrical works have the benefit of manufacturers guarantee, ERG Scotland's 2 year guarantee offered covers labour only.
Decoration & Plastering		n/a	• Materials used in decoration works have the benefit of manufacturers guarantee, ERG Scotland's 2 year guarantee offered covers labour only.
Landscaping Works		n/a	• Materials used in landscaping works have the benefit of manufacturers guarantee, ERG Scotland's 2 year guarantee offered covers labour only.
Glass Balustrades			-
Timber Boxing		n/a	• Materials used in timber boxing works have the benefit of manufacturers guarantee, ERG Scotland's 2 year guarantee offered covers labour only.
Electrical Appliances		n/a	• Appliances installed have the benefit of manufacturers guarantee, ERG Scotland's 1 year guarantee offered covers labour only.

Maintenance

The regular maintenance of your new installation is essential for years of trouble-free operation. To ensure that your guarantee remains valid, routine maintenance should be carried out as follows;

PVC-u should be cleaned regularly (once every 4 months) with warm soapy water.

Coloured finishes should not be scratched in any way, as it may cause damage to the lamination surface.

No abrasives should be used on any surface.

Glass should be regularly cleaned to ensure a pristine finish.

Particular care should be taken when cleaning around leadwork to ensure that it is not damaged.

On an annual basis lubricate the locks, hinges and if necessary, the handles and door furniture. Failure to do this will result in binding, catching and a significant reduction in performance.

Door furniture such as handles, letterboxes, knockers, numerals and spyholes should be cleaned as often as monthly to preserve their condition. Use mildly concentrated hot soapy water and a soft cloth to wipe the surfaces.

Regularly remove any debris found in the threshold and drain holes of your door top ensure that water is kept out of the seals. In periods of bad weather this may need to be checked more regularly.

For further details and 'handy tips' please refer to our Care & Maintenance Guide which is available free on request from our representatives or showroom.

ERG Scotland About Your Guarantee

Guarantee-Specific Terms & Conditions

Providing the purchaser, or a subsequent bona fide homeowner, remains in occupation of the installation address; ERG Scotland Limited (the vendor) undertakes with the purchaser, or the subsequent bona fide homeowner, that in the event the purchaser, or the subsequent bona fide homeowner, proves to the satisfaction of the vendor that the product(s) supplied, or any component thereof, or its/their fitting is defective as to materials or workmanship, subject to guarantee product time limitations outlined above, the vendor will, at its discretion, repair or replace the same component free of charge from the date of initial practicable completion of the project.

This undertaking only applies to defects notified to the vendor within the time limitation of the date of practicable completion of the installation of the products and does not apply to the following circumstances:-

- Where the defect is due to misuse of the whole or any component part of the product(s).
- To defects in the installation of the product(s) where installation was not carried out by the vendor or by the vendor's properly authorised agent or subcontractor. If modifications or repairs are made to an ERG product by anyone other than an ERG approved engineer **this will invalidate the guarantee.**

The benefits of this document are not available until all monies payable by the purchaser to the vendor are paid **in full**.

The guarantee is insurance backed for 10 years from practicable completion of the installation project and is transferrable from one homeowner to the next on request.

Nothing in these terms and conditions shall be so constructed so as to exclude any rights expressly given to the purchaser by statute or by any legally valid order or regulation binding upon the company. It is important to note our guarantee is in addition to your consumer statutory rights.

In the event that a replacement product, or part, is no longer in production, ERG will replace the product, or part with the nearest like-for-like replacement.

The guarantee does not cover environmental damage. If there is any damage to products due to weather or other environmental causes (including, but not limited to, UV light damage, frost damage to brickwork masonry etc. or subsidence), then this is not covered under the guarantee, however ERG will still repair the products at a charge payable by the purchaser.

General wear and tear and weathering can be expected with any product; therefore, this is not covered by the guarantee.

The guarantee does not cover any indirect costs as a result of the failure of the product(s), therefore any consequential loss is not included.

In the event that a replacement product, or part, is no longer in production, ERG will replace the product, or part with the nearest like-for-like replacement.

Guarantees do not cover accidental damage of the product or breakage of glass howsoever caused and the company cannot be held responsible for normal wear and tear, misuse of the products, or failure to comply with maintenance. Repairs to correct acts of vandalism or accidental damage are not covered, however ERG will still repair the products at a charge payable by the home owner/occupier.

If the product(s) is inspected and the fault is deemed not to be covered by the guarantee the initial inspection is **chargeable**. If possible, ERG will repair the product immediately, if not, another appointment will be arranged. If the customer decides not to have the problem repaired by ERG, then the only charge will be the initial call-out fee.