

**Window/door locks and hinges – 10-year mechanical warranty, subject to the following conditions:**

Maintenance of window/door locks and hinges The window/door locks and hinges need to be checked regularly for wear and security of fixings. Fixing screws must be tightened and worn parts replaced. Users must carry out the following maintenance work at least once a year and more frequently where appropriate:

- All moving parts must be checked for correct operation, cleaned, and lubricated.
- Only use cleaning materials which do not impair anti-corrosion properties of the surface coating.

The following will void the guarantee:

- Placing obstacles in the opening preventing proper use of the window/door.
- Failure to maintain the product as indicated above.
- Extreme weather conditions.

**Window/door handles and Letterplates – 10-year mechanical warranty, subject to the following conditions:**

Maintenance of window/door handles and letterplates

- Window/door handles must be routinely cleaned by wiping it with a clean cloth soaked in warm soapy water and mild detergent every month. Avoid using heavy-duty cleaners which contain Chlorine or Potassium – this will void the guarantee.

- Moving parts should be lightly lubricated using a light non-acidic mineral oil at least twice a year. This procedure is particularly essential if products are used within a 25-mile radius of coastal area or close proximity to building sites or large industrial areas where more frequent cleaning may be required.

**Cylinders – 10-year mechanical warranty, subject to the following conditions:**

Maintenance of Cylinders

- Wipe the surface periodically with a soft cloth to remove excess grease or moisture

**Glass units – 5-year warranty**

**Hallmark Aluminium panels – 5-year warranty. Subject to the following conditions:**

Maintenance of Hallmark Aluminium panels

- Frequently wash down the panel surface with warm soapy water (washing up liquid is suitable) and wipe dry softly with a soft cloth.
- Any use of abrasive cleaners or scouring pads on the surface / use of high pressure or steam cleaners / use of any type of bleach, solvent will void the guarantee.
- Panels with stainless steel trims or stainless steel bar handles need to be cleaned a lemon based very mild soap solution and a soft cloth once a month, or every 2 weeks in areas of high sea salt such as coastal areas. At no point should any form of cleaning agents be used. DO NOT USE carbon steel brushes or steel wool as these can leave particles embedded in the surface which can lead to rusting.

**Hallmark Composite doors – 10-year warranty (non-sprayed doors),  
subject to the following conditions:**

Maintenance of Hallmark composite doors

- It is recommended that the doors are cleaned regularly to minimise the build of grime and dirt and prolong the life of the surface – this should be done every 2 weeks. Sprayed and Rosewood/Oak doors have a 5-year warranty.
- Frequently wash down the surface with warm soapy water (washing up liquid is suitable) and wipe dry softly with a soft cloth.
- Any use of abrasive cleaners or scouring pads on the surface / use of high pressure or steam cleaners / use of any type of bleach, solvent will void the guarantee.
- All moving parts and hooks must be lubricated at least once a year using a light grease such as petroleum jelly or similar. Failure to maintain the products in a clean condition will invalidate the guarantee.
- Doors with stainless steel bar handles need to be cleaned a lemon based very mild soap solution and a soft cloth once a month or every 2 weeks in areas of high sea salt such as coastal areas. At no point should any form of cleaning agents be used. **DO NOT USE** carbon steel brushes or steel wool as these can leave particles embedded in the surface which can lead to rusting. These have a 5-year mechanical and corrosion warranty.
- Door glass can be cleaned with off the shelf glass cleaner.

This guarantee is subject to the following conditions:

a) Should work on or against or near the building, cause the windows/doors to be disturbed or damaged this guarantee is void.

b) Any structural movement on building, above any door, or settlement of building this guarantee is void.

c) Physical damage or interference to the windows/doors this guarantee is



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void.

d) All maintenance should be carried out as per the above, failure to do so will void the guarantee.

e) That our liability is limited to the terms of this guarantee and any other liability on our part, however caused, or arising or based on warranty or condition whether expressed or implied by law is expressly excluded.

The company cannot accept liability for the negligent maintenance of the windows and doors.