

The Nordvest UK product warranty covers the product for manufacturing or material defects which may occur during a 10-year period from the delivery date shown on the order confirmation. It is the responsibility of the customer to ensure the product is fit for use, complies with the relevant building standards, has been properly installed, used and maintained.

The Warranty covers:

- 10 Years against glass failure** manufacturing defects and ironmongery***
- 5 Years for two coat factory applied paint finish. Yearly inspections must be undertaken by the customer.
- 1 Year for two coat factory applied stain finish.
- Replacement parts subject to a valid claim within 10 years of delivery date shown on the order confirmation.
- Labour costs associated with replacement parts for a period of 5 years from delivery date shown on order confirmation.
- Parts for remedial work covered under the product warranty.
- Timber frame and sash components are warranted against fungal attack, rot and decay for a period of 20 years subject to proper installation, maintenance and normal use.
- The glass complying with the Visual Quality Standards of the Glass and Glazing Federation.
- Simple remedial works or repairs, as determined by Nordvest UK Ltd, covered under warranty which are to be carried out by the purchaser.

**glass failure is condensation inside the glazing unit. No other defects are covered. Between years 5 and 10 the warranty is limited to the free supply of a replacement glass unit. Labour, access equipment, installation and associated costs are excluded.

***tarnishing or discolouration is not covered.

The Warranty does not cover:

General

- Products supplied without a full factory applied paint finish
- Products installed improperly or modified due to improper installation.
- Products not maintained in accordance with Nordvest UK maintenance guidelines [NDV Document](#).
- Any costs associated with replacing defective goods after three years from delivery date shown on order confirmation.
- Defects not notified in writing to Nordvest UK Ltd prior to installation.
- Damage caused during transportation if this is not notified to Nordvest UK at the time of delivery.
- Imperfections in the aluminium cladding that are not visible from a distance of 3 metres, or minor opening of joints in the aluminium cladding resulting from transportation and installation, are not considered defects under this warranty.
- Damage by external causes outside Nordvest UK's control including, but not limited to, accident, disaster, burglary or fire.
- Costs incurred for making good or re-decoration and the use of special equipment to carry out remedial or warranted work, including but not limited to lifting equipment, access equipment, scaffolding, or platforms.
- Variations in colour and wood grain of the timber, especially apparent when stain is used.
- Discolouration, mould growth, resin or sap from knots or damage due to swelling where the product is exposed to excessive moisture or condensation.
- Surface finish of catches, handles and hinges.
- The product no longer being in production. Nordvest UK will be entitled to provide a similar product or give an appropriate refund at Nordvest discretion.
- Physical damage after delivery (cleaning agents, handling, ladders, pets, poor storage, window cleaner).
- Any product which has not been paid for in full.

Glass & Glazing

- Glazing units not installed in Nordvest factory in Norway.
- Breaking or cracks from thermal stress, removal of the unit, structural movement, poor fitting, spontaneous breakages, defects not described by the Visual Quality Standards of the Glass and Glazing Federation
- Glass defects reported to Nordvest UK Ltd after 6 months from the date of delivery as noted on the Nordvest UK Ltd order confirmation.

The customer should make Nordvest aware of any extreme climatic locations where the products are to be installed. Failure to do so could void your warranty.

Nordvest UK Ltd reserves the right to inspect any alleged defect before accepting liability under this warranty. If you have a valid claim, please contact our office in the first instance requesting a claim form. Claims must be accompanied by proof of purchase, order number, order date, maintenance record.