

OLD ENGLISH DOORS

PRODUCT GUARANTEES & WARRANTY

At Old English Doors, our entrance doors and associated products are individually manufactured using carefully selected materials, traditional joinery skills and modern manufacturing techniques.

We stand behind the quality of our workmanship and use established manufacturers for specialist components, locking systems, coatings, glazing and architectural hardware.

The following sets out the principal guarantees applicable to products manufactured and installed by Old English Doors. Individual projects may incorporate different products or specifications and, where applicable, the relevant manufacturer's warranty will apply.

OLD ENGLISH DOORS WORKMANSHIP GUARANTEE – 10 YEARS

Old English Doors provides a 10-year workmanship guarantee against physical faults or errors in the manufacture or installation of our doorsets that are caused by defective workmanship.

Where a defect covered by this guarantee is identified, Old English Doors will determine the appropriate method of repair or replacement having regard to the nature and extent of the defect.

This guarantee is subject to the conditions, maintenance requirements and exclusions detailed below.

BUILDING REGULATIONS – 6 YEARS

Our installation work is guaranteed for 6 years against a breach of the Building Regulations caused by our installation work, based upon the regulations applicable at the time the works were completed.

Where applicable, installations are completed and certified through our relevant competent person certification arrangements.

PRODUCT & MANUFACTURER GUARANTEES

ACCOYA® TIMBER – 50-YEAR MANUFACTURER'S WARRANTY

Where Accoya® timber is specified, it is covered by the applicable 50-year manufacturer's warranty against decay and insect attack, subject to Accoya's own warranty terms, conditions and appropriate use of the material.

The Accoya warranty relates specifically to the durability of the timber itself and is separate from the Old English Doors 10-year workmanship guarantee.

The 50-year Accoya warranty does not mean that paint coatings, glazing, ironmongery, locks, seals or other components forming part of the doorset carry the same guarantee period. These products are covered by their respective warranties and guarantee periods.

WINKHAUS HERITAGE MULTI-POINT LOCKING SYSTEM – 10 YEARS

The Winkhaus Heritage multi-point locking system carries a 10-year mechanical guarantee, covering the mechanical operation of the locking system under normal operating conditions.

The guarantee is subject to the manufacturer's applicable terms and conditions.

Damage or failure resulting from misuse, forced entry, accidental damage, unauthorised adjustment or modification, inadequate maintenance or circumstances outside normal operating conditions are not covered.

BANHAM LOCKING SYSTEMS

Where Banham locking products are specified and fitted, the lock and associated components are covered by the applicable Banham manufacturer's guarantee for the particular products supplied.

Details of the relevant manufacturer's guarantee can be provided upon request and remain subject to Banham's applicable terms, conditions, exclusions and maintenance requirements.

STAINED GLASS – 5 YEARS

Our stained glass panels are individually manufactured using traditional, time-honoured techniques that have been proven over generations.

When appropriately maintained, traditionally manufactured stained glass is capable of providing an exceptionally long service life. The contractual guarantee period should therefore not be interpreted as the expected lifespan of the stained glass.

Old English Doors provides a 5-year guarantee against defects in the manufacture of our stained glass panels.

Natural ageing and weathering, and deterioration resulting from accidental damage, impact, external influences, inappropriate cleaning or inadequate maintenance, are not considered manufacturing defects.

DOUBLE-GLAZED UNITS – 5 YEARS

Double-glazed units supplied as part of our doorsets are guaranteed for 5 years against premature failure attributable to a manufacturing defect, including failure of the sealed unit resulting in condensation or misting occurring within the cavity between the panes.

The guarantee does not cover accidental damage, impact damage, scratching, glass breakage or damage resulting from circumstances outside the normal performance and use of the glazing unit.

IRONMONGERY & DOOR FURNITURE

Ironmongery, architectural hardware and door furniture are covered by the individual manufacturer's guarantee applicable to the particular product supplied.

Details of the relevant manufacturer's guarantee can be provided upon request.

Manufacturers' guarantees generally relate to manufacturing, material or mechanical faults and are subject to the individual manufacturer's terms, conditions and exclusions.

Unless expressly included within the individual manufacturer's warranty, cosmetic finishes are not guaranteed against deterioration through normal use.

Handles, knockers, letter plates, escutcheons and other door furniture are handled regularly and may also be exposed to weather and atmospheric conditions. They are therefore naturally susceptible to wear, tarnishing, weathering, changes in colour and deterioration of their surface finish.

Such changes arising from normal handling, environmental exposure and general wear and tear do not in themselves constitute a product defect.

FACTORY-APPLIED PAINT FINISH – 7–10 YEARS

Our factory-applied paint finishes are guaranteed for a period of 7 to 10 years, depending upon the elevation, location and level of exposure of the installation.

The applicable period is subject to the coating manufacturer's terms and maintenance requirements and may be influenced by factors including orientation, direct sunlight, prevailing weather, exposed elevations, coastal or other aggressive environments and the level of protection provided by the building.

What constitutes a paint finish defect?

The purpose of the coating system is both decorative and to provide protection to the underlying timber.

A paint finish will generally be considered defective under this guarantee where there is premature breakdown, significant cracking, flaking, peeling or other failure of the coating system which causes it to cease providing adequate protection to the underlying timber.

Minor cosmetic blemishes, small surface imperfections, slight variations in texture, colour or sheen, and other minor imperfections which do not affect the protective performance of the coating do not in themselves constitute a paint finish failure.

Normal weathering, gradual changes in colour or sheen, impact damage, scratches, chips or deterioration caused by misuse, inadequate maintenance or other external influences are not considered defects in the original factory-applied coating.

COSMETIC APPEARANCE – 2-METRE INSPECTION STANDARD

Our products are individually manufactured from natural materials and can incorporate hand-finished timber, traditional stained glass and individually fitted architectural hardware.

Minor variations and imperfections are therefore possible and do not necessarily constitute a defect.

For the purposes of assessing a cosmetic or visual imperfection, the affected area shall be viewed from a distance of 2 metres under normal daylight and normal viewing conditions, without magnification, artificial enhancement or exceptionally close inspection.

A minor cosmetic mark, blemish, variation or imperfection which is not readily visible from a distance of 2 metres under normal viewing conditions shall be considered acceptable and shall not constitute a defect for the purposes of this guarantee.

This assessment standard relates to cosmetic appearance only.

It does not apply to a genuine defect affecting the operation, structural integrity, security, weather performance, glazing integrity or intended function of the product.

REPAIRS & REMEDIAL WORK

Where Old English Doors determines that a defect is covered under this guarantee, the appropriate method of repair or replacement will be determined by Old English Doors having regard to the nature and extent of the defect.

Wherever reasonably practicable, our preference is to repair an affected component rather than to replace an otherwise serviceable product.

Paint repairs

Localised paint repairs will, in most circumstances, be completed on site by hand using brush-applied paint finishes.

Customers should be aware that the original factory coating is spray-applied under controlled conditions. A localised hand-applied repair may therefore have minor differences in texture, sheen or appearance when compared with the original factory finish.

All remedial work will be completed with reasonable care and skill, with the objective of restoring the protection, performance and overall appearance of the affected area.

A localised paint repair shall be considered satisfactorily completed where:

- The protective integrity of the coating has been restored;
- The underlying timber is adequately protected; and
- Any remaining minor cosmetic difference is not readily visible when viewed from a distance of 2 metres under normal daylight and normal viewing conditions.

Minor differences in texture, sheen, brush appearance or colour between a repaired area and the original factory-applied coating shall not, by themselves, constitute a defect or require the complete door, frame or component to be refinished, provided the repair meets the above standard.

MANUFACTURER'S PRODUCT GUARANTEES

Old English Doors uses products and components selected as being suitable for their intended purpose and installs them in accordance with the relevant manufacturer's instructions and the specification detailed within our quotation and contract.

Where a third-party manufacturer provides a product warranty or guarantee, the benefit of that warranty will be passed to the customer, subject to the manufacturer's applicable terms, conditions, exclusions, registration

requirements and maintenance requirements.

Manufacturers' warranties are separate from the Old English Doors workmanship guarantee.

GENERAL CONDITIONS

The following conditions apply to the Old English Doors guarantee:

- 1 The customer is responsible for maintaining the doorset, coatings, locks, ironmongery, glazing and associated components in accordance with maintenance information supplied by Old English Doors and/or the relevant manufacturer.
- 2 Guarantee periods commence from the applicable completion or commencement date shown on the customer's guarantee documentation.
- 3 The Building Regulations element of the guarantee may be transferred where applicable. Other aspects of the Old English Doors guarantee may be transferred to a subsequent owner of the property, subject to an administration charge of £100.
- 4 Where a dispute arises concerning the terms of this guarantee, the applicable Certass-nominated Alternative Dispute Resolution (ADR) provider may be used where appropriate.
- 5 Where a valid claim is accepted, Old English Doors reserves the right to determine whether the appropriate remedy is repair or replacement.
- 6 Where replacement of a component is necessary, an exact cosmetic or colour match with the original product cannot always be guaranteed. Materials and finishes naturally change through age and weathering, and products may also be altered or discontinued by their manufacturers.
- 7 The customer shall provide Old English Doors with reasonable access to inspect any reported defect and to undertake any necessary remedial work.

EXCLUSIONS

The Old English Doors guarantee does not cover:

- Normal wear and tear;
- Normal weathering or ageing;
- Minor cosmetic variations which meet the 2-metre inspection standard described above;
- Accidental or malicious damage;
- Misuse or inappropriate operation;
- Forced entry or attempted forced entry;
- Unauthorised alteration, adjustment or repair;
- Failure to undertake appropriate maintenance;
- Damage caused by third parties;
- Damage caused by building movement or circumstances outside the control of Old English Doors;
- Deterioration caused by abnormal environmental conditions; or
- Defects arising from products or work supplied or undertaken by others.

Manufacturers' product guarantees are separate from and are not covered by any insurance-backed guarantee relating specifically to Old English Doors' installation workmanship unless expressly stated otherwise.

Where inspection determines that a reported problem has arisen from misuse, tampering, accidental damage, inadequate maintenance or another matter outside the terms of the applicable guarantee, any inspection or remedial work subsequently requested may be chargeable.

Any applicable charges will be agreed before chargeable remedial work commences.

Failure to comply with a condition of this guarantee will not automatically invalidate the entire guarantee. However, Old English Doors may decline a particular claim where that failure has caused or materially contributed to the defect being claimed.

MAKING A GUARANTEE CLAIM

If you become aware of a potential defect which you believe may be covered by an Old English Doors guarantee, please contact us as soon as reasonably practicable.

Please provide:

- Your name and installation address;
- Your original order or invoice details where available;
- A description of the issue; and
- Clear photographs or video where appropriate.

Old English Doors must be provided with a reasonable opportunity to inspect the product and establish the nature and cause of the reported issue before third-party repairs or alterations are undertaken.

Where appropriate, we will arrange an inspection and determine whether the issue falls within the applicable Old English Doors or manufacturer's guarantee.

IMPORTANT INFORMATION

The guarantee periods stated above relate to the particular elements of the product specified and should not necessarily be interpreted as the expected service life of those products.

Many of the materials used by Old English Doors – particularly Accoya timber, traditionally manufactured stained glass and high-quality architectural hardware – are selected with the intention of providing a service life considerably beyond their formal guarantee periods when correctly used and maintained.

Specific products and specifications may carry different manufacturers' warranties. Where this applies, the warranty applicable to the particular product supplied will take precedence.

For information regarding the guarantee applicable to a particular Old English Doors product or specification, please contact us and we will be happy to provide further details.

Old English Doors

Bespoke timber entrance doors, windows and traditional stained glass.