

# IDM Doors Ltd Product Warranty

## Fire Frames

Winkhaus Fire Frame materials have a **10-year** Warranty against faulty materials and workmanship. The warranty being against physical deterioration including blister, crack, chip, flake, peel, warp, twist, structural and dimensional stability, material degradation, UV stability and surface durability which renders the profile unsuitable for the purpose for which it was intended, for a period of 10 years

## Glass

Glazing units have a **10-year** guarantee against unit breakdown, including fanlight and sidelight glass.

## Ironmongery & Hardware

Finishes to all ironmongery items are guaranteed for **2-Years** (subject to reasonable wear and tear and adverse atmospheric conditions), however individual items with higher specification finishes and extended guarantees are available.

Lever handles, Hinges, Friction Stays and Letterplates have a **2-Year** mechanical Warranty.

## Locks

Lock mechanisms have a **5-Year** mechanical warranty and regular maintenance is required to achieve this. IDM will maintain the availability of locks and door hardware for a period of at least 5-years.

## Fire Door Slabs

The IDM Composite Fire door is guaranteed free from defects for **10-years** in material or workmanship that might unreasonably affect its performance. The fibreglass door skin is guaranteed for **10-years** against blisters or peeling. This excludes damage from impact, neglect, or miss-use. The colour of the door and glazing beads is expected to fade over time, as with most products exposed to the elements, and this is dependent upon the site conditions. Glazing beads are a different material to the door and may not be an exact colour match and will fade at a different rate to the door face. This applies to all unpainted 'standard colours' Black, Blue, Red and White. Our fully painted finished product will extend the colour finish to **3-years** without any noticeable colour fade. The door and associated frame gaskets and the door glazing bead cassette have a **5-Year** Warranty against seal failure.

Warranty terms vary from item to item according to the manufacturer. The above represents the terms under which IDM Doors will take up that claim on behalf of the customer. There may be longer warranties direct from the manufacturer on specific items. In the event of a warranty claim, proof of purchase and date of purchase will be required. This Warranty is limited and IDM Doors Limited will only agree to repair or replace the defective products. All other damages, whether proximate or localised are not covered.

The repaired or replaced items will be covered by the Warranty only for the remainder of the original warranty. In respect of above, please refer to IDM Doors Term and Conditions, copy available to download from our website.

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