

AGW Ltd. Guarantees, Warranties & Care Guidelines

For specific details on the manufacturer's warranty, please contact AGW Ltd. Copies are available on request.

1. Standard Manufacturer's Guarantees:

- **Composite Doors:** manufacturer's guarantee
- **PVC-U and Aluminium Frames:** 10-year manufacturer's guarantee.
- **PVC-U Fascia & Soffit:** 5-year manufacturer's guarantee.
- **Sealed Glass Units:** 5-year manufacturer's guarantee against 'breaking down'. This does not cover glass breakage or shattering.
- **Accessories:** Manufacturer's guarantee applies, with a minimum of 1 year.
- **Labour and Building Work:** 1-year guarantee.

2. Installation After Sales Service:

The installation is covered by AGW Ltd's 10-year after sales service starting from the completion date, provided payment has been made in full according to the contract. AGW Ltd will replace any faulty item under its Guarantee or correct improper installation at no charge. The company is not liable for normal wear and tear or damage caused by improper care and maintenance. This after sales service is guaranteed through the CPA on all FENSA registered installations.

The After Sales Service does not apply to 'supply only' contracts.

3. Manufacturer's Care and Maintenance:

The Manufacturer's Guides can be downloaded from AGW Ltd.'s website.

4. Repairs and Replacements:

Any repairs or replacement provided during the guarantee period are covered only for the remaining duration of the original guarantee.

5. Exclusions:

AGW Ltd. accepts no liability for:

- Damage from accidents, adverse weather conditions, floods, neglect, misuse, or improper maintenance.
- The installation's failure to reduce or eliminate condensation.
- Discoloration of acrylic or polycarbonate roofing due to environmental factors.
- Subsidence-related damage from soil shrinkage or underground issues.
- Patios, paving, paths, and other external structures.
- Minor plaster or brickwork defects due to settlement.
- Damage due to foundation failure not constructed by AGW Ltd.
- Discoloration or frost damage to brickwork.

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Directors: A Glass, A P Glass VAT Reg No. 596 1457 05 Company Reg No. 2657318



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- Electrical items and radiators, which carry a 1-year manufacturer's guarantee.

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6. Condensation:

AGW Ltd. may attempt to reduce condensation at its discretion, but no guarantee is offered that condensation will be reduced or eliminated. Condensation is a natural occurrence influenced by humidity, temperature, and ventilation.

7. Glass Quality:

All glass used is of the highest available quality, though perfection cannot be guaranteed. The Pilkington Low E K glass may exhibit an optical phenomenon known as Brewster's Fringe, visible under certain lighting.

8. Glass Inspection Guidelines:

AGW Ltd. follows the Glass and Glazing Federation Standard, which specifies:

- Inspection from at least 2 meters away (3 meters for toughened, laminated, or coated glass).
- Inspection should be in natural daylight, without direct sunlight, and with no moisture on the glass.
- A 50mm edge band around the glass is excluded from inspection.
- Viewing must be at a 90° angle.

Minor imperfections such as bubbles, blisters, or fine scratches up to 25mm long are considered acceptable unless they are obtrusive or bunched. Toughened glass may show visual distortions, and laminated glass may have minor blemishes due to its multi-layer construction. Some low emissivity coatings may produce visual effects like haze or a slight darkening of nearby light-colored objects.

For more detailed information, refer to the GGF Leaflet: Low Emissivity Glass and its Visual Quality.

9. FENSA registration:

Residential installations of Windows and Doors (over 50% glazed) will be registered with FENSA. FENSA will then issue a certificate directly to the customer, which should be kept as proof of proper installation. This certificate is important for any future property sale.

FENSA excludes installations to porches, conservatories or garages. Extensions are normally covered by Building Control.

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