



# PRODUCT GUARANTEE

Winlock Security Limited (“Winlock”) guarantees that, subject to the conditions set out below, it will accept responsibility for the following in the event of products supplied by Winlock causing a door or window failure as a result of defective manufacture or design:

## **1. PARTS AND LABOUR**

For a period of 2 years from the date of supply by Winlock, all parts and labour required to remedy the failure on site.

## **2. MECHANICAL PARTS ONLY**

For a period of 10 years from the date of supply by Winlock, the defective parts will be replaced, or at Winlock’s sole discretion, a credit will be issued not exceeding the original value of the parts.

## **3. DECORATIVE FINISHES**

This guarantee does not apply to surface corrosion resulting from scratching or other abuse of the product, nor to corrosion or discolouration resulting from exposure to corrosive or aggressive chemicals (including unsuitable cleaning materials). Subject to this and the other conditions set out below, Winlock provides the following guarantees against discolouration and surface corrosion on the basis of replacement parts only:

### **3.1 INTERNAL USE**

Winlock painted products designed for internal use are guaranteed for 5 years from the date of supply. Plated zinc products designed for internal use are guaranteed for 2 years from the date of supply.

### **3.2 EXTERNAL USE**

Winlock painted and plated products designed for external use are guaranteed for 2 years from the date of supply. Winlock PVD coated brass and steel “Lifetime” range products designed for external use are guaranteed for 15 years from the date of supply.

# CONDITIONS

- (i) Any claim must be made by the party with whom Winlock contracted for the sale and purchase of the parts supplied, and is only enforceable by said party.
- (ii) The guarantee shall not apply to any part which has been incorrectly fitted, adjusted or operated, or to any part which has been subjected to operating forces and stresses beyond the recommended levels.
- (iii) Moving parts should be cleaned, adjusted and lubricated regularly in accordance with manufacturers' recommendations (which unless otherwise stated, is twice a year).
- (iv) Surface corrosion which does not impair the normal function of the product is excluded from the guarantee unless it relates to a decorative surface.
- (v) The customer must supply proof of the date of purchase of the parts concerned.
- (vi) This guarantee does not apply to products installed in unusually corrosive or aggressive environments (for example, exposed coastal locations or adjacent to chemicals). If in doubt, contact Winlock, who will advise on the suitability of a product for a specific location.
- (vii) Where Winlock is responsible for providing parts and labour to remedy a defect it may, at Winlock's sole discretion, elect to allow the customer to replace the defective parts in which case Winlock will accept a labour charge from the customer for time reasonably spent on-site, at the rate of £12 per hour. This charge will be accepted, in respect of time spent on-site only, no charge will be accepted in respect of travelling time.
- (viii) This guarantee is subject to Winlock being provided with the opportunity to inspect the parts concerned on-site, and no responsibility is accepted where this opportunity is not provided.
- (ix) Winlock will not accept responsibility for claimed defective parts in respect of which Winlock has not yet been paid, and where payment is overdue under Winlock Terms and Conditions.
- (x) Winlock reserves the right to invoice the customer for all reasonable costs which may be incurred in handling claims which prove not to be covered by this guarantee.