



Service and Guarantee Commitment

All service call requests will attract an upfront cost, repayable in full if the service call is adjudged to be a problem from the supply chain requiring attendance as per service terms and conditions (see later).

Product guarantee details are contained within this document, as are clear details of what is covered, what is not covered, what the remedies are and other costs associated with carrying out work to products damaged due to installation error, or customer handling error.

Section 1

The Basics:

It is the Customers obligation to fully inspect all goods upon receipt and report any defects via the ticketing system at www.sliders-uk.com or by email to service@sliders-uk.com, within 24 hours of receipt. Sliders UK will not accept liability for any claims made after this period. This includes scratches, open mitres, damaged handles, shortages etc. This is effective from the time and date of delivery, and products will only be collected from the location they were delivered.

Section 2

Parts Only

Sliders UK is a supplier. We will replace faulty parts within the guarantee period for our customers to install. All parts supplied will be charged ahead of despatch. A full credit will be offered upon return of the part being replaced, if upon inspection it is found to be faulty.

Sliders UK require all parts to be ordered in writing providing an original job reference, full details of the part required and the reason for the replacement (if this is a warranty claim). This can be via the ticketing system at www.sliders-uk.com or by email to service@sliders-uk.com

Where possible, we will despatch parts on our own vehicles. When there are no pending deliveries to you, or your area, parts can be sent via courier and the fee will be chargeable. If there is any damage in transit, it is the responsibility of the courier, not Sliders UK. Do not accept delivery of damaged goods from couriers.

Payment for parts dispatched shall be made as per the customers agreed payment terms. Obviously it is in your own interest to return goods promptly where you are seeking a credit. We will not entertain requests for credits once 30 days have lapsed after date of delivery of new parts.

Sliders UK reserves the right to discontinue or make changes to any of its product range. Similarly we can only offer replacement goods under the terms of the warranty from the original supplier. If for any reason a supplier ceases trading, discontinues production or is unable to offer replacement product, our liability is limited only to the cost of the part, not replacement value of the product.

Consequential loss, Sliders UK is responsible for supplying parts to replace parts, which may have failed. We are not responsible for any consequential loss due to part failings, e.g. locksmith, water damage etc.

Section 3

Remedial Visits:

A Regional Technical Advisor will only attend site if the fitter, or agents of the installation company, or our customer attends site with us.

Sliders UK will not carry out any work if the installer, or the agreed representative from your company are not in attendance, and the call out fee will not be refunded.

Sliders UK will not reimburse any costs for your representatives time on site during our inspection and must be accompanied at all times.

To request a service engineer a Service Request Form must be returned including pictures pertaining to the service request.

Sliders UK have the right to request a representative from our suppliers to be present at the inspection.

Sliders UK will not liaise direct with your end user, all correspondence will be done direct with yourself.

Where an appointment is cancelled by close of business on the day preceding the appointment no penalty will be incurred.

Where an appointment is cancelled on the day of appointment, the original charge is forfeited and a further payment will be required before any further appointment booked.

If Sliders UK cancels an appointment on the day of the appointment we will credit the client account as per schedule of payments.

Should our Regional Technical Advisor attend site and be unable to work due to a site being unfit due to scaffold or ground conditions, the client will forfeit any inspection fee paid.

Where an inspection identifies that a problem has been caused due to installation or after delivery handling, a quote will be offered to carry out service. The inspection fee will be forfeited on any occasion where the call identifies non Sliders UK issues. Parts will be quoted as required and again be paid on a pro-forma basis.

Should Sliders UK identify a fabrication problem that requires a full replacement/ re-fit, a full refund of the inspection fee will be issued and Sliders UK will undertake reinstallation.

Should Sliders UK identify a fabrication problem that is rectified at the point of inspection, the inspection fee will be refunded.

Section 4

UPVC PATIO'S, WHAT WE EXPECT FROM YOU AND WHERE DO YOU STAND

i) Cleaning Recommendations for UPVC Patio's

- Do not power-wash or use a garden hose; this can cause seal failure and allow water to enter the structure.
- Avoid using metal tools, razor blades, or other sharp objects and abrasive cleaners. They can damage surfaces, scratch and remove exterior coatings.
- Do not allow aggressive cleaners to come into contact with surfaces. Immediately rinse and dry.
- Do not allow cleaners to puddle or collect at glass edges near glazing materials.
- Avoid cleaning in direct sunlight or in temperatures too hot or too cold.
- Avoid excessive rubbing and over-cleaning.
- Do not scour.
- Clean and rinse one area at a time.
- Clean twice a year (monthly in coastal areas) or when dirty.
- After-market tints and films are not recommended, as they may cause damage to the sealant

ii) Profile Guarantee UPVC & Foiled Products

Sliders UK guarantee for 10 Years the profiles and fittings will not warp or crack as per the following.

- Exposure to normal weathering will not result in any significant part of the wood grain foiled profiles or fittings changing colour compared to Sliders UK relevant colour specification by more than grey scale 3 (where grey scale is determined in accordance with ISO105-AO2). This paragraph does not cover any change resulting from any form of shading (such as any overhang or any obstruction of the sun by any permanent or temporary structure or trees).
- Exposure to normal weathering will not result in any significant bubbling, shrinking or delamination of the wood grain foil from the profile to which it is adhered.
- All customers/ end users must adhere to the cleaning recommendations as listed in our Cleaning Recommendations section, failure to comply will result in your warranty being void.
- In the case of a valid claim under this Guarantee, Sliders UK will, at its absolute discretion, either repair or replace the defective profiles and fittings.

This Guarantee does not cover any labour costs incurred by the customer or any third party in installing the replacement and other costs related to the removal and disposal of defective product.

iii) Hardware Cleaning & Lubrication of your UPVC Patio

Your hardware should be maintained as below at least bi-annually (monthly for coastal areas)

- Clean dirt/debris
- Tighten loose screws
- Replace damaged hardware

PRECAUTIONS: The following substances may damage protective hardware finishes.

Do not use:

- Vinegar-based cleaners
- Citrus-based cleaners (lemon, etc.)
- Paint removers
- Window cleaners
- Brick/siding washes
- Any other industrial or abrasive cleaners Use caution with silicone-based sprays. Apply only in small amounts and do not overspray. Wipe off excess lubricant to avoid staining and/or damage to other patio door parts. Silicone may cause some hard plastic parts to become brittle.

General Cleaning

1. Remove hardware for easier cleaning. NB Installer only
2. Use mild soap and water on a soft cloth or sponge; rinse and wipe dry. For stubborn dirt, use a soft bristle brush to gently scrub.
3. Apply WD40
4. Reinstall hardware. NB Installer only

SIMPLE SERVICE SOLUTIONS FOR PATIOS

PATIO TRACKS - Please note this is covered under our parts guarantee only and our Regional Technical Advisor will not attend a service call.

DRAUGHTS/INEFFECTIVE DRAINAGE - Our products have limitations like any other. Where high winds or rainfall is beyond the reasonable expectations of the products, we will not be liable to the correct any malfunction or shortfall in the products performance, and will not attend site on this basis. In such cases it is incumbent on the installer to advise the end user correctly or after installation e.g. wind excess for (200pa) for UPVC in-line patio door.

MISSING DRAINAGE - An inspection fee is chargeable. Sliders UK will attend and provide a full refund of the inspection fee should Slider UK be found to be at fault.

BOWES/CLASHING INTERLOCKS PATIOS - Most issues reported as bowed patios general turn out to be a fault in the glass.

Sometimes glass units can bend/bow and this will affect our product. In this instance we request customers turn the glazing units round and ensure the units are fully packed out.

Alternatively you can request a service call please see terms under Remedial Visits Section 3

See below for parts warranty related to this product

UPVC Patio	Warranty Period	T & C's
Patio Track	10 years	Splitting/corroding
Handle Surface Coverage	12 months	Covers corrosion/blemishing - See section 4iii
Handle Mechanical	10 years	Subject to misuse and damage
Letterplate Surface Coverage	12 months	Covers corrosion/blemishing - See section 4iii
Letterplate Mechanical	10 years	Subject to misuse and damage
Keeps	10 years	Covers corrosion/blemishing - See section 4iii
Gasket & Wool Pile	10 years	
Thresholds	10 years	Subject to wear and tear
Barrels Standard 1*	3 years	Subject to misuse and damage
Barrels APEC 3*	10 years	Subject to misuse and damage
Locks	10 years	Subject to misuse - Customer must have educated the end user on how to correctly operate and how to engage locks as per installation guide. See section 4iii

Profile	10 years	See section 1. See section 4i & ii Site visit required, see sections 1 & 3
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Section 5

COMPOSITE DOORS WHAT WE EXPECT FROM YOU AND WHERE DO YOU STAND

i) Hardware Cleaning & Lubrication of your Composite Door

Your hardware should be maintained as below at least bi-annually (monthly for coastal areas)

- Clean dirt/debris
- Tighten loose screws
- Replace damaged hardware

PRECAUTIONS The following substances may damage protective hardware finishes.

Do not use:

- Vinegar-based cleaners
- Citrus-based cleaners (lemon, etc.)
- Paint removers
- Window cleaners
- Brick/siding washes
- Any other industrial or abrasive cleaners, use caution with silicone-based sprays. Apply only in small amounts and do not overspray. Wipe off excess lubricant to avoid staining and/or damage to other door parts. Silicone may cause some hard plastic parts to become brittle.

ii) Composite Door Colour/Cassettes Colour Guarantees

Sliders UK warrant that in the course of normal use, the surface finish of our pre-pigmented, solid colour doors will not blister, crack chip, flake or peel, for a period of 10 years (Rosewood and Golden Oak - 5 years). Sliders UK glazing cassettes are manufactured using injection moulded ABS which is pre coloured. The surface finish of the cassette is over- sprayed with a gloss paint to achieve the same colour as the GRP door blanks. Sliders UK warrant that in the course of normal use, the surface finish of our glazing cassettes will not blister, crack, chip, flake or peel, for a period of 10 years (Rosewood and Golden Oak - 5 years).

When exposed to direct sunlight over long periods of time, discoloration may occur, but this will be within the accepted tolerances contained within Delta E 7 according to BS EN ISO 11341 for paints and varnishes.

The following Sliders UK finishes are covered Red/Green/Blue/Black/Rosewood/Golden Oak & White.

This warranty is subject to the door being maintained in accordance with our Maintenance Requirements for Composites Doors, listed below.

This warranty excludes:

1. Damage from impact or neglect
2. Misuse
3. Poor installation
4. Malicious damage
5. Act of God Maintenance

iii) Maintenance Requirements for Products and Parts - Composite Door Surface Finish

- To prolong the life of the door surface finish, it is recommended that the GRP composite door is cleaned regularly. This should be completed at least once per month but will depend upon the doors location and exposure to contaminants such as dirt and salt etc.
- It is recommended that the door is cleaned with specially formulated door wipes. Alternatively, the door surface can be washed with warm soapy water (washing up liquid is suitable) and wipe dry with a soft cloth.
- When the door is closed always ensure top and bottom locking points are engaged to assist in the reduction of thermal movement.
- Whilst products are covered under our guarantee for discoloration (see above), the original level of gloss will fade over time (dependent on local environmental conditions). This loss of gloss is not covered under our guarantee. To sustain the gloss finish, customer can apply 2 - 3 coats of Konig Maintenance Lacquer every 6 - 12 months.

Please Note; it is recommended that customers pass this information to their customers and any end user. This is to ensure that they do not invalidate the warranty by the use of abrasive cleaners, prohibited chemicals or temporary adhesives on the surface of the door.

Do Not;

- Use aggressive cleaning methods, abrasive cleaners or scouring pads on the surface of the door.
- Use high pressure or steam cleaners.
- Use any type of bleach, solvent (e.g. white spirit, methylated spirit, cellulose thinners or acetone/nail varnish remover).
- Use adhesives of any type or tack for providing temporary protection, for the temporary fixing of seasonal or other decorations etc.
- Use excessive length key chains please try and avoid contact with these and any other sharp objects you may be carrying.

A repair system is available to deal with accidental damage such as dents or scratches.

iv) General Care & Maintenance of your Composite Door Ingenious and Winkhaus lock

To ensure the performance of your Multi-point lock remains problem free for its life expectancy it is important that all moving parts are cleaned and lubricated a minimum of twice a year.

Any debris build up should be first cleaned with a none-abrasive cleaner such as mild soapy water and then a silicon based spray or lubricant applied to the moving parts. (Remove excess).

Simple Service Solutions

In some cases there will be imperfections in the glass unit only visible when looking direct/ closely at the unit through direct sunlight. In such cases it is incumbent on the installer to advise the end user correctly on the GGF (Glass and Glazing Federation) standards of which Sliders UK adhere too.

Composite Door glass. In the event that your glass unit fails/ discolours/ has imperfections, report this with photographic evidence via the ticketing system at www.sliders-uk.com, or by email to service@sliders-uk.com. Sliders UK will provide a credit on return or free of charge replacement.

Water Leaks Through Cassettes - In the event that the drainage system has failed on the cassettes, Sliders UK will send out replacement cassettes and request that your engineer replaces and reseals these units.

Cassettes Discolouration (and white marks around cassettes - resin reaction) Report this with photographic evidence via the ticketing system at www.sliders-uk.com, or by email to service@sliders-uk.com. Sliders UK will provide a credit on return or free of charge replacement.

Fading Slab. Report this with photographic evidence via the ticketing system at www.sliders-uk.com, or by email to service@sliders-uk.com. Sliders UK will provide a credit on return or free of charge replacement slab.

Bowed Composite doors -
See Composite Door Installation & Maintenance Guide for instructions how to lock/unlock the door.

See Reporting a Bowed Composite Door for full procedure details and requirements. This can be found at www.sliders-uk.com or provided upon request at service@sliders-uk.com.

NOTE: Composite doors are structurally sound and will not bow as a result of any water ingress. However, in order to maintain the door

and prevent your door from bowing throughout its long life, the hook locks should always be engaged in their keeps when the door is closed. Failure to engage the locks and close the door on the centre latch only can induce a bow over time. Failure to engage the hooks will therefore invalidate the guarantee against bowing.

Thermal Movement Definition & Composite Door Tolerances

When a composite door is fitted, you must ensure the frame is plumb and square.

Replacing a composite door will not resolve a poor installation, frame checks must be completed.

All composite doors, as do UPVC and timber, experience thermal movement. The composite door will recover to its original status, to a maximum of 1mm side to side and 3mm Top to Bottom, when the installation recommendations are applied.

Where Sliders UK are asked to carry out inspection, an inspection charge is applicable. Should your evidence be sufficient, Sliders UK will provide a credit on return or free of charge replacement.

Composite Door Part	Warranty Period	T & C's
Slab	10 years	Images required, credit on return of faulty unit - See section 5iii
Slab - (Rosewood and Golden Oak)	5 years	Images required, credit on return of faulty unit - See section 5ii
Letterplate Surface Coverage	12 months	Covers corrosion/blemishing - See section 5i
Letterplate Mechanical	10 years	Subject to misuse and damage
Hinge Surface Coverage	12 months	Covers corrosion/blemishing - See section 5i
Hinge Mechanical	10 years	Subject to misuse and damage
Keeps	10 years	Covers corrosion/blemishing - See section 5i
Gasket & Wool Pile	10 years	Subject to misuse and damage
Thresholds	10 years	Covers corrosion/blemishing - See section 5i
Knocker Surface Coverage	12 months	Covers corrosion/blemishing - See section 5i
Knocker Mechanical	10 years	Subject to misuse and damage
Barrels Standard 1*	3 years	Subject to misuse and damage
Barrels APEC 3*	10 years	Subject to misuse and damage
Glass Units - Water Ingress	10 years	Images required, credit on return of faulty unit
Locks	10 years	Subject to misuse - Customer must have educated the end user on how to correctly operate and how to engage locks as per installation guide. See section 5iii
Cassette Colour	10 years	Images required, credit on return of faulty unit - See section 5ii
Cassette Colour - (Rosewood and Golden Oak)	5 years	Images required, credit on return of faulty unit - See section 5ii
Cassette Cracking/Failing	30 days	Any cracking after this would be down to misuse/vandalism Replacement part chargeable
Handle Mechanical	10 years	Subject to misuse and damage
Handle Surface Coverage	12 months	Covers corrosion/blemishing - See section 5i

Escutcheon Surface Coverage	12 months	Subject to misuse and damage
Security Chains Surface Coverage	12 months	Subject to misuse and damage
Security Chain Mechanical	10 years	Subject to misuse and damage

Section 6

ALUMINIUM BIFOLDS, WHAT WE EXPECT FROM YOU AND WHERE DO YOU STAND

i) Cleaning Recommendations for your Aluminium Bifold

Aluminium doors usually have either a “baked-on” enamel finish or an anodized protective finish. Inspect aluminium surfaces for scratches or cracks in the finish.

Pay close attention to bare aluminium (edges and weep holes) and areas of no finish. Bare aluminium will oxidize over time. Oxidation is a natural occurrence that produces a coating that wipes off as a dark, metallic-looking residue.

To remove oxidation:

1. Gently remove with fine scratch pad or steel wool; do not scratch finished surfaces.
2. Dust or vacuum residue and wipe clean with damp cloth. For optimum protection against oxidation, apply a coat of high quality car wax over the enamel or anodized finish.

To clean finished or coated (e.g. anodized) aluminium surfaces:

1. Wipe with sponge and water.
2. Dry with soft cloth.

If soil adheres:

1. Sponge or lightly brush with mild soapy water.
2. Rinse and wipe dry with soft cloth.

For very stubborn soil:

1. Wipe with mild solvent (mineral spirits) and a clean soft cloth or non-abrasive nylon cleaning pad to remove grease, sealant or caulking compounds.
2. Dry with separate clean cloth.
3. Clean residue with sponge, mild soap and water, rinse and let dry

ii) Locks & Hardware on Aluminium Bi folds

One year after installation and thereafter annually, the moving parts of locking mechanisms should be lubricated with light machine oil as 3 in 1, or WD40.

The tightness of all fixing screws or rivets should be checked periodically. One year after installation and thereafter annually. Over tightening of handle fixing screws can put too much strain on locking mechanisms gearbox and impair the function of lock.

SIMPLE SERVICE SOLUTIONS

Gaskets – replacement gasket will be sent FOC as these can shrink/perish over time

Aluminium Bifold	Warranty Period	T & C's
Handle Surface Coverage	12 months	Covers corrosion/blemishing - See section 6ii
Handle Mechanical	10 years	Subject to misuse and damage
Hinge Surface Coverage	12 months	Covers corrosion/blemishing - See section 6ii
Hinge Mechanical	10 years	Subject to misuse and damage
Keeps Surface Coverage	12 months	Covers corrosion/blemishing - See section 6ii
Keeps Mechanical	10 years	Subject to misuse and damage
Gasket & Wool Pile	10 years	
Profile	10 years	See section 1. See section 6i Site visit requested, see section 3
APEC 3* Cylinder	10 years	Subject to misuse and damage
Locks	10 years	Subject to misuse - Customer must have educated the end user on how to correctly operate and how to engage locks as per installation guide. See section 6ii

Section 7

ALUMINIUM PATIO SLIDING DOORS, WHAT WE EXPECT FROM YOU AND WHERE DO YOU STAND

i) Cleaning Recommendations for your Aluminium Sliding Doors

Aluminium doors usually have either a “baked-on” enamel finish or an anodized protective finish. Inspect aluminium surfaces for scratches or cracks in the finish.

Pay close attention to bare aluminium (edges and weep holes) and areas of no finish. Bare aluminium will oxidize over time. Oxidation is

a natural occurrence that produces a coating that wipes off as a dark, metallic-looking residue.

To remove oxidation:

1. Gently remove with fine scratch pad or steel wool; do not scratch finished surfaces.
2. Dust or vacuum residue and wipe clean with damp cloth. For optimum protection against oxidation, apply a coat of high quality car wax over the enamel or anodized finish.

To clean finished or coated (e.g. anodized) aluminium surfaces:

1. Wipe with sponge and water.
2. Dry with soft cloth.

If soil adheres:

1. Sponge or lightly brush with mild soapy water.
2. Rinse and wipe dry with soft cloth.

For very stubborn soil:

1. Wipe with mild solvent (mineral spirits) and a clean soft cloth or non-abrasive nylon cleaning pad to remove grease, sealant or caulking compounds.
2. Dry with separate clean cloth.
3. Clean residue with sponge, mild soap and water, rinse and let dry

ii) Locks & Hardware on Aluminium Sliding Doors

Lightly lubricate twice a year with light machine oil as 3 in 1, or WD40, between the handle and backplate. Only clean the handle with a soft damp cloth.

Ensure the lock and friction stays is free from grime, dirt and debris which could affect the mechanism. Remove any dirt and debris from the pivot, sliding shoe and track, re-apply lubrication to the pivot points.

The tightness of all fixing screws or rivets should be checked periodically. One year after installation and thereafter annually. Over tightening of handle fixing screws can put too much strain on locking mechanisms gearbox and impair the function of lock.

SIMPLE SERVICE SOLUTIONS

Gaskets – replacement gasket will be sent FOC as these can shrink/perish over time

Aluminium Patio Sliders	Warranty Period	T & C's
Barrels Standard	3 years	Subject to misuse and damage
APEC 3* Cylinder	10 years	Subject to misuse and damage
Handle Surface Coverage	12 months	Covers corrosion/blemishing - See section 7ii
Handle Mechanical	3 years	Subject to misuse and damage
Locks	3 years	Subject to misuse - Customer must have educated the end user on how to correctly operate and how to engage locks. See section 6ii
Blu Handle Surface Coverage	10 years	Covers corrosion/blemishing - See section 7ii
Blu Handle Mechanical	10 years	Subject to misuse and damage
Blu Escutcheon	10 years	Subject to misuse and damage
Hinge Surface Coverage	12 months	Covers corrosion/blemishing - See section 7ii
Hinge Mechanical	3 years	Subject to misuse and damage
Keeps Surface Coverage	12 months	Covers corrosion/blemishing - See section 7ii
Keeps Mechanical	3 years	Subject to misuse and damage
Gasket & Wool Pile	10 years	
Profile	10 years	See section 1. See section 7i Site visit requested, see section 3

Section 8

ALUMINIUM WINDOWS, WHAT WE EXPECT FROM YOU AND WHERE DO YOU STAND

i) Cleaning Recommendations for your Aluminium Windows

Aluminium windows usually have either a “baked-on” enamel finish or an anodized protective finish. Inspect aluminium surfaces for scratches or cracks in the finish.

Pay close attention to bare aluminium (edges and weep holes) and areas of no finish. Bare aluminium will oxidize over time. Oxidation is a natural occurrence that produces a coating that wipes off as a dark, metallic-looking residue.

For very stubborn soil:

1. Wipe with mild solvent (mineral spirits) and a clean soft cloth or non-abrasive nylon cleaning pad to remove grease, sealant or caulking compounds.
2. Dry with separate clean cloth.
3. Clean residue with sponge, mild soap and water, rinse and let dry

ii) Locks & Hardware on Aluminium Windows

Lightly lubricate twice a year with light machine oil as 3 in 1, or WD40, between the handle and backplate. Only clean the handle with a soft damp cloth.

Ensure the lock and friction stays is free from grime, dirt and debris

To remove oxidation:

1. Gently remove with fine scratch pad or steel wool; do not scratch finished surfaces.
2. Dust or vacuum residue and wipe clean with damp cloth. For optimum protection against oxidation, apply a coat of high quality car wax over the enamel or anodized finish.

To clean finished or coated (e.g. anodized) aluminium surfaces:

1. Wipe with sponge and water.
2. Dry with soft cloth.

If soil adheres:

1. Sponge or lightly brush with mild soapy water.
2. Rinse and wipe dry with soft cloth

which could affect the mechanism. Remove any dirt and debris from the pivot, sliding shoe and track, re-apply lubrication to the pivot points.

The tightness of all fixing screws or rivets should be checked periodically. One year after installation and thereafter annually. Over tightening of handle fixing screws can put too much strain on locking mechanisms gearbox and impair the function of lock.

SIMPLE SERVICE SOLUTIONS

Gaskets – replacement gasket will be sent FOC as these can shrink/perish over time

Aluminium Windows	Warranty Period	T & C's
Handle Surface Coverage	12 months	Covers corrosion/blemishing - See section 8ii
Handle Mechanical	10 years	Subject to misuse and damage
Locks	10 years	Subject to misuse - Customer must have educated the end user on how to correctly operate and how to engage locks. See section 8ii
Sobinco Handle Surface Coverage	12 months	Covers corrosion/blemishing - See section 8ii
Sobinco Handle Mechanical	10 years	Subject to misuse and damage
Gasket	10 years	
Component Fixings	10 years	Covers corrosion/blemishing - See section 8ii
Profile	10 years	See section 1. See section 8i Site visit requested, see section 3