

Product Performance Warranty (Windows)



This agreement includes all conditions to which the parties have agreed as the basis for the supply of Teknos (“the Company”) coatings to (“the Client”).

In the event that the terms of this Warranty and the Company’s terms and conditions of sale shall conflict, then the provisions of this Warranty shall prevail.

In this Warranty, the “Coatings” shall refer to the products specified in Tables One and Two and supplied by the Company to the Client.

2. Definition of the Warranty

The Company warrants the Coatings will be free from serious defects in material, design or workmanship (“Defect”) as set out below, subject to the provisions contained herein, when the Coatings are stored, used and maintained in accordance with the Company’s product, application and specification instructions.

- 2.1. In the case of white and light opaque colour tones, the Company Coating system shall perform satisfactorily without re-treatment for up to 10 (ten) years and up to 8 (eight) years for dark colours; after the joinery elements have been coated in accordance with the company’s specification. See table 2.3 for full details
- 2.2. In the case of translucent shades, the Company Coating system shall perform satisfactorily without re-treatment for up to 4 (four) years after the joinery elements have been coated in accordance with the company’s specification. See table 2.3 for full details

Table 2.3

Coating type	Window position	Moderate climate: Non-coastal areas and ground floor	Hard climate: Within 1/2m of coast- line, second floor or above, or on a hillside	Extreme climate: High altitude or exposed coastal areas
White or light- coloured paint	Set back	10 Years	7 Years	7 Years
	On facade	8-10 Years	5-7 Years	4-6 Years
Dark-coloured paints and dark translucents	Set back	6-8 Years	4-6 Years	3-4 Years
	On facade	4-6 Years	4-6 Years	3-4 Years
Light translucents such as light oak and pine	Set back	3-4 Years	2-3 Years	1-2 Years
	On facade	2-3 Years	2-3 Years	1-2 Years

3. Technical standards

The durability of surface coatings is a function of many parameters outside the Company’s control amongst which are: timber species and quality; joinery design; joinery manufacturer’s factory quality control procedures, site storage and installation practices. The Company will not be responsible, under the terms of this Warranty or otherwise, for Defects arising directly or indirectly from failure to follow accepted good industry practice or to meet the specific conditions and limitations set out below.

3.1. Wood quality

This Warranty is specific to sliding sash and casement windows, made from timber which complies with EN 942 in accordance with BS EN 644, manufactured from defect-free heartwood

or laminated timber components.

The use of other timbers, or different window styles, must be approved in writing by the Company before inclusion in this Warranty.

During manufacture and processing, the timber moisture content will be in the range $14 \pm 2\%$ and it will be inspected to exclude attack by micro-organisms such as wood-destroying fungi, blue stain, mould fungi or bacteria.

3.2. Joinery Design

The design of the joinery elements will follow, the requirements of BS EN 644 and the generally recognised building methods and instructions, this should be supported by independent accreditation audits from a recognised European Accreditation Scheme. Specific requirements include a minimum shedding angle of 9° on horizontal elements and a minimum 3 mm radius to all external edges.

3.3. Preservation Treatment

Components, or uncoated frames must be coated with Teknos Aqua 1410 water based preservative by dip and flow coat application to joinery prior to the application of a full Teknos factory applied coating system.

When applied in accordance with Teknos' Code of Practice, Teknos warrant that the system complies with BS EN 599-1 for the performance of preventative wood preservatives as determined by biological tests. The test standard achieved is Hazard Class 3 (external joinery) with a desired service life (BS EN 335-1) of 30 years (Appendix One)..

3.3. Coating Systems

Joinery elements will be coated in accordance with Teknos specifications which are summarised below:

Table One: Softwood Opaque Finish

Treatment	Product Description	Application Method
Impregnation	Teknos Aqua 1410	See code of Practice
Knotting	Teknos Knotting	Brush
Priming	Aqua Anti Stain 3130	Spray
Intermediate Coat	Aquatop 2600 Opaque	Spray
Finish	Aquatop 2600 Opaque	Spray

Table Two: Hardwood Opaque Finish

Treatment	Product Description	Application Method
Degrease oily timbers	Teknosolv 7012	Rag
Priming	Aqua Anti Stain 2901	Spray
Intermediate Coat	Aquatop 2600 Opaque	Spray
Finish	Aquatop 2600 Opaque	Spray

Table Three: Translucent Finish

Treatment	Product Description	Application Method
Impregnation	Teknol Aqua 1410 / 2907	See code of Practice
Priming	Aqua Primer 2900 (tinted)	Dip
Intermediate Coat	Aquatop 2600 (tinted)	Spray
Finish	Aquatop 2600 (tinted)	Spray

All joints must be fully sealed with an appropriate D4 adhesive prior to coating. After priming, all exposed end grain must be sealed with two brush coats of Teknoseal 4000 and all construction joints sealed with a Teknos Joint Sealer.

The dry film thickness of the finished Coating system must be a minimum of 180µ.

The Company products must be applied and handled in accordance with Teknos specifications and technical data sheets, as separately supplied to the joinery manufacturer.

3.4. Quality control

The Company shall be under an obligation to control and document its products according to its quality management system, ISO 9001:1994

The Client shall be under an obligation to manufacture according to an approved internal quality management system, ISO 9000 or equivalent. This system will document the use of satisfactory wood quality, design and construction procedures, and also document the correct application of the Coating system.

3.5. Maintenance and repairs

The performance of the Coating system described under clause 2.1 and 2.2 presupposes that regular maintenance has been carried out according to the Company's maintenance guidelines as set out in Appendix Two.

4. Special conditions and limitations

The Company's durability commitment does not extend to the following situations:

Damage to the joinery or coating system arising from but not limited to: inaccessible areas, pollution, mechanical damage, incorrect cleaning or incorrect use, neglect, explosion, ionising radiation, collision or other accident, fire, acts of God, wars (whether declared or not), vandalism, riot, civil commotion or other malicious damage, industrial action, chemical attack, water damage and the like.

Deterioration of the coating system caused by failure associated with third party workmanship.

Damage due to resin exudation. Resin is a naturally occurring substance and its appearance does not constitute a failure in either materials or workmanship. Where resin bleeding disrupts the paint film a spot repair should be carried out on the damaged area after removal of the resin and damaged paint.

Natural wear caused by chalking of the paint film in sunlight, or variation in colour and gloss. This process will not impair the performance of the paint film.

Deterioration of any part of the coating system caused by work carried out after the installation of the joinery.

5. Handling of claims

Claims for Defects in the performance of the surface coating shall be communicated to the Company, in writing, within seven days of the date when the Defect appeared or ought reasonably to have been discovered by the Client.

In the event that a claim for Defects is made which in the Company's opinion is valid and complies with the provisions of this Warranty, the Company will, at its option, either credit the Client the full price paid to the Company for the Coatings in which the defect occurred or supply replacement Coatings in respect of those in which the Defect has occurred.

The professional assessment of the damage and its cause is the responsibility of the Company. If the parties fail to reach an agreement on the judgement of the claim, it is agreed that an independent, competent person or organisation will be given the assignment of carrying out an inspection and giving an expert opinion, which can be accepted by both parties.

The Company shall not be liable for any indirect or consequential damage, losses or expenses such as but not limited to: loss of time, expenses due to employees, agents or operators, loss of profits and all claims by third parties against the Client.

The aggregate liability under this warranty shall not in any circumstances exceed the original cost of the defective Coating materials supplied to the Client.

6. Repairs

The Company's consent, in writing, must be obtained before any remedial work is attempted. Failure to do so will render this Warranty invalid. The Company shall be entitled to control remedial work, which must be carried out in accordance with its instructions.

Materials repaired or replaced under the terms of this Warranty shall only receive the benefit of the unexpired duration of the Warranty period applicable to the Coatings originally supplied.

7. Terms of the agreement

This agreement shall enter into force on the date of the Coating system application and shall not be extended if repairs are carried out under its terms or otherwise.

8. Other provisions

- 8.1. Changes to this Agreement can only be made in writing and validated by authorised representatives of the Company and the Client.
- 8.2. This warranty is given to and in favour of the Client and may not be transferred to any other party. In the event of a change or transfer of ownership, the warranty shall terminate immediately.
- 8.3. This Agreement shall be governed by the law of England.
- 8.4. This Agreement shall be valid, when both parties agree its content and have signed and endorsed it with a company stamp and authorised signature.

9. Authorised signatories

Place/date _____

Place/date _____

The Client

The Company

Appendix One

Preservative Warranty

Teknos Aqua 1410 water based preservative is intended for dip and flow coat application to joinery prior to the application of a full Teknos factory applied coating system.

When applied in accordance with Teknos' Code of Practice, Teknos warrant that the system complies with BS EN 599-1 for the performance of preventative wood preservatives as determined by biological tests. The test standard achieved is Hazard Class 3 (external joinery) with a desired service life (BS EN 335-1) of 30 years.

This warranty is subject to the following conditions:

1. All preservatives must be supplied by Teknos (UK) Limited.
2. All treatment is in accordance with the Teknos (UK) Limited Code of Practice.
3. Teknos (UK) Limited technical staff are allowed access to production areas to audit and verify compliance with these conditions, both before issue of the Warranty and at intervals thereafter.
4. An approved factory applied Teknos coating system is applied to the joinery before shipment in accordance with Teknos specifications and in compliance with the requirements of BS EN 599-1.
5. The maintenance procedures set out as part of this document are followed throughout the service life of the frames.
6. In the case of replacement windows, reveals are sterilised before new joinery is fixed.
7. All glazing is factory installed in accordance with current British or European Standards.
8. All post treatment, cutting, drilling, etc., of joinery is retreated in accordance with British or European Standards.
9. Whilst stored on site, joinery is protected from weather and mechanical damage.
10. Teknos (UK) Limited liability, under this warranty, is limited to a maximum of the original cost of replacement frames only, in accordance with the schedule below:

Service Life	Liability
Up to 5 years	100%
Up to 10 years	80%
Up to 15 years	60%
Up to 20 years	40%
Up to 25 years	20%
Up to 30 years	10%

Appendix Two

Maintenance procedures

Care and Protection by user

With proper care and attention, factory finished door sets, windows and conservatories will give extended life between redecoration cycles. To achieve this performance, the following should be observed:

- At least once per year all coatings should be washed with mild detergent and water to remove any surface pollution. Do not use a pressure washer for cleaning.
- All hinge mechanisms and handles should be checked at least biannually for ease of operation and lubricated with light oil suitable for the purpose, as required.
- Weather seals should be cleaned at least once per year to remove any dust or grime in accordance with the manufacturer's instructions.
- Ventilators should be cleaned at least once per year to remove any dirt or grime in accordance with the manufacturer's instructions.

First and subsequent re-decoration

The finish coat should be washed down with clean water to remove dust, insects and other contaminants, which can form a base for algae and fungi growth. The coating surface should be inspected for mechanical damage, and affected areas repaired using the following procedure:

- Abrade the damaged area with a fine grade abrasive paper.
- Clean down and wash the abraded area to remove dust, and allow to thoroughly dry.
- Using a good quality synthetic brush, designed for use with acrylic paints; apply a coat of Aquatop 2600 in the appropriate shade/colour to the damaged area. Allow to dry for four hours, and then apply a second coat.
- If the damaged area is widespread, it is recommended that the whole frame is lightly abraded and repaired as described above with the second coat applied to the complete frame.
- Where moisture has penetrated joints, end grain, mitres or natural movement of the timber has opened shakes, treat as follows.
- Abrade the damaged area with a medium and then fine grade abrasive paper.
- Clean down and wash the abraded area to remove dust, and allow to thoroughly dry.
- Prime with Aqua Primer 2901 or Aqua Primer 2900 in the original colour or translucent stain.
- Seal the opened joint with Teknoseal 4001 joint sealer applied by mastic gun. Wipe with a damp cloth or spatula to give a smooth joint and allow to dry to a clear finish.
- Using a good quality synthetic brush, designed for use with acrylic paints, apply a coat of Aquatop 2600 in the appropriate shade/ colour. Allow to dry for four hours, then apply a second coat.

Appendix Two

Maintenance procedures

Where damage has affected the full depth of the coating system, i.e. a deep cut or gouge, the full system requires repair.

- Abrade the damaged area with a medium and then fine grade abrasive paper.
- Clean down and wash the abraded area to remove dust, and allow to thoroughly dry.
- Treat bare wood, where appropriate, with a preservative and allow to dry.
- Prime with Aqua Primer 2901 or Aqua Primer 2900 in the original colour or translucent stain.
- Using a good quality synthetic brush, designed for use with acrylic paints, apply a coat of Aquatop 2600 in the appropriate shade/ colour. Allow to dry for four hours, then apply a second coat.

Where resin has exuded through the coating:

The best remedial treatment is to allow it to weather until it dries and oxidises, forming a white crystalline powder. The dried resin can then be removed with a stiff nylon or natural bristle brush, and any remaining residues washed off with a cloth.

Water based coatings with their relatively high degree of moisture vapour permeability often allow the passage of resin to the surface without damage to the coating. If the finish is not damaged, by over-vigorous scrubbing during crystal removal, re-coating is often unnecessary.

Although it may be unsightly, it is better not to remove fresh sticky resin. In practice, this can be very difficult, and the presence of sticky resin indicates that the exudation is still continuing. The remedial work for resin exudation is often best left until the first maintenance period, by which time the resin has normally fully crystallised. After removal as described above, the overall application of one maintenance coat of finish restores the general appearance of the timber and maintains its protection.

When carrying out any coating work, do not attempt to paint when the temperature is below 8°C or if the relative humidity exceeds 85%. Low temperatures and high humidity will slow the drying and curing of the coating and the performance of the coating may be impaired.

If there is any doubt about the substrate or underlying paint film, apply the appropriate Teknos products to a small, inconspicuous area, allow to dry for 24 hours, before inspecting appearance and adhesion to substrate.

Repair products can be obtained from Teknos (UK) Limited, and can be stored in frost free conditions for up to twelve months in sealed packaging.



Teknos UK and Ireland

Teknos is one of Europe's leading suppliers of industrial woodcoatings. We provide technical support and delivery services throughout the UK and Ireland from 3 service centres, located at Swerford, near Banbury, Livingston and Belfast. For further information, please contact your local service centre.

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