



LORIMER WINDOWS & DOORS

Product & Installation Guarantee

Subject to the conditions listed overleaf, CR Smith guarantees the durability of its products and their installation for 10 years from the date that your installation was completed.

crsmith.co.uk | 01383 732181
CR Smith Glaziers (Dunfermline) Ltd.
Gardeners Street, Dunfermline, Fife KY12 0RN
Registered in Scotland No. SC51530.

CR SMITH
the *difference*

TERMS & CONDITIONS

WINDOWS & DOORS

1. Where the products are sold under a consumer transaction (as defined by the Consumer Transactions (Restrictions on Statements) Order 1976) – which will almost always be the case when the products are fitted to your home – your statutory rights will not be affected by the CR Smith guarantee which is intended to confer additional contractual rights on you.
2. The CR Smith guarantees will only become effective once full payment, as detailed in the ‘Customer Pays’ box, has been made.
3. CR Smith guarantees both the durability and the security of their products for 10 years but there are certain limitations to the guarantee. These limitations are:
 - 3.1 CR Smith shall have no liability where damage has been caused by (i) storm, flood, explosion, fire or the like (ii) misuse or negligence by someone other than CR Smith (iii) alteration or repair of the products by someone other than CR Smith (iv) an accident or (v) fair wear and tear, subsidence, settlement, drying out, shrinkage or any defect in your property which is not the result of negligence by CR Smith;
 - 3.2 CR Smith shall have no liability to the extent that you or future owners of your property have failed to comply with the maintenance recommendations detailed in the guarantee or any specific maintenance and use instructions issued with the products and that failure had caused the defect;
 - 3.3 The guarantee does not cover (i) glass breakages after the initial installation (ii) the elimination of condensation from your property – either inside or outside (which is more common on windows with increased thermal insulation properties i.e. A-rated) – except where the condensation appears in the air gap between any CR Smith double glazed panes (iii) the elimination of efflorescence (which is a naturally occurring white powder or salt sometimes produced by the drying out of bricks / mortar) or, (iv) the eradication of features which are common in glass and within the acceptable tolerances laid down by the glass manufacturers. For example, correction of the optical phenomenon known as ‘Brewster’s Fringes’ (which can appear as colour bands or rainbows within glass) is not covered by the guarantee (v) Velux or other roof lights, the guarantee provided is the manufacturer’s five year warranty;
 - 3.4 Any remedial works under the guarantee will be carried out during normal business hours;
 - 3.5 The unexpired benefit of the guarantee will be available to subsequent owners of your property provided CR Smith is satisfied that the person claiming under the guarantee is the current owner of the property;
 - 3.6 In the case of supply only contracts, the guarantee will be for one year on all products supplied.
4. All moving parts such as handles, hinges and locking mechanisms are covered by the guarantee.
5. In the case of uPVC windows and doors, except where any criminal entry within the 10 year guarantee period involves breaking glass, CR Smith will replace any damaged door or window, completely free of charge, if it fails and that failure allows an illegal intruder access to your home. However, CR Smith will not be liable for any other losses you suffer as a result of the intruder’s illegal activities.

MAINTENANCE OF YOUR PRODUCTS

Window and Door Frames

We recommend that all window and door frames are cleaned with mild soapy water after the initial installation. The use of abrasives is not recommended as it may damage the frames. It is advisable to repeat the above at three monthly intervals or, in seaside or industrial areas, at monthly intervals.

Timbers

External timber requires maintenance with suitable preservative treatment. We will be happy to recommend suitable preservatives if asked.

Glass

Glass areas should be cleaned on a monthly basis, using clean water, a dash of vinegar and a soft cloth. For extra shine buff up with newspaper.

Moving Parts

Handles, hinges and locking mechanisms should be kept clean and oiled annually.