



JTP | JOINERY

Timber Windows & Doors

WARRANTY & CARE GUIDE
for **JTP JOINERY**
TIMBER WINDOWS & DOORS

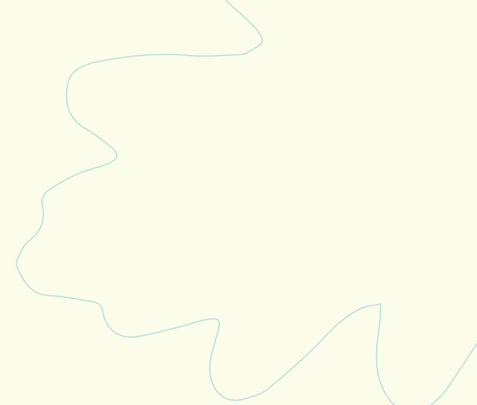
Ensuring Optimal Performance and Longevity






INTRO





Welcome to the Comprehensive Maintenance Guide for JTP Joinery Windows and Doors. Our commitment to quality craftsmanship extends beyond installation, and this guide has been designed to assist you in preserving the beauty, functionality, and durability of your windows and doors for years to come.



Inside this brochure, you will find expert tips, guidelines, and step-by-step instructions on how to properly care for and maintain your JTP Joinery windows and doors. We aim to empower you with the knowledge and tools necessary to ensure that your investment remains in top condition, providing continued satisfaction and performance.

GENERAL CARE TIPS



GENERAL CARE TIPS

Avoiding Chemicals:

Preserve the integrity of your windows and doors by steering clear of chemical-based cleaning products. These harsh chemicals pose a risk of compromising the surface finish over time, impacting both the appearance and durability of your installations. Instead, opt for gentle cleaning solutions specifically formulated for wooden surfaces. This choice ensures the longevity and pristine condition of your windows and doors.

Regular Cleaning:

Establishing a consistent cleaning routine is pivotal in maintaining the quality and resilience of your windows and doors. This routine not only ensures cleanliness but also shields against environmental elements that might cause deterioration. Furthermore, using a dry cloth effectively eliminates fingerprints, keeping your installations visually appealing and well-maintained.

Maintenance of Moving Parts:

Ensure the smooth functionality of your windows and doors by appropriately lubricating moving parts. Regularly checking and lubricating these components as part of your routine maintenance minimizes friction and wear. This practice significantly extends the lifespan of your windows and doors, thereby enhancing their long-term performance.



Detailed Maintenance Guides:

For comprehensive care guidelines tailored to specific maintenance aspects, please refer to subsequent pages. These detailed guides provide specialized care instructions for different parts of your windows and doors. Following these detailed guidelines will assist you in effectively caring for your installations and ensuring their sustained excellence over time.

Adhering to these general care tips is essential to preserving the appearance and functionality of your windows and doors. For a more profound understanding of specialized care instructions and maintenance guides, delve into the subsequent pages for comprehensive insights into caring for your windows and doors.



SPECIFIC HARDWARE FINISH CARE



SPECIFIC HARDWARE FINISH CARE:

Tailored Maintenance for Different Finishes

Polished Bronze:

Avoid 'Brasso' (73102) or other cleaning products as they may affect the lacquer. Regularly oil all moving parts using '3-in-1 Oil' (92337) for longevity, especially during initial installation. Utilize an oily cloth intermittently to aid in protection against exterior elements.

PVD Brass:

Steer clear of chemicals for this finish. Use an oily cloth to remove harmful deposits and regularly oil moving parts with '3-in-1 Oil' (92337) for product longevity, particularly during initial installation.

Aged Brass:

This finish continues to oxidize and age over time. If tarnished or too dark, polish to enhance the finish. Use a dry cloth or 'Brasso' (73102) for polishing. Regularly oil moving parts using '3-in-1 Oil' (92337), especially during initial installation. Employ an oily cloth to protect against environmental elements.

Lacquered Brass:

Avoid chemical cleaners to prevent lacquer break-down. Use an oily cloth for removing deposits and regularly oil moving parts with '3-in-1 Oil' (92337) for product longevity, particularly during initial installation.



Polished Brass:

As it ages naturally, periodic polishing can maintain a bright finish. Use a dry cloth or 'Brasso' (73102) for polishing. Regularly oil moving parts with '3-in-1 Oil' (92337) for prolonged product life. An oily cloth aids in protection against environmental elements.

Antique Pewter, Pewter Patina, Black:

Low-maintenance finishes suitable for various settings. Regularly oil moving parts using '3-in-1 Oil' (92337) for prolonged product life, especially during initial installation. An oily cloth protects against external elements.

External Beeswax:

Reapply 'Maintenance Wax' (33002) periodically for added protection. Regularly oil moving parts using '3-in-1 Oil' (92337) for prolonged product life, particularly during initial installation. The finish offers strong protection against environmental conditions.

For comprehensive care instructions tailored to each specific finish, please visit the link provided at the end of this brochure. Adhering to these specific care instructions is crucial to maintain the quality and appearance of your hardware. Access the link at the end of this brochure for detailed care instructions and to ensure the continued excellence of your hardware.



MAINTAINING DOOR LOCKS:

A Guide to Effective Lubrication

- 1 Accessing and Preparing the Door:** Start by comfortably opening the door to access its locking points. Placing a dust sheet beneath the lock ensures that any drips or excess lubricant are caught, preventing any potential mess.
- 2 Activating the Lock:** To begin the lubrication process, like the lever handle to activate the lock mechanism, causing the bolts or hooks to extend fully. This extended position enables access to each locking point for proper lubrication.
- 3 Applying Lubricant:** Using a silicone-based lubricant, carefully apply the lubricant to each locking point, beginning from the top and working your way down. This ensures thorough coverage of the entire mechanism. Lubricating each point while they are extended allows the lubricant to penetrate and coat the components effectively.
- 4 Retracting and Wiping:** Between lubricating each locking point, retract the locking mechanism by pushing the handle down. This action retracts the bolts or hooks, allowing you to move from one point to the next. To maintain cleanliness, wipe off any excess lubricant from the door's edge using paper towels or a clean cloth.
- 5 Repeat Process for Optimal Functionality:** To ensure the continued smooth operation of the door lock, it's recommended to repeat this lubrication process every six months. Regular maintenance at these intervals helps prevent friction, corrosion, or wear within the locking mechanism, thereby promoting optimal functioning and prolonging the lifespan of the door lock.

By following these detailed steps for lubricating door locks, you actively contribute to maintaining their efficiency, smooth operation, and overall longevity. Regular lubrication is key to preventing potential issues and ensuring that your door locks continue to function seamlessly.



JOINERY FINISH MAINTENANCE:

Regular Wiping: Consistent and routine care of the joinery finish is vital to preserve its quality and appearance. Regularly wiping down the joinery surfaces helps to eliminate accumulated dirt, dust, and insects that may compromise the finish. Utilizing a soft cloth or sponge with a mild detergent solution aids in maintaining the cleanliness of the surfaces, extending the lifespan of the finish, and retaining its aesthetic appeal.

Annual Inspection: As spring arrives, it's advisable to conduct a comprehensive inspection of the joinery finish. This inspection serves as a proactive measure to identify any potential issues such as minor damages, cracks, or joint concerns that might have developed over time. Promptly addressing these issues helps prevent further deterioration and ensures the structural integrity of the joinery finish. Repairing minor coating damages or reapplying protective coatings, if necessary, contributes significantly to preserving the finishes overall quality.

Glazing Line Inspection: The integrity of the seal along the glazing line is crucial in diverting water away from the timber sash, preventing potential water damage. Regularly inspecting this seal ensures its effectiveness in maintaining a secure barrier against moisture infiltration. Check for any signs of wear, gaps, or damages along the glazing line, and promptly address any issues detected. Applying appropriate sealants or caulking as needed helps reinforce the seal, ensuring optimal protection for the timber sash against moisture-related issues.

By incorporating these maintenance practices into your routine, you can effectively uphold the quality and resilience of the joinery finish, enhancing its longevity and ensuring the continued visual appeal of your joinery surfaces. Regular care and inspections play a pivotal role in safeguarding against potential damages, thereby prolonging the lifespan of your joinery finish.



TIMBER WINDOWS AND DOORS PAINT GUIDE AND ROUTINE CHECKS:

Timber windows and doors require regular maintenance to ensure their longevity and pristine appearance. It's essential to conduct routine checks for signs of joint movement, knots bleeding, or timber shakes, as timber is a natural product susceptible to various influences.

Understanding Timber as a Natural Product:

Timber, being a natural material, is sensitive to environmental conditions such as heat, light, weather fluctuations, and varying environmental factors. These elements can impact timber by causing expansion, contraction, or changes in its appearance over time.

Effects of Environmental Factors:

Exposure to sunlight, moisture, and extreme temperatures can lead to changes in timber, including swelling, warping, or discolouration. These changes may affect the paint or joinery, emphasizing the need for regular inspections and timely interventions to address any emerging issues.

Importance of Routine Inspections:

Routine inspections are crucial to identify and address potential problems early on. Signs of joint movement, knots bleeding, or timber shakes must be promptly attended to, as neglecting these issues can lead to permanent damage to both the paint and the joinery.

Maintaining Paint and Joinery:

Regular checks and timely maintenance not only preserve the appearance but also extend the lifespan of the paint and joinery. Addressing defects or issues as they arise prevents their escalation, ensuring that the integrity of the timber, as well as the quality of the paint and joinery, is maintained.

In conclusion, timber windows and doors, being natural products, are subject to changes due to environmental influences. Regular inspections and timely interventions are essential to prevent potential damage to the paint or joinery. By addressing defects promptly, you ensure the longevity and durability of your timber windows and doors, preserving their aesthetic appeal and structural integrity for years to come.

WINDOW PANE AND COATED TIMBER SURFACE CLEANING



WINDOW PANE AND COATED TIMBER SURFACE CLEANING:

Cleaning Surfaces:

For effective cleaning and maintenance, it's recommended to clean both the window panes and the coated timber surfaces simultaneously using a gentle yet efficient cleaning method. Utilize a diluted mild detergent solution along with a suitable window cleaner specifically formulated for glass surfaces. This combination ensures a thorough clean and preserves the integrity of both the glass and coated timber, leaving them looking pristine.

Regular Maintenance Routine:

To maintain the cleanliness and longevity of the coated surfaces, it's advisable to implement a regular cleaning routine. Approximately every six months, use a diluted mild detergent solution for cleaning the coated surfaces, avoiding the usage of the care set previously recommended. Follow this by applying a window cleaner specifically designed for glass surfaces to the window panes. This routine helps in effectively removing accumulated dirt, grime, and other residues, ensuring a refreshed appearance for both the coated timber and window panes.

Regular cleaning with these recommended solutions ensures the preservation of the coated surfaces and the window panes, contributing to their durability and aesthetic appeal over time.



REDECORATION OF WEATHERED COATINGS:

Preparation and Application:

Ensuring the longevity and visual appeal of your timber surfaces begins with meticulous preparation and application techniques. Prior to redecorating, it's crucial to thoroughly clean the surfaces, removing any accumulated dirt, debris, or remnants of previous coatings. For bare timber, the application of a primer or base stain is essential to enhance adhesion and provide a uniform surface. Subsequently, utilizing Anker Stuy maintenance topcoat products is recommended to ensure optimal protection and a revitalized appearance.

De-nibbing:

To achieve a flawless finish, an important step between coatings involves de-nibbing. Lightly sanding the surfaces with fine abrasive paper helps eliminate imperfections, smoothing out any irregularities or raised grain, and ensures an even application of subsequent coats.

Important Notes:

Weather Influence:

Understanding the impact of weather conditions on maintenance schedules is crucial. The frequency of maintenance required varies significantly based on the level of exposure to prevailing weather elements and the design of the building. Areas subject to harsher climates or more direct sunlight may necessitate more frequent maintenance to uphold the coating's integrity and appearance.

Dark Colours:

It's essential to note that darker hues tend to absorb more heat from sunlight. Consequently, surfaces coated with darker colours may require more frequent maintenance compared to lighter shades. Regular inspections and proactive re-coating can mitigate potential issues arising from increased heat absorption, preserving the coating's performance and aesthetics.

Coastal Locations:

Coastal regions often face unique challenges due to the corrosive nature of salt-water and increased exposure to salt-laden winds. The coating film on surfaces in these areas may experience accelerated erosion. Therefore, regular and vigilant maintenance is imperative to counteract the effects of the coastal environment and ensure the durability of the coatings.

MAINTENANCE PERIODS



MAINTENANCE PERIODS SPECIFIC TO TIMBER TYPE AND LOCATION:

The maintenance intervals for re-coating are not standardized and are influenced by multiple factors. Each type of timber and its location play a pivotal role in determining the necessary maintenance schedule. Factors such as the type of wood, the environmental conditions, the level of exposure to sunlight, moisture, and pollution, all contribute to varying maintenance requirements. As such, it's advisable to consult with professionals or refer to specific guidelines tailored to your timber type and geographical location to establish an appropriate maintenance schedule.

Regular maintenance tailored to the unique characteristics of your timber and its environment is key to preserving the integrity and appearance of the coatings, ensuring lasting protection against weathering and deterioration.



GUIDANCE FOR SASH WINDOW REFURBISHMENT WORKS



SPECIFIC CARE & MAINTENANCE GUIDANCE FOR SASH WINDOW REFURBISHMENT WORKS:

Upon the completion of your sash window refurbishment, you may notice areas covered by existing paint or newly primed surfaces designed to offer interim protection until a decorator can carry out the final redecoration. Below are detailed care and maintenance instructions to ensure the longevity and integrity of your refurbished sash windows.

Post-Refurbishment Painting Recommendations:

1. Primed Sashes:

Our primed sashes provide substantial resistance to the elements. However, it is recommended to apply the final paint coat within 12 weeks to ensure optimal protection.

2. Box Frames and Spliced Timber:

Both existing box frames and any newly spliced timber, including replacement staff and parting beads, come with a basic level of protection. We advise completing the redecoration as soon as possible, ideally within 6 weeks, especially during winter months to prevent moisture absorption.

Painting Guidance:

1. Paint Selection:

Use breathable, water-based paints to allow moisture to escape and prevent timber degradation.

For windows in good condition, apply:

- 1 x primer coat
- 1 x top coat

For windows in poor condition or areas scraped or sanded back to bare timber, apply:

- 1 x primer coat
- 2 x top coats

2. Surface Preparation:

Lightly sand all timber surfaces before repainting to ensure good paint adhesion.

CONTINUED





3. Decorator Advice:

- Consult us for paint recommendations as our suppliers may change. Alternatively, a qualified decorator can provide advice on an appropriate paint system.
- Ensure your decorator understands the specifics of sash windows, especially avoiding paint on brush seals to prevent the windows from sticking.

4. Putty Painting:

- Allow putty to form a skin before painting.
- Extend paint onto the glass by 2mm to seal the putty-glass interface.

Cleaning and Maintenance:

1. Cleaning:

- Use a small amount of washing-up liquid and water with a cloth for cleaning glass, cords, and window surfaces.
- Avoid abrasive cleaners that could damage the paint or timber.

2. Pulley Wheel Lubrication:

- Lubricate pulley wheels periodically with 3-in-1 oil or WD-40 to ensure smooth operation.

3. Addressing Timber Movement:

- Timber may move as it absorbs and releases moisture, causing paint to crack. Regularly inspect your windows and sand and repaint any cracked areas to maintain protection.

By following these guidelines, you can ensure the longevity and aesthetic quality of your refurbished sash windows. Should you have any further questions or need additional advice, please feel free to contact us.



[FURTHER INFORMATION](#)



FURTHER INFO:

For further product advice and expert assistance, we encourage you to reach out to us at JTP Joinery.

Our dedicated team of experienced professionals is readily available to provide comprehensive guidance tailored to your specific needs. Whether you have inquiries about maintenance procedures, need recommendations for optimizing performance, or seek insights into our range of windows and doors, our knowledgeable staff is here to assist you every step of the way.

Your satisfaction and confidence in our products are of utmost importance to us. You can also explore additional resources and information through the provided links below, offering access to detailed guides. At JTP Joinery, we are committed to ensuring that your experience with our windows and doors remains exceptional, and we look forward to serving you with our expertise and personalized support.

Please feel free to contact us at:

Email: info@jtpjoinery.co.uk

Phone: 01803 666316

Address: Unit 3, Aller Vale Buildings, Kingskerswell, Newton Abbot TQ12 5AZ

Explore further resources:

- **Teknos** - <https://www.teknos.com/en-GB/>
- **Accys, Accoya Wood** - <https://www.accoya.com/uk/>
- **Coastal BLU Hardware** - <https://www.coastal-group.com/>
- **From The Anvil Hardware** - <https://www.fromtheanvil.co.uk/>
- **SDHardware** - <https://www.sdhardware.co.uk/>
- **Pilkington Glass** - <https://www.pilkington.com/>
- **NuGen (LandVac)** - <https://nugenglass.co.uk/>

This comprehensive guide ensures your JTP Joinery windows and doors maintain their quality, functionality, and appearance for years to come through regular care and attention.



WARRANTY 

WARRANTY

This product warranty covers items detailed below:

The Company's warranty excludes any deterioration, distortion, or performance issues arising from exposure to excessive moisture or unsuitable site conditions. Where building works are being carried out, it is the customer's responsibility to ensure that the internal environment is adequately ventilated and that timber products are not subjected to high humidity, wet trades, or other moisture-generating activities. Any damage or defects resulting from such conditions will not be covered under this warranty.

Wood Frames, Sashes, Casements and Doors:

The Company warrants that all replacement timber frames, sashes, casements and doors are free from defects in workmanship and materials that may affect their performance for a period of 10 years. Maintaining this level of performance requires the customer to follow the recommended aftercare procedures. This warranty applies only to timbers specified by JTP Joinery, unless otherwise agreed in writing — namely Sapele, Utile, and Oak (cills).

If Accoya has been used it is guaranteed against rot for a period of 50 years. Please see full details on Accoya warranty on pages 20-21

Ironmongery & seals:

The Company warrants locks and hinge systems for a period of 10 years. Handles and ironmongery will be covered by the manufacturers warranty, this will vary dependant on product chosen. Surface finishes for ironmongery are not covered by this Warranty. Weather seals are warranted for a period of 10 years.

Standard 24mm or 24.8mm double glazed units:

The Company warrants that the glass will comply with the Glass and Glazing Federation's visual quality standards.

The Company warrants that seals on double glazed units will be free from failure (failure is taken to mean failure of the insulated glass unit resulting in penetration of moisture into the air space and appearance of moisture on the glass inside the airspace) for a period of 10 years from delivery. The Company will be responsible for the supply only of replacement glass units. No other glass defect or phenomena are covered by this Warranty.



Double glazed units under 24mm in thickness (Including slimline units):

The Company warrants that the glass will comply with the Glass and Glazing Federation's visual quality standards.

The Company warrants that seals on double glazed units will be free from failure (failure is taken to mean failure of the insulated glass unit resulting in penetration of moisture into the air space and appearance of moisture on the glass inside the airspace) for a period of 5 years from delivery. The Company will be responsible for the supply only of replacement glass units. No other glass defect or phenomena are covered by this Warranty.

Vacuum Glass Units :

The Company warrants that the glass will comply with the Glass and Glazing Federation's visual quality standards.

The Company warrants that seals on vacuum units will be free from failure (failure is taken to mean failure of the insulated glass unit resulting in penetration of moisture into the air space and appearance of moisture on the glass inside the airspace) for a period of 20 years from delivery.

The Company will be responsible for the supply only of replacement glass units.

No other glass defect or phenomena are covered by this Warranty.



Accoya® wood - Certificate of Warranty

1. Scope of the Warranty

- 1.1 This Warranty is exclusive to the original purchaser of Accoya® wood from Accsys Technologies, the original owner of any structure on which the Accoya® wood is installed and the next owner of that structure. It is non-transferrable or assignable to any other person.
- 1.2 Accsys Technologies warrants that at the date of delivery as stated on the invoice, Accoya® wood shall be in accordance with our Grading Specifications (available via our web-site: <http://www.accoya.com/downloads>)
- 1.3 In addition, Accsys Technologies warrants that Accoya® wood shall remain free of material damage from the date of delivery of the Accoya® wood as stated on the invoice and for:
 - (a) 50 years when the Accoya® wood product is used in use classes 1,2 and 3 as defined in EN 335-11; and
 - (b) 25 years when the Accoya® wood product is used in use class 4 as defined in EN 3351.

2. Definition of Material Damage

- 2.1 For the purposes of this Warranty, Accoya® wood shall be materially damaged if it is shown that in ordinary usage:
 - (a) the Accoya® wood product has been materially damaged by fungal decay or rot (for the purposes of this Warranty fungal decay shall be limited to decay caused by all soft-rot fungi and fungal species *Poria placenta*, *Coniophora puteana*, *Gloeophyllum trabeum*, *Corriolus versicolor*, *Serpula lacrymans* and shall not include common surface mold, mildew or any other organism, bacteria or fungi); or
 - (b) the maximum swell or shrinkage in one direction is greater than 2.5% during normal use 2; and
 - (c) in both (a) and (b) above, such that the Accoya® wood does not perform its intended function.

3. Remedy

Accsys Technologies shall at its sole option either replace, repair or compensate by cash payment any materially damaged Accoya® wood from the date of delivery until the expiry of the periods as set out at paragraph 1.3 above. Any cash compensation shall be limited to the value of the original invoice for the Accoya® wood purchased.


4. Exclusions of Remedy and Warranties

- 4.1 In no event will Accsys Technologies be liable for any incidental, economic, exemplary, special, punitive or consequential damages, whether direct or indirect, howsoever arising.
- 4.2 The statements in this Warranty constitute the only warranties given by Accsys Technologies and all other express or implied warranties, including any implied warranties of merchantability or fitness for a particular purpose (save where arising under applicable product warranty laws that cannot be lawfully disclaimed) are expressly excluded.

5. Conditions

This Warranty shall be subject to the following terms and conditions:

- 5.1 Claims must be made in writing to Accsys Technologies within 30 days after discovery of suspected damage, accompanied by this original Certificate of Warranty, copies of the relevant invoice(s), a statement describing the damage and photographs showing the suspected damage.
- 5.2 Accsys Technologies reserves the right to inspect the defect in situation prior to the authorisation by Accsys Technologies, in its sole discretion, of any repair, replacement or financial compensation. From the date a potential claim is detected, the claimant must take all reasonable steps to protect the Accoya® wood from further damage.

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- 5.3 Accoya® must be stored, installed and/or used in accordance with Accsys Technologies' written instructions and all certification bodies and building codes adopted by federal, central, state or local governments or government agencies and applicable to the installation. Failure to install Accoya® wood in accordance with Accsys Technologies' printed instructions will invalidate this Warranty.
- 5.4 This Warranty does not cover the costs associated with removal of damaged Accoya® wood or installation of replacement Accoya® wood or any remanufacturing costs. 5.5 Failure to follow these procedures may invalidate any claim under this Warranty.

6. Conditions

This Warranty does not cover:

- 6.1 any use of the Accoya® wood in the relevant use class that contravenes the requirements set out in EN 335-1 (NB see also footnote 1);
- 6.2 any contact between Accoya® wood and liquids that have a pH higher than 9; 6.3 any continual contact between Accoya® wood exposed to salt and brackish water (use class 5 according to EN 335-1);
- 6.4 any Accoya® wood subsequently modified or impregnated, for example by chemical treatments, without the prior written approval of Accsys Technologies;
- 6.5 damage or defects resulting from or in any way attributable to:
- (a) improper storage, handling, installation or use of the Accoya® wood, including but not limited to any damage where Accsys Technologies' written instructions have not been followed;
 - (b) misuse, neglect, alteration or abuse of the Accoya® wood; (c) settlement or structural movement and/or movement of materials to which the Accoya® wood is attached; (d) damage from incorrect design of any structure or where the maximum designed wind loads are exceeded for any structure;
 - (e) acts of God, such as hurricane, tornado, hail, earthquake, flood or other severe weather or natural phenomena; and
 - (f) any cause other than manufacturing defects attributable to Accsys Technologies.

7. Geographical coverage

This Warranty applies to Accoya® wood purchased from Accsys Technologies in all countries world-wide, save for the United States of America or Canada.

8. Contact

You may contact Accsys Technologies by writing to The Chief Operating Officer at the address shown on page 1 of this Warranty.

9. Governing Law and Disputes

This Warranty is governed by the laws of the Netherlands and any disputes relating to this Warranty shall be subject to the exclusive jurisdiction of the courts of the Netherlands or to arbitration at the discretion of Accsys Technologies.

Climate Charts:

This Warranty covers the coatings against:

- Peeling.
- Cracking (over greater than 5% of the coated area).
- Damage resulting from fungal growth within the coating but this should be cleaned in the 6 monthly maintenance programs.
- Significant 'yellowing' of the coating.
- Premature erosion of the film leading to areas of exposed timber.

It does not guarantee against:

- The exudation of resin.
- Extractive staining around knots.

General wear or loss of shine within the colour

CLIMATE GUIDE CHART			
	MODERATE	HARSH	EXTREME
	Typically, non-coastal areas at low altitude	Exposed inland locations and areas within 0.5 miles of the coast	Areas of high altitude and exposed coastal sites
SHELTERED: e.g. Beneath porch or large roof overhang	10 YEARS: For opaque coatings, 5 years for translucent coatings	8 YEARS: For opaque coatings, 5 years for translucent coatings	7 YEARS: For opaque coatings, 4 years for translucent coatings
PARTLY SHELTERED: e.g. Windows built back in reveal	8 YEARS: For opaque coatings, 5 years for translucent coatings	7 YEARS: For opaque coatings, 4 years for translucent coatings	6 YEARS: For opaque coatings, 2-3* years for translucent coatings
NOT SHELTERED: e.g. Face of building	7 YEARS: For opaque coatings, 4 years for translucent coatings	6 YEARS: For opaque coatings, 2-3* years for translucent coatings	5 YEARS: For opaque coatings, 2* years for translucent coatings
<i>*2 years for light shades e.g. Pine and Light Oak</i>			

EXCLUSIONS TO THIS WARRANTY



Exclusions to this Warranty:

- Damage to the surface coating has occurred by physical damage, for example damage caused by window cleaner's ladders, damage to cill extension joints by handling or installation, pet damage, chemical damage, damage caused by bad maintenance or poor design of building.
- Where damage has occurred as a result of faulty installation, repairs, alterations, work processes or pollution from surrounding areas.
- Where damage has occurred from excessive cleaning processes or hosing down of product.
- Where products have been stored in an unventilated area prior to fitting or areas that have been unventilated during the construction processes.
- Where products have been used in swimming pool areas without correct paint coating. Special paint required.
- Where damage that is caused by external causes outside the control of the Company which shall include, accident, fire, disaster, burglary.
- Where products have been exposed to unusual physical conditions.
- Where surface wear has been caused by natural elements.
- Where cill projections exceed 85mm. Paint supplier will not warranty the coating over this size.
- Where any sums remain due to the Company.
- When installed by others.

Provided always all surface treatment warranties are subject to environmental conditions as stated in our coatings information to ensure that the product has been maintained in accordance with the Company's Warranty conditions.

Claims procedure:

In the unlikely event you believe you have a valid claim please contact JTP Joinery and speak to customer services.

Validation:

It is necessary for the customer to substantiate the date of delivery and provide proof of purchase.



01803 666316

info@jtpjoinery.co.uk

www.jtpjoinery.co.uk

JTP Joinery Limited

Unit 3, Aller Vale Buildings, Moorpark Road,
Kingskerswell, Newton Abbot, Devon TQ12 5AZ