

TIMBER SASH WINDOWS LONDON

Premium Warranty & Care Guide

This document outlines the warranty terms, exclusions, maintenance requirements and customer care guidance for products supplied by Timber Sash Windows London Ltd.

All products are handcrafted using premium quality timber and are manufactured using traditional joinery methods combined with modern glazing and coating systems.

Website www.timbersashwindowslondon.com

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Warranty summary

COMPONENT	WARRANTY PERIOD
Timber frames & sashes	8 years
Glass & glazing units	3 years
Ironmongery & hardware	5 years
Paint & coating finish	3 years

Timber warranty

All timber frames, sashes and associated timber components are warranted against manufacturing defects for a period of 8 years from the date of delivery, subject to the recommended maintenance schedule being followed.

Timber is a natural material and variations in grain, texture and colour are not considered defects. Minor movement, expansion, contraction and hairline splits may occur naturally over time and are excluded from warranty claims.

Glass & glazing units

Sealed double and triple glazed units are covered against internal condensation caused by seal failure for a period of 3 years from manufacture.

Scratches, chips or visual defects must be reported immediately upon delivery and prior to installation. Condensation caused by poor ventilation, high humidity or inadequate heating is not covered under warranty.

Ironmongery & hardware

All handles, hinges, locks and ironmongery components are covered for 5 years against mechanical failure under normal domestic use.

Hardware should be periodically lubricated and adjusted where necessary. Surface finish wear, tarnishing and cosmetic ageing are excluded from the warranty.

Paint & coating finish

Factory-applied paint and coating systems are covered for a period of 3 years from delivery, subject to the recommended maintenance schedule being followed.

Coatings should be inspected regularly and maintained in accordance with manufacturer guidance. Coastal, high-exposure or high-moisture environments may reduce coating lifespan.

Installation requirements

All products must be installed by competent installers in accordance with current building regulations and manufacturer recommendations.

Improper installation, insufficient sealing, poor flashing details or structural movement may invalidate the warranty.

Customer maintenance responsibilities

Customers are responsible for maintaining paint finishes, drainage channels, ventilation and moving hardware components.

Timber windows and doors should be inspected annually, and any damaged coatings or sealants repaired promptly to prevent moisture ingress.

Exclusions & limitations

The warranty excludes:

- Accidental or impact damage
- Building movement or structural settlement
- Damage caused by fire, flooding or extreme weather
- Third-party modifications or alterations
- Lack of maintenance or improper cleaning
- Damage caused by misuse or neglect
- Normal wear and tear or ageing of finishes

Claims procedure

In the unlikely event of a warranty claim, customers must provide:

- Original order reference
- Proof of purchase / payment
- Photographs of the issue
- Installation date and installer details

Timber Sash Windows London Ltd reserves the right to inspect products prior to approving any remedial works or replacements.

Handcrafted timber sash & casement windows, made to order

Timber Sash Windows London Ltd

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