

# Operating and Maintenance Instructions

## Timber windows and doors



NATURAL | SUSTAINABLE | SECURE | ENERGY EFFICIENT | LOW MAINTENANCE

## The Natural Choice

# Welcome to the Operating and Maintenance Instructions

Congratulations on the purchase of your new windows and doors. You have chosen a high quality product which has been designed and produced to meet the highest of standards.

If maintained properly, you will enjoy your windows and doors for many years to come.

## About Allan Brothers

Allan Brothers was founded in 1811 and is Britain's longest existing high performance joinery company manufacturing quality timber windows and doors for customers throughout the UK.

Now part of the Inwido Group, one of Europe's leading window and door manufacturers, our wide range of made-to-measure products provide complete solutions to meet the requirements of our customers whatever the project; executive homes, city apartments, social housing, timber-framed buildings, rural developments or public sector construction.

We have a strong reputation for high standards of design and craftsmanship, good service, consistent value for money and invaluable professional advice for our customers.



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# Timber

Timber is the only truly sustainable material from which to manufacture windows and doors. Timber combines strength with natural insulating properties, and has the advantage of being an easily renewable material with little environmental impact from extraction, processing and manufacture. Allan Brothers' timber windows are carbon negative, that is, there is more carbon contained within the window than will have been released into the atmosphere from all of the processes employed to produce it. No other material can come close to this environmental benefit.

Allan Brothers have independent verification of the sustainability of timber used through the Forest Stewardship Council® (FSC®) Chain of Custody certification scheme. This is an internationally recognised standard that audits the full supply chain from forest to window manufacture to ensure high standards of environmental stewardship throughout the process. It is the mission of the FSC to, "promote environmentally appropriate, socially beneficial and economically viable management of the world's forests."

**Moisture content** of timber at the time of the machining of components will be no more than 18%.

## Preservative Treatment

All timber which does not have sufficient natural durability, according to BS EN 350, will have organic preservative treatment in accordance with existing British Standards for out of ground contact. Components are treated after all machining processes have been completed to ensure complete protection across all faces of the timber components, whether visible or not.

Preservation is to Hazard Class 3 in accordance with EN 599-1 and the active ingredients are propiconazole + IPBC, which ensures effective protection against blue stain and wood-degrading fungi.

Knot Free Finger-jointed Laminated  
European Redwood - FSC certified



## Timber Types

### Softwood

FSC Certified  
Finger-jointed Laminated to BS EN 13307

### Hardwood

FSC Certified  
Laminated to BS EN 13307



# General Information

## Storage & Handling

Allan Brothers windows and doors are produced with a carefully controlled moisture content, as specified in BS644 and BS EN 942.

Store windows and doors under cover in a dry, well ventilated area. Glazed frames should always be placed in a vertical position.

If stored outside, the frames should be placed on level bearers and protected by a tarpaulin with space for the air to circulate around and between the frames.

If products are exposed to excess moisture during storage or at the time of fitting, components within the window may swell or distort, possibly causing lasting damage to the products appearance or function. This is not a manufacturing fault and therefore subsequent issues are not covered under our warranty.

Do not use windows and door frames as scaffold supports, walkways or formers and avoid all other misuse.

Please handle windows with care. Ensure that frames do not drag along the ground or floors of lorry decks. Impact loads on corners could damage the frames so they should not be put down unevenly or dropped. Take particular care with large windows and doors or combination frames. Avoid twisting as this can put undue stress on the frame joints.

## Installation

BS8213 Pt4 - Code of Practice for Survey and Installation of Windows and External Doorsets should be adhered to at all times.

All joinery items are recommended to be fitted as soon as practical after delivery to site. Correct installation of our products is vital to ensure proper performance now and in the future.

All our joinery products should be fitted into preformed openings at least 10mm larger (5mm all round) than the overall frame size and not built in as works proceed. In timber framed buildings, openings should allow for differential shrinkage as per guidance given in NHBC standards chapter 6.2 S2.

Framed products should be installed plumb and square using metal fixings or perimeter battens. Before final fixing, check that opening sashes have consistent clearances all round.

Mullions of multi-light windows must be supported to avoid sagging. A minimum of two fixing points per side (depending on height) should be used. These should start between 100 & 200mm in from the corners. As a rough guide, the minimum number of fixing points would be based on the height of the window:

1000mm = 2 per side  
1000mm to 1600mm = 3 per side  
1601 to 2100mm = 4 per side

Any gaps between the outer frame and the reveal, to the external face should be filled with a non-setting suitably approved sealant to BS5889.

Factory finished joinery will not normally be cut or processed on site. If damage, drilling or cutting does occur, the area should be treated with Teknoseal 4000 end grain sealer and Aqua Primer 2907, and the top coating restored to its original thickness.

Fitting of doors must be in accordance with the guidance as given by BS 8000 Part 5: 1990 (Code of Practice for carpentry, joinery and general fixings). Ancillary locks and letter plates etc. should be fitted before the door is hung. If the door is of a type that has been preservative treated, any cut or drilled areas for any ancillary locks and letter plates etc. must also be preservative treated before hanging and sealed with a proprietary sealer to prevent water ingress. For doors to meet PAS24 requirements they must be fitted using 4 nos 5.3 x 100mm screws.

When installing external door sets into severely exposed areas it may be advisable to consider the fitting of extra protection by means of a decorative porch or canopy.

In the event of any glazing being conducted on site, all practices must comply with BS 8000-7  
5 which covers Workmanship on building sites: Code of practise for glazing, and Approved Documents L and K.

# General Information

## General Maintenance

General cleaning should be carried out regularly (minimum twice a year) using a non-abrasive cloth with mild detergent and warm water (pH neutral solution) to remove any contaminants, whilst frequently changing the water. **Under no circumstances should aggressive, alkaline or acidic cleaners be used.** After cleaning, rinse thoroughly with clean water to remove all residues but do not use hosepipes. During cleaning, if any damage is noticed it must be repaired immediately.

Ensure the bottom weather bars of doorsets, and aluminium channels for hinges to run in if the product features these, are clean and free from grit or other debris. Particular attention should also be paid to the bottom bead where there is maximum exposure to the environment and gaps under these should be cleaned regularly. Spray hinges, locks and channels with a silicon spray after installation and thereafter twice a year.

## Ironmongery

All ironmongery on our windows and doors (except chains on Scotdoors) is factory fitted where practical. Adequate care should be taken to ensure that other trades avoid scratching or contaminating the surfaces and operating mechanisms as this can invalidate the warranties. Should the ironmongery become contaminated, use a soft cloth to remove any building debris but do not use abrasive cleaners. If in any doubt, temporary removal of the ironmongery by competent site personnel should be considered. Particular attention should be given to metallic fittings, which are vulnerable to scratching or tarnishing.



## Decoration & Finishes

### Basic guidelines on maintaining and redecorating factory finished windows, doors and exterior joinery.

This information relates to water based paints, which dry quickly and with little smell. Applying them requires a different brushing technique (described overleaf) from traditional oil paint.

### General Care

Teknos factory applied coatings systems will give many years of life between re-painting cycles, and simple steps such as wiping down the joinery finish to remove dirt and insects will help extend the decorative finish. This can be done at the same time as cleaning the glass. Good household maintenance also helps to extend repainting intervals. At least once a year:

- Check hinges and handles and treat with a light oil if necessary.
- Clean weather seals and ventilators to remove dust or grime.
- In autumn, clear guttering and down pipes, and repair any leaks.
- Each spring, inspect the joinery and spot repair any minor areas of coating damage, shakes or open joints. Moisture should not be allowed to penetrate into the timber throughout its life.

### Repair products

The list below shows the typical maintenance products used to maintain factory finished joinery. Typically 1 litre of primer or topcoat will cover a surface area of 8 - 10 square metres.

#### Primers and Base Stains

Aqua Primer 2900 base stain  
Anti-Stain Aqua 2901 opaque primer

#### Top Coats

Aquatop 2600 translucent and opaque finish

**Ancillaries**  
Teknoseal 4000 end grain sealer  
Teknoseal 4001 break joint sealer  
Teknofill 5001 fine surface filler

*All the recommended Teknos products are water based, with VOC levels significantly below current and proposed legislative levels. Teknos does not use heavy metal additives in any of its products.*

# Coatings Maintenance Guidelines

## First and subsequent redecoration

All areas to be re coated should be lightly abraded with a fine grade abrasive paper, washed down with a mild detergent solution and rinsed with clean water to remove dust, insects and other contaminants, which can form a base for algae and fungi growth.

Using a good quality, long haired, synthetic brush, designed for use with acrylic paints, apply one or two coats of Aquatop 2600 opaque or translucent topcoat in the appropriate shade, colour and gloss level. Allow to dry for four hours between coats.

## Problem Areas

If regular maintenance is delayed or some other damage has occurred, additional steps may be necessary to reinstate the finish to its initial condition. The notes below cover the most common problems, and further help is available from the Teknos Customer Service teams.

Where minor flaking affects small areas of the topcoat surface but the timber substrate is not exposed:

- Abrade the damaged area with a fine grade abrasive paper to remove all unsound coating and feather out to leave a smooth surface.
- Clean down and wash the abraded area to remove dust, and allow to thoroughly dry.
- Apply a coat of Aquatop 2600 opaque or translucent topcoat in the appropriate shade, colour and gloss level to the damaged area. Allow to dry for four hours and then apply a second coat.
- If the damaged area is widespread, lightly abrade the complete frame; repair the damaged area as described above; apply the second coat 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 fine grade abrasive paper to remove all unsound coating and feather out to leave a smooth surface.
- Clean down and wash the abraded area to remove dust, and allow to thoroughly dry.
- Prime with Aqua Primer 2900 base coat stain, in the original colour for translucent systems or Anti Stain Aqua 2901 for opaque systems.
- Seal any open joints 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.
- Seal any exposed end grain with Teknoseal 4000 end grain sealer and allow to thoroughly dry.
- Apply a coat of Aquatop 2600 opaque or translucent topcoat in the appropriate shade, colour and gloss level. Allow to dry for four hours and then apply a second coat.

## Resin Exudation

Resin occurs naturally in timber, in pockets within the wood or associated with knots.

### ***Where resin has exuded through the coating:***

Although it may be unsightly, it is better not to remove fresh sticky resin.

The best remedial treatment is to allow resin 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 often allow the passage of resin to the surface without damaging the coating. If the finish is not damaged by over-vigorous scrubbing during crystal removal, re-coating is often unnecessary, but otherwise an overall application of a finish coat restores the general appearance of the timber and maintains its protection.

# Coatings Maintenance Guidelines

Suggested redecoration cycles for pigmented coating system applied on a timber window:

| Construction  | Moderate Climate<br>(This would include non-coastal areas at low altitude) | Harsh/Rough Climate<br>(This would include areas within 5km of coastline) | Extreme Climate<br>(Any areas of high altitude, or exposed coastal areas) |
|---|--|---|---|
| <b>Sheltered</b><br>(e.g. beneath porch or large roof overhang) | 8 years  | 7 years   | 7 years   |
| <b>Partly Sheltered</b><br>(e.g. window built back in reveal)   | 8 years  | 6 years   | 5 years   |
| <b>Unsheltered</b><br>(e.g. face of building)                   | 7 years  | 5 years   | 4 years   |

Suggested redecoration cycles for translucent coating system applied on a timber window:

| Construction  | Moderate Climate<br>(This would include non-coastal areas at low altitude) | Harsh/Rough Climate<br>(This would include areas within 5km of coastline) | Extreme Climate<br>(Any areas of high altitude, or exposed coastal areas) |
|---|--|---|---|
| <b>Sheltered</b><br>(e.g. beneath porch or large roof overhang) | 5 years  | 4 years   | 4 years   |
| <b>Partly Sheltered</b><br>(e.g. window built back in reveal)   | 5 years  | 4 years   | 3-4 years*  |
| <b>Unsheltered</b><br>(e.g. face of building)                   | 4 years  | 3-4 years*  | 2-3 years*  |

\*Only darker stains allowed (higher pigment levels in the stain helps protect the timber)

## Applying water based paints

The short drying time and reduced flow of water based paints requires a different technique to achieve a good finish, but following a few simple hints will produce excellent results. The quality of the brush is very important; a long haired synthetic brush will give the best results. Avoid short haired or worn brushes which may leave lines in the dry film. Thoroughly wet the brush with water before starting, ensuring the base of the bristles (the heel of the brush) is fully wetted. The viscosity of the paint will affect the ease of application. Whilst the product can be applied directly from the tin, additional thinning with between 5 and 10% of water will improve the flow and levelling properties of the product, particularly in warmer weather.

For best results follow three simple steps:

- Load the coating generously onto the surface and disperse the paint briskly.
- Even out the coating with light diagonal cross strokes, **do not overbrush**, the coating will flow and level naturally.
- Finish the application with **light** brush strokes in the direction of the grain.

With practice an even coat can be applied quickly. An even coating film is important for durability, but also for appearance, particularly in the case of translucent wood stain.

Apply and finish each section systematically. So on a door or window paint one component at a time e.g. top rail followed by the stile and then the bottom rail.

When applying darker opaque colours over previously applied lighter shades use a base coat of the final colour or one coat of Anti Stain aqua 2901 Grey to aid opacity.

Do not attempt to paint when the temperature is below 5 degrees Celsius, or if the relative humidity exceeds 80%: the curing and performance of the coating may be impaired.

# Teknos Coating System

Allan Brothers uses Teknos coatings. Teknos is one of Europe's leading suppliers of wood coatings. For further information and technical support, please contact your local service centre:

## **Teknos (UK) Limited**

Unit E1, Heath Farm  
Banbury Road  
Swerford  
Oxfordshire OX7 4BN

Tel. +44 (0) 1608 683494 Fax: +44 (0)  
1608 683487

Email: [sales@teknos.co.uk](mailto:sales@teknos.co.uk)

## **Teknos Scotland**

**Limited** Nettlehill Road  
Houston Industrial Estate  
Livingston  
EH54 5DL

Tel. +44 (0) 1506 436222  
Fax: +44 (0) 1506 448826

Email: [sales.scotland@teknos.co.uk](mailto:sales.scotland@teknos.co.uk)

Teknos products can be bought online  
at:

**[www.teknosonline.co.uk](http://www.teknosonline.co.uk)**

# Operating Instructions

**Allan Brothers Products:**

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# Flush and Storm Casements

To open the window, lift the handle and push the sash outwards. The window is now in its ventilation position.

If the window is fitted with a restricted version of the hinge, the restrictor will engage at approximately 100mm. To disengage, pull the sash towards you slightly and press the chrome lever within the bottom hinge, as shown below in Figure 1.

The sash can now be opened fully for ventilation and cleaning. The restrictor, if fitted, will engage in the fully open position. Disengage as before to allow the window to close.

When the window is closed, return the handles to the closed position and lock.

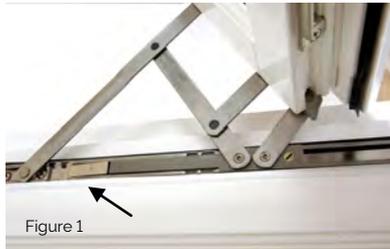


## Egress Hinges on Fire Escape Window

Egress hinges allow a sash to open to almost 90° to provide an escape route in the event of fire. To open the window to the egress position, open the sash as described above to 90°.

## Cleaning Position for Egress Hinges

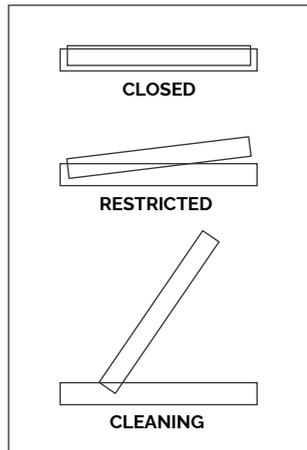
To access the cleaning facility, locate the chrome lever on top and bottom hinge and one at a time press and slide sash slightly to the side. With both hands slide sash evenly to gain access to clean the outside of the window.



## Ventilation

If a ventilator is fitted it can be opened by sliding the faceplate to the left, then tilting upwards or downwards to direct the flow of air.

This window has a night vent position which can be manually engaged by locating the lock bolt in the outer slot of the keep, approximately 10mm from the window's closed position.



# System 2000

To open the window, lift the handle and push the sash outwards.

At 100mm the internal restrictor mechanism engages. The window is now in its initial restricted ventilation position as shown below.

For additional ventilation press the top of the restrictor catch in (figure 1) and push the sash outwards. The restrictor arm will re-engage after the sash has travelled another 100mm.

Release the restrictor as before and the sash can now be fully rotated outwards. The restrictor will re-engage approximately 100mm from the perpendicular for cleaning.

To return the window to its closed position, release the restrictor and rotate the window backwards. Please note that the restrictor will engage automatically at each of the two ventilation positions described above.

When the window is closed, return the handles to the closed position and lock.

## Ventilation

If a ventilator is fitted, it can be opened by sliding the faceplate to the left, then tilting upwards or downwards to direct the flow of air.

This window does have a night vent position which can be manually engaged by locating the lock bolt in a slot in the keeper at approximately 10mm from the window's closed position.

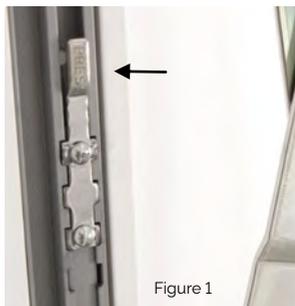
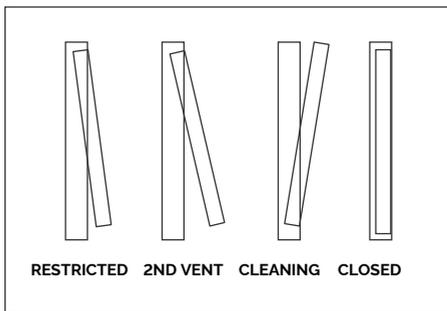


Figure 1



# Vertical Sliding Sash Window

**There are two types of vertical sliding sash windows: Spiral Balance and Traditional Cords & Weights.**

To open the vertical sliding sash window, unscrew and remove the restrictor mechanism (Figure 1) if fitted, using the special key provided.

Release the fitch catch on the meeting rails (Figure 2) and slide both sashes vertically in opposite directions.

Do not open sashes with decorative bars.

To close the outer or top sash, it should be pushed upwards until it re-locates against the window head. The inner or bottom sash is closed by pulling it downwards until it meets the cill. Tighten the catch on the meeting rails, then replace the restrictor mechanism if fitted.

The key should then be removed and kept in a safe but handy place.



## Ventilation

If a ventilator is fitted, it can be opened by sliding the faceplate to the left, then tilting upwards or downwards to direct the flow of air.

## Maintenance

If the window is not used regularly, then it may be necessary to lightly grease the catch and restrictor mechanisms periodically.

If the window is supplied unpainted, it is essential that the weather seals are not coated when the window is subsequently painted.

Particular attention should be paid to the bottom bead where there is maximum exposure to the environment. Drainage holes should be cleaned regularly on drained and vented systems.



Figure 1



Figure 2

# Vertical Sliding Sash Window

## Traditional Cords and Weights Window - 'Simplex' ironmongery:

Special ironmongery, called 'Simplex', has been developed to allow the sashes to swing open in order to facilitate easy and safe cleaning of your vertical sliding sash window.

If your window is fitted with this 'Simplex' hardware, it should be operated as follows:

Unscrew and remove the restrictor mechanism; lift the bottom sash up above the level of the butterfly hinges, engage the butterfly hinges by opening them out and lower the bottom sash onto them.

Pull the cord on the right hand side downward to engage the cord clutch (Figure 1) and release the baton rod thumbscrews (Figure 2).

Swing the baton rod back on its hinges (Figure 3), then pull the bottom sash forward slightly and release the sash cord clipped to the sash.

Swing open the bottom sash to 90°, in which position it is both easy and safe to clean.

To clean the top sash it should be pulled down as far as it will go whilst the bottom sash is still open.

After cleaning, the window should be closed in reverse sequence.

Note: If 'Simplex' ironmongery is fitted, the bottom sash will only go up as far as the cord clutch (Figure 4).



Figure 1



Figure 2

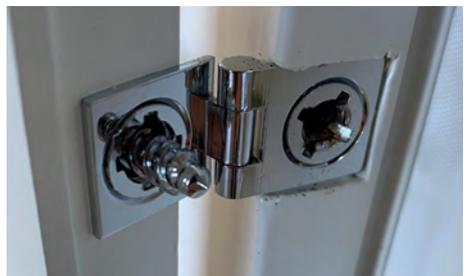


Figure 3



Figure 4

# Slide and Tilt

In the closed position your Vertical Slide & Tilt window should be kept locked and the key kept in a safe, but handy, place.

To operate the window open the lock (as shown in Figure 1) by rotating the lever, and lift the sash upwards. At 50mm the safety restrictor will engage (if fitted) as shown in Figure 2. The window is now in its initial restricted ventilation position.

For additional ventilation, press the bottom of the restrictor catch in and, using the key provided, lock into the disengaged position by turning the plastic catch at the bottom of the restrictor. Both sashes can now be fully opened.

This is the normal operation of this window, which can be closed by reversing the previous steps.

## Cleaning

When in the fully open position, the two sashes can be tilted inwards to enable cleaning.

Disengage the tilt latches (shown in Figure 3) by sliding the knobs inwards in order to lower the sashes onto the tilt restriction devices.

**WARNING:** these sashes can be heavy and you may require help to tilt the sashes and return them to the normal operating position.

When returning the sashes to the normal operating position (the vertical plane), remember to **hold in the tilt latches** to avoid damage to the frame. Ensure the latches re-engage.

## Ventilation

If a ventilator is fitted, it can be opened by sliding the faceplate to the left. Varying the opening will vary the amount of airflow.

## Maintenance

The only required maintenance should be to ensure guide channels are clean and grit free after installation and thereafter twice a year.

The spring balances are self-lubricating but need to be used to enable this, therefore fully sliding the sashes up and down a few times a year will prolong the life of the balance.



Figure 1



Figure 2



Figure 3



# Scotdoor and French Doors

## Operation

To unlock your Scotdoor or French Doors, press the handle downwards to release the shoot bolts and locking mechanism. The door can now be opened.

To open the second leaf of your French Door, pull the handle downwards to release the shoot bolts positioned at the top and bottom of the door.

To close, move the door until it locates against the frame, lift the door handle upwards as far as it will go (approximately 45°) and release it.

To lock your French Doors, close the second leaf of the door: move it back towards the doorframe until it relocates within the frame and then lift the handle to 45° to re-engage the top and bottom shoot bolts. Repeat this for the main door leaf to close your French Doors.

To lock your doors simply turn the key one complete revolution towards the frame. Your Scotdoor or French Door is now securely locked.

It is recommended that you fit hooks on the outside faces of both leaves of your French Doors and eyebolts on the wall abutting both sides of the door in order that both door leaves can be secured whilst open.

## Maintenance and Adjustment

Ensure the bottom weather bar is clean and dirt free. All locking points, hinges, door handle and rubber seal on the weather bar should be lightly treated with a silicon spray immediately after your doors are installed and thereafter twice yearly.

To improve performance your doors and hinges may need adjusting slightly following installation or sometimes during the changing seasons as they may move slightly. In the event of this happening please follow the instructions to adjust your door.

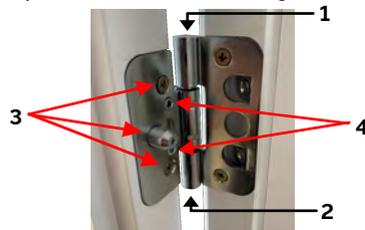
If your door lock is too far away from the keeps your French Doors or Scotdoor will not lock and will need to be laterally adjusted.



## Height Adjustment (+ or - 3mm)

To increase the door height loosen the top screw (1) of each hinge by two or three turns. Then turn the bottom screw (2) of one hinge until the door is at the desired height. One turn lifts the door 1.25mm. Adjust the bottom screws (2) of all the hinges until they support the weight of the door. Finally, lightly tighten the top screws (1) of the hinges.

If you wish to lower the door, release the bottom screws by an equal amount until you reach the desired height.



## Lateral Adjustment (3mm)

To increase or decrease the gap between the door and frame, loosen all the frame leaf fastening screws (3) of the two bottommost hinges by two turns. Turn both adjustment screws on the hinges (4) as required. One turn moves the door approx. 2mm. Tighten the fastening screws (3). Perform the procedure to the top hinge, if necessary.

# Allan Brothers warranty terms

The following Warranty Terms are valid from 1st September 2020 for all orders delivered after this date.

1. Subject to the special conditions of clause 12 below, Allan Brothers, company number 05829849, whose registered office is at Allan House, Ord Road, Tweedmouth, Berwick upon Tweed, TD15 2XU (hereinafter 'ALLAN BROTHERS') warrants the Products will be free from defects in materials and workmanship to the Beneficiary that if, within a period of
  - (i) Ten (10) Years in the case of ALLAN BROTHERS supplied 'aluminium-clad timber' windows, patio doors, sliding doors and casement doors; or
  - (ii) Ten (10) Years in the case of ALLAN BROTHERS supplied Painted (excluding black or non-standard RAL's) 'timber only' windows, patio doors, sliding doors and casement doors; or
  - (iii) Five (5) Years in the case of ALLAN BROTHERS supplied Stained or Black or non-standard RAL's 'timber only' windows, patio doors, sliding doors and casement doors; or
  - (iv) One (1) Year in the case of ALLAN BROTHERS supplied electrical components or accessories. Starting from the date of delivery (being defined at the date on which ALLAN BROTHERS delivered the relevant product to ALLAN BROTHERS's customer) the Beneficiary notifies ALLAN BROTHERS timely (in accordance with clause 7 below) in writing with reasonable details of a fault arising from the original design or manufacture of the product, then subject to having been given an opportunity to inspect the product and having been provided by the Beneficiary with such further information relating to the fault as is required, ALLAN BROTHERS will at its total discretion, but without charge to the Beneficiary, either:
    - (a) repair the fault; or
    - (b) supply a replacement spare part or a total replacement product.

## Limitations

Nothing in this Warranty shall affect the Beneficiary's statutory rights where the Beneficiary is a consumer as defined by the Consumer Rights Act.

2. ALLAN BROTHERS is a supply only company and therefore will not be responsible under this Warranty for the costs of dismantling, installation or other workmanship relating to any replacement product or spare part, including any costs of lifts, scaffolding, cover by tarpaulin or other measures or equipment required to replace a product or spare part.
3. ALLAN BROTHERS's liability is limited only to the replacement value of the defective product. In no circumstances shall ALLAN BROTHERS be liable, in contract, tort, negligence or otherwise, for any incidental or consequential loss or for any special, exemplary, liquidated or other damages or penalties of whatever nature or other financial loss whatsoever arising out of or in connection with the products including the use or resale (if applicable) of any products.
4. ALLAN BROTHERS will not be responsible for any fault in any product arising from any specification or design of any third party.
5. No claim may be made under the Warranty after the expiry of the time periods identified in clause 1.
6. Subject to any rights of the Beneficiary where the Beneficiary is a consumer, the rights set out in this Warranty are the sole remedies offered in relation to the product covered by the Warranty and all other warranties, conditions and terms implied by statute and common law (save for any that may be implied by law) are excluded to the fullest extent permitted by law.
7. Any claim under the Warranty must be made in writing to ALLAN BROTHERS within fourteen (14) days after the fault has been discovered, or ought reasonably to have been discovered, and in any event a claim must be made within the time periods identified in clauses 1 and 12.
8. This Warranty will not apply to any fault that is due to incorrect or negligent storage, transportation, fitting, installation, lack of or inadequate maintenance, incorrect or negligent operation whether by the Beneficiary or any third party. This Warranty is conditional upon compliance with the guidance notes contained within the ALLAN BROTHERS Operation and Maintenance Manuals

and/or User Guides. If the Beneficiary is not in possession of such manuals or guides then these can be ordered from ALLAN BROTHERS or downloaded from ALLAN BROTHERS's website.

9. ALLAN BROTHERS warrants the performance of the powder coating applied to aluminium profiles and water-based lacquer or paint applied to timber sections only, subject to compliance with the ALLAN BROTHERS manuals and guides referred to in clause 8.
10. ALLAN BROTHERS does not exclude or limit its liability in negligence for death or personal injury or for fraud or wilful default or otherwise insofar as any exclusion or limited of its liability is void, prohibited or unenforceable by law.
11. When a claim is made under the Warranty, ALLAN BROTHERS reserves the right to charge a fee of £250 plus VAT to the Beneficiary. This fee is however refundable should ALLAN BROTHERS consider the claim to be covered by this Warranty.

## Special Conditions Glass Units/Panes

12. The following further special conditions apply to a claim under this Warranty in regard to ALLAN BROTHERS double or triple glazed units:
  - (i) The glass panes must have been fitted in an ALLAN BROTHERS factory or by an ALLAN BROTHERS approved installer or service engineer.
  - (ii) The glass panes in the spacer track must have been stamped with the date of production (year/month).
  - (iii) A fault in a glass pane will not be covered where the glass pane has been damaged by external conditions, e.g. knocks or blows, or by movements in adjoining buildings, damage by frost, thermal effect or any chemical damage to the glass.
  - (iv) The glass pane will not be covered where it has been exposed to any processing after delivery, e.g. grinding, sand blasting, etching, painting, sticking on, or any other surface treatment.
  - (v) The drain path on the window system must not have been blocked.
  - (vi) This Warranty does not apply to exterior condensation appearing outside the cavity (whether indoor or outdoor) of ALLAN BROTHERS double or triple glazed units. The Warranty only covers that ALLAN BROTHERS standard double or triple glazed units shall remain free of particles of dust or of humidity in the unit cavity for ten (10) years in the case of windows, patio doors, sliding doors and entrance doors and five (5) years in the case of glazed units with a spacer less than 14mm.

## Scope and Governing Law

13. This Warranty applies only to products which are situated in England, Scotland, Wales or the Channel Islands at the time of a claim under this Warranty.
14. The law which applies to any matter relating to this Warranty shall be the law of England and Wales.

## Assignment

15. The Beneficiary shall be entitled to assign or transfer this Warranty and the rights under this Warranty to an owner of the building where the ALLAN BROTHERS products are fitted. An assignment will only be valid if notified in writing to ALLAN BROTHERS.

## Third Party Rights

16. The parties agree that this Warranty shall not confer, and shall not purport to confer, on any third party any right to enforce any term of this Warranty for the purposes of the Contracts (Rights of Third Parties) Act 1999.

**For more information contact us at:**

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