Hawker Joinery Guarantee

Our joinery is bespoke and made in our very own workshop. Our workshop carries out a strict quality control processes during manufacture to ensure the product is perfect for you. We use the highest quality of timber within our product, and we are very confident our joinery will outlast our guarantees when properly cared for.

Guarantee Terms

10-year guarantee against manufacturing defects – This covers any error by our in-house manufacturing processes. Failure of third-party products such as glues or fixings would not be included. Subject to all other terms and conditions in this guarantee being fulfilled.

20-year guarantee against rot and decay of timber (based on a durable timber such as Saplele / Iroko being specified and correct care of finishes)

50-year supplier backed rot and decay guarantee if Accoya timber used. Based on correct care of finishes.

5-year supplier-backed guarantee on qualifying glazed units. Qualifying glazing units will be: 8-12mm edge seal, glazed in line with glass manufacturers recommendations, and must be supplied free of charge by the glass manufacturer to Hawkers Ltd to qualify. We cannot provide any guarantees for glass with an edge seal sightline of 7mm or less (this is due to the reduced amount of sealant at the edge of the unit meaning there is a higher chance for failure (misting of the unit) and therefore we cannot guarantee this product).

Discolouration of lead is not covered by the guarantee. Any defects including scratches, blemishes or pim ples will be subject to Glass and Glazing Federation British Standard for optical quality.

3 year supplier backed guarantee against coating failure on fully factory finished applied paint and stain This guarantee covers the coating against:

- Peeling
- Cracking (over greater than 5% of the coated areas)
- Damage resulting from fungal growth within the coating
- Significant yellowing of the coating
- Premature erosion of the film leading to areas of exposed timber

The following are not guaranteed:

- The exudation of resin.
- Extractive staining around knots.
- Failure of coating to Cills or drips with a projection.
- Dark colours painted externally (heat retention can also lead to increased movement of the timber substrate).
- Clear finish external coatings.

Hawkers Ltd t/a Hawker Joinery, Whitworth Road, Marston Industrial Estate, Frome, BA11 4BY
Tel: 01225 858233, Email: info@hawker-joinery.co.uk
Registered Office: Whitworth Road, Marston Industrial Estate, Frome, BA11 4BY

The below conditions apply following the supply of coated joinery products:

- There must be no physical damage to joinery or coating, i.e., chipping, staining.
- Coatings must be cared for appropriately and not damaged by abrasion; e.g, window cleaner's ladders
- Coatings must not be cleaned with strong chemicals.
- Pole cleaning or Jet washers must not be used to clean the windows.
- The coatings must be cleaned on regular basis to avoid dirt retention and mould growth (a maintenance schedule would be required by the coatings manufacturer detailing any works carried out).
- Only microporous paint recommended by Hawkers is to be used.
- Hawker's liability will be limited to the cost of supply of replacement of paint/stain only.

1-year supplier backed guarantee against ironmongery defects /mechanical failure. Based on domestic use and excludes coastal locations or any other location deemed unsuitable by the manufacturer. Typically wear or changes to surface finishes are not covered by manufacturer guarantees.

All product guarantees such as glass / Accoya / coatings / ironmongery are back to back with our suppliers guarantees ('supplier backed guarantee'). In the event that our suppliers should not find the claim legitimate for any reason, or they are unable to fulfil a free replacement under the guarantee, then the guarantee from Hawkers Ltd would no longer stand. If the supplier guarantee will cover the cost of our labour to carry out remedial works then we would do so within the limits of costs which can be recovered. If the supplier will only offer a replacement item or component, then any delivery and labour costs to carry out full repair or replacement would be chargeable.

Any faults / failures in glazed units that occur, will be replaced by Hawkers free of charge if they occur within the first year and were factory glazed. After this only the glass unit is covered on a supply-only basis. If Hawkers were requested to install the defective product, we will charge at an hourly rate (£40 + VAT per hour, per person labour plus any travelling and other incurred costs) to install the free of charge glass supplied by the glass manufacturer.

Movement/distortion of timber*. We would only consider a claim for movement on standard sized joinery products in excess of:

Accoya – up to 5mm

Durable Hardwood (Such as Sapele) – up to 8mm

Oak (excluding Green Oak) – up to 12mm

Softwood -up to 12mm

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*Timber is a natural material that expands and shrinks according to local environmental conditions. No guarantees are given for any new door or frame against minor twisting and distortion as a result of timber movement or the minor opening up of window/door joints. To reduce the risk of movement, we strongly recommend the use of Accoya timber in products.

Visible signs of neglect, high humidity levels, lack of maintenance / heating / ventilation or use of strong solvents and cleaning products will invalidate this guarantee.

The guarantee applies to all products manufactured to our specification. The guarantee excludes resin exudation, extractive staining, pin hole borer, stick marks or joinery manufactured to customers' own designs or specifications.

Our product is handmade made using traditional machinery and techniques, as such, there may be slight variations between products and we would work within acceptable tolerances, this adds to the charm and character of the product and would not be considered a defect.

Supply-only joinery components such as doors or sashes are not under guarantee if they were not installed by Hawkers. All cut or drilled timber is to be treated, primed and redecorated with two coats of microporous paint. Joinery and products found not to be stored / installed and cared for in accordance with industry standards and our Product Care and Maintenance Guide will invalidate this guarantee.

Guarantee conditions

The guarantees covered in this policy will be honoured provided the following conditions are met:

- All terms and conditions have been followed and products have been cared for in accordance with the Product Care and Maintenance Guide.
- Hawkers agrees that defects are a result of faulty materials and workmanship by the company.
- Full payment has been received for the goods.
- Products have been handled, stored, installed, decorated and maintained in accordance with Product Care and Maintenance Guide.

Liability is limited to replacement or repair of faulty products provided by Hawkers at our discretion, and excludes repairs to other parts of the building damaged as a result of a defective product supplied by Hawkers. Access requirements to carry out works would not be included.

Should the complaint be invalid all costs borne by Hawkers can be transferred to the customer.

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Exclusions from Guarantee

- Joinery supplied in an unfinished state.
- Exclusions previously listed.
- People not employed by or contracted by Hawkers have carried repairs to the product.
- Joinery that has swollen due to excessive absorption of moisture.
- Visible joints in glued timber.
- Faults from misuse, neglect, damage, repair or modification by the purchaser.
- Customers' specific design and specification requirements.
- Products used in swimming pools or similar environments subject to high humidity levels.
- Products used in coastal areas or other extreme weather environments.
- Pole cleaning or jet washing has been carried out to joinery.
- Damage outside of Hawkers control including but not limited to accident, fire, burglary, disaster.
- Adverse weather conditions causing minor colour changes on coating and/or minor loss of gloss level or chalking effect .
- Damage to coating caused by using aggressive cleaning detergent or plastering.
- Minor unevenness of silicon surfaces connected with joinery process.
- Minor unevenness of glazing beads caused by manufacturing process, which do not hinder operation of product.
- Cracks at frame or sash joints caused by excessive humidity.
- Resin leakage and coating discolouration caused by compounds included in wood such as resins and tannins.
- Oak timber discolouration (black stains) which have occured as result of the reaction between oak tannins and iron or iron compounds (contained also in rainwater).
- Presence of healthy knots in timber.
- Coating defects on hidden surfaces of product.
- Scratched external or internal face of unit glass reported after installation.

Claims

Proof of purchase for any claim is the responsibility of the purchaser. The purchaser must provide proof of purchase in order to make a claim.

Any claim by you for breach of any of these guarantees must be notified to us as soon as reasonably practical after the fault or damage is discovered. In order to avoid any confusion or delay, notification should be made to us in writing or if made orally first, confirmed in writing as soon as reasonably practicable thereafter.

This guarantee is not transferable and subject to conditions in our standard terms and conditions and any specific exclusions made in the quotation or by email prior to order being placed.

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