

# New Development Homeowners Guide

pearl™  
WINDOW SYSTEMS  
New Build Division LTD



Intelligent windows and doors  
with optional extendable mechanical warranty  
together with an exclusive lifetime security warranty



The worlds favourite  
lock since 1843

[www.sentrysurveillancewarranty.co.uk](http://www.sentrysurveillancewarranty.co.uk)

# New Build Homeowners Guide Policy booklet



## SENTRY LIFETIME SECURITY WARRANTY

In addition to our exclusive mechanical warranty, we are delighted to announce the “**Sentry Lifetime Security Warranty**” supported and approved by Yale (subject to application and acceptance), to strengthen your offering further, once approved on the scheme, you are able to offer this exclusive option to your window and doors.

- Up to £1,000 towards home insurance excess
- Up to £1,000 towards repairs or replacements

### Terms

We are pleased to offer you the following Sentry Protection Promise Warranty. In the event of a burglary or break-in taking place in your home due to the failure of Yale door or window hardware, subject to the terms and conditions outlined below:

1. Up to £1,000 towards home insurance excess. In the unlikely event of a break-in, Sentry will pay up to £1,000 towards your home insurance excess to make sure you're not left out of pocket.
2. Up to £1,000 towards repairs or replacements. Our products are always designed to stand the test of time. That's why, if a Yale component fails, we'll pay up to £1,000 towards repairs or replacements.

### In the event of a break-in

If the property is broken in to, please arrange for the property to be secured by an appropriate professional. Please ensure the damaged hardware is retained for inspection, along with photographic evidence.

- Call the police and obtain a crime reference number.
- Contact the company that originally installed your doors and windows within 7 days and notify them of the break-in and that you require a repair or replacement.
- Please complete an online claims form at [www.sentrysurveillancewarranty.co.uk](http://www.sentrysurveillancewarranty.co.uk) within 7 days of the break-in and include your crime reference

number, a copy of your insurance claims form, a receipt for any call out charges plus a copy of a receipt showing payment of the insurance excess. Please also include photos and any supporting files such as CCTV.

- Sentry will request for a Yale service engineer to visit the property within a reasonable working time of receiving your claim. The Yale service engineer will inspect which Yale components failed during the break-in and whether the terms and conditions of the Sentry Protection Promise have been met.

Please provide access and cooperation in order for the Yale Technical Services Engineer to fairly assess the claim between 09.00-17.00, Monday - Friday.

Please ensure there is someone over the age of 18 present during the inspection.

### Conditions

The Sentry Protection Promise is only valid when the following terms and conditions are met in full:

- The Sentry Protection Promise warranty must be registered at [www.sentrysurveillancewarranty.co.uk](http://www.sentrysurveillancewarranty.co.uk) within 30 days of installation.
- The home must have been broken in to via forced entry through a PAS 24 door or window which is covered by the Sentry Protection Promise.\*
- The benefits of the Sentry Protection Promise only apply where entry is gained to the property through the failure of a component covered by this warranty.

- All window hardware (handles, hinges, hinge protectors, window lock and glass clips must be Yale components or approved by Yale). All door hardware (handle, cylinder, multi-point door lock, hinge, glass clips and TS008 letterplate) must be Yale components or approved by Yale.

- The Sentry Protection Promise Warranty does not cover components from other suppliers other than Yale approved components. If the break-in to the property is judged to have occurred due to the failing of any other component (for example broken glass), the warranty will be invalid and none of the above benefits will be paid.

- The Sentry Protection Promise will not apply if the goods have not yet been paid for in full (For example there is an outstanding balance for supply and installation).

- The door and window must have been fitted by an approved member of the 'Competent Persons Scheme' to find your MTC (Minimum Technical Competence) installer please visit [www.gov.uk](http://www.gov.uk)

- If your warranty hasn't been submitted and registered within 30 days of installation, no warranty will be covered for any goods not registered.

- Lifetime warranties are only covered when specified as SBD specification at the point of order.

**Please note warranty registrations must be completed online or via your QR Code within 90 days after the CML date, details of which will be in your handover pack on the front of your Homeowner Guide.**

# New Build Homeowners Guide Policy booklet



## SENTRY LIFETIME SECURITY WARRANTY

Yale are pleased to partnership with Sentry to secure your home. Yale's promise to Sentry is detailed in the terms and conditions of the Yale Lifetime Security Warranty. The warranty is applicable to residential properties in the UK only.

- Window Hardware:
  - Sentry Quadlock.
  - Sentry Window Hinge and Hinge protector.
- Door Hardware:
  - Yale Lockmaster 21 multipoint door lock Yale Platinum 3 Star Cylinder.

- This warranty will be void if the door, window or Yale hardware component has been incorrectly fitted, adjusted, maintained or operated.
- The warranty will not apply if the door, window or Yale hardware component has been subjected to abuse, vandalism, and negligence or subjected to forces and stresses beyond recommended levels prior to the break-in.
- The warranty will only be valid providing no modifications, repairs or alterations have been made without prior approval.
- Yale stipulates to stay within the terms of you warranties, that your door and window mechanical hardware is maintained at least twice a year, please scan your QR Code on your window or doors a copy of which can be found on your warranty registration card for know-how on maintenance.
- The decision of the Yale service engineer and Sentry is final in respect of:
  1. Whether the door or window has been maintained correctly.
  2. Whether the door or window has been modified, repaired or altered without approval from Yale.
  3. Whether entry has been gained through the failure of a Yale component.

- When the break-in occurred the doors and/or windows must have been securely closed and locked. Windows must not be left in the night vent position.
- All claims are subject to the property being occupied and furnished.
- The warranty is applicable to residential properties in the UK only.
- Commercial properties are excluded from the Sentry Protection Promise.



- The claim and all supporting documentation must have been notified and submitted to Sentry within the time limits noted above. Failure to comply with these time limits will invalidate the claim.
- The warranty is non-transferable to a new owner if the property is sold
- Subject to the conditions above, this Sentry Protection Promise is valid for the lifetime of the Yale door and window hardware components. Lifetime is defined as the number of years that the product is reasonably expected to last, determined through standard industry testing and taking into account frequency of usage, the length of times that the materials used to create the product are expected to last, and whether or not the product has seen more use that deemed to be acceptable.

Yale is pleased to partnership with Sentry to secure your home. Yale's promise to Sentry is detailed in the terms and conditions of the Yale Lifetime Security Warranty. The warranty is applicable to residential properties in the UK only.

Window Hardware:  
Sentry Quadlock.  
Sentry Window Hinge and Hinge protector.

Door Hardware:  
Yale Lockmaster 21 multipoint door lock Yale Platinum 3 Star Cylinder or a Yale Superior 1 Star cylinder when fitted with a Yale cylinder guard.

# New Build Homeowners Guide Policy Booklet



## NEW 1 CLICK MECHANICAL WARRANTY

In 2018 we launched our online “Extendable” warranty registration scheme, which was, at the time, a ground-breaking industry first. We are pleased to say with continued development our warranty scheme is now even better. In collaboration with Total Hardware, we are now relaunching our extendable warranty, with a genuine “1” Click registration. For consumer usage, the extendable mechanical warranty is direct to the manufacturers for the products detailed in our Homeowner Guides.

Specifying your order with any of the exclusive products detailed will enable you the opportunity to exercise the extended warranty options available in this booklet. Our range will allow the homeowner the opportunity to extend cover on composite doors, PVC Door and casement window ranges fitted with these items.



[Click here for a handle maintenance video](#)

## Product and Warranty

**The extendable warranty options are in addition to our standard warranty policy offering, part of our “Cloud based” operating software, the Homeowner has the option to extend their mechanical warranty direct with the hardware manufacturers for 10 years, (This is inclusive of the 2 years covered for parts and labour, under the NHBC).**

The registration must be done within 90 days after the CML date, details of which will be in your handover pack on the front of your Homeowner Guide. (subject to terms & conditions of sale), you will be given a completed warranty card, this will include a QR Code link to The Homeowner Guide, the rules and guidance of which need to be adhered to in order for the extended warranties to be valid. For the extended warranty to be registered this card must be completed in full by the installation company. The unique “manufacturers order number” is the traceability for the future extended warranty. The homeowner must complete the warranty registrations online within 90 days from CML date: quick and easy with the 1 click link on the warranty card. Once completed online or via your QR Code within your windows and doors, this triggers the extended warranty with that specific supplier as you would see with any white goods or TV purchase. This in no way affects the standard warranty offered at the point of sale by the window manufacturer, however this does allow the homeowner the comfort of a long term back up direct from a select group of international hardware manufacturers. All standard warranty, terms, and conditions together with following the maintenance guidelines apply. Following the initial 2-year coverage the extended warranty covers mechanical moving parts only, it is the “Homeowners responsibility” to ensure registration of the entire products have been completed within 90 days of CML invoice date, failure to do so means exemption from the extended warranty policies.

Please note, all extended mechanical warranty offerings are only available through an authorised installer, please ask your installation company to verify their credentials, please ensure that when you are given your warranty card a copy of their approved installation number has been inserted in the validation box on the warranty card, products installed by unauthorised installers will not be eligible for extended warranties.

All warranties are subject to completed and submitted applications within 90 days of CML date, once outside this period the option to extend your warranty has expired. All products must be maintained as per the terms and conditions set out in your Homeowner Guide, CGI tutorial videos are available within the QR Code located inside your windows and doors. All maintenance is done within the software located by scanning the QR Code on your warranty card, or inside your windows and doors. Please note all maintenance is time sensitive, if you fail to maintain your products with the service interval dates, your warranty will become void.

If you have been given the option to register the “Lifetime Security Warranty”, please note these goods need to have been specified as Secure by Design at the point of sale, together with an order placed to the manufacturer by the installation company stipulating the upgraded security options, this must include all high security Yale Hardware and 3 star door lock cylinders, the manufacturer is not responsible for the sale of goods to the consumer, this is the responsibility of the installation company to specify these products, no lifetime warranty is available for goods that have not been upgraded to Secure by Design Yale products at the point of order with the manufacturers.

Acceptance and compliance to the terms of the maintenance program must be adhered to in order to ensure you stay within the scheme rules for your extended mechanical warranty, to register your acceptance please scan the QR Code found inside the window and follow the instructions in the “maintenance” TAB.

Whilst we have the ability to manufacture outside manufacturers size recommendation, please note we do so when asked but disclaim these on performance, therefor any sizes outside the maximum recommendations are excluded from the mechanical warranty, please.

# New Build Homeowners Guide Policy booklet



## MAINTENANCE TERMS AND ENGAGEMENT RULES FOR THE HOMEOWNER

In order to ensure your warranty remains valid, you must follow the maintenance plan to stay within the warranty terms and conditions set out by the hardware manufacturers, all maintenance instruction enclosed can also be found by scanning the QR Code on any of your windows and doors.

For the first time in the UK your windows and doors have a unique QR Code, this creates a VIN number specifically for each product within your home, following the registration of your extended warranty you must scan your QR Code and register yourself in the “Maintenance” tab found on the home page.

Once registered this will allow you to access CGI videos on how to maintain your windows and doors, you will also need to complete your service records each time you complete your 6 month service intervals, you need to carry out the 6 month mandatory maintenance on your products to stay within the terms and conditions of your extended warranty, the service record is cloud based for full traceability that is stored together with a date timeline. Please note the system will not allow you to back date service records, failure to maintain your servicing in the correct manner and timelines will void the extended warranty policy.

All CGI maintenance videos, service records can be found by scanning the QR Code inside your windows and doors.

Should you encounter any defect with your mechanical products you must take images on your phone and send to [warranty@sentrysurveillance.co.uk](mailto:warranty@sentrysurveillance.co.uk) together with a full description of the problem encountered.



[Click here for a Maintenance Video Demo](#)

Please note, all extended mechanical warranty offerings are only available through an authorised installer, please ask your installation company to verify their credentials, please ensure that when you are given your warranty card a copy of their approved installation number has been inserted in the validation box on the warranty card, products installed by unauthorised installers will not be eligible for extended warranties.

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## THE SENTRY SURVEILLANCE SYSTEM

with optional 10 year mechanical warranty subject to application and approval

Approved by Yale and supported and approved by Total Hardware, we are delighted to bring to you the “Sentry Surveillance, Intelligent Windows and Doors”.

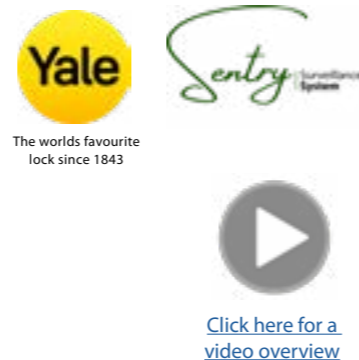
Your new windows and doors will come intelligent ready as standard, with Sentry Surveillance locking mechanisms and sensor carriers fitted ready for you to configure, resulting in a complete surveillance system for your property.

The system has been developed by Yale; however Total Hardware have worked on a new “Quadlock” twin cam SBD device that will see an overhaul to our suit of locking devices.

Using a dedicated app, the system is Geofenced. Once your windows and doors have been enabled, your phone will alert you, if you break the perimeter, should you have left one of your windows or doors open. Whether walking the dog or driving to the shops, you’ll be safe in the knowledge you can check that your home is secure.

Easy to install, Sentry Door and Window Sensors sit seamlessly within your Yale smart doors and windows. Check-in on the status of your home, all through the touch of a button. Sentry works via the ‘Yale Home’ App, allowing you to:

- Check if your doors are open, closed, locked or unlocked.
- Check if your windows are open, in the vented window position or closed.
- Arm or part-arm your home.
- Get reminders via geo-fencing alerts.
- Receive tamper alerts.
- Receive chime notifications.
- Works with Amazon Alexa, Google Assistant and Philips Hue.
- Add additional Sync Alarm Accessories to make the ultimate home security system.



Please note, Bi Folding Windows, Doors, Tilt and Turn Windows, Stable Doors and Patio Doors are currently under development with Yale, however you can retrofit face fixed sensors which will enable you to upload these into your App for a full complement of products in your home. Please note, these products only display open and closed positions in your App. Available direct from Yale via the links in your QR Codes located inside your windows and doors.

Please note, all extended mechanical warranty offerings are only available through an authorised installer, please ask your installation company to verify their credentials, please ensure that when you are given your warranty card a copy of their approved installation number has been inserted in the validation box on the warranty card, products installed by unauthorised installers will not be eligible for extended warranties.

All warranties are subject to completed and submitted applications within 90 days of CML date, once outside this period the option to extend your warranty has expired. All products must be maintained as per the terms and conditions set out in your Homeowner Guide, CGI tutorial videos are available within the QR Code located inside your windows and doors. All maintenance is done within the software located by scanning the QR Code on your warranty card, or inside your windows and doors. Please note all maintenance is time sensitive, if you fail to maintain your products with the service interval dates, your warranty will become void.

If you have been given the option to register the “Lifetime Security Warranty”, please note these goods need to have been specified as Secure by Design at the point of sale, together with an order placed to the manufacturer by the installation company stipulating the upgraded security options, this must include all high security Yale Hardware and 3 star door lock cylinders, the manufacturer is not responsible for the sale of goods to the consumer, this is the responsibility of the installation company to specify these products, no lifetime warranty is available for goods that have not been upgraded to Secure by Design Yale products at the point of order with the manufacturers.

Acceptance and compliance to the terms of the maintenance program must be adhered to in order to ensure you stay within the scheme rules for your extended mechanical warranty, to register your acceptance please scan the QR Code found inside the window and follow the instructions in the “maintenance” TAB.

Whilst we have the ability to manufacture outside manufacturers size recommendation, please note we do so when asked but disclaim these on performance, therefor any sizes outside the maximum recommendations are excluded from the mechanical warranty, please.

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## THE SENTRY SURVEILLANCE SYSTEM WARRANTY

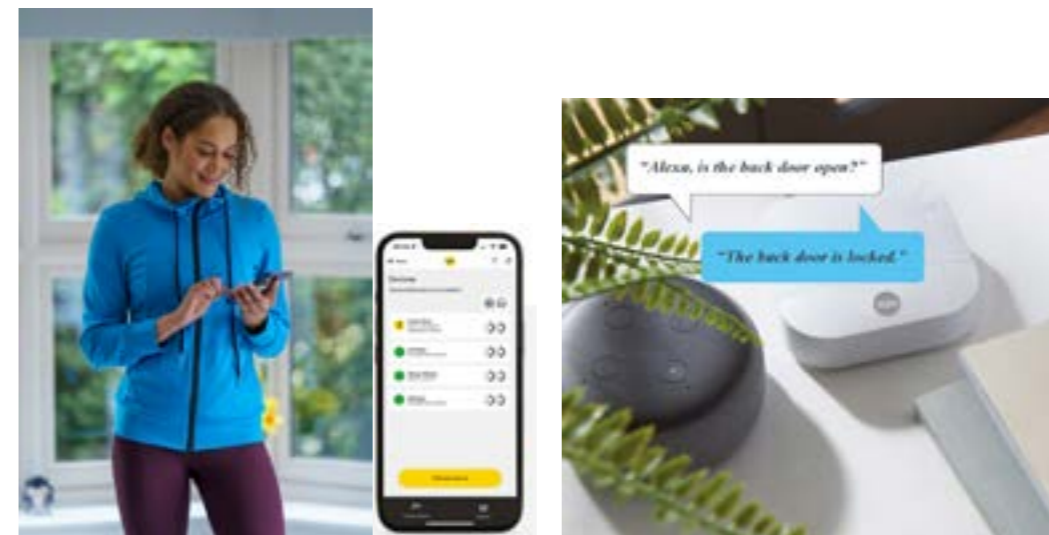
with optional 10 year mechanical warranty subject to application and approval

The system hub has been developed to work with:



The security system has been Kite Marked for Homr security

The Hib is fitted with a 94db intruder / panic alarm



[Click here for info on Sentry Components](#)



[Click here for a video on integration](#)



[Click here for a video on security](#)

“Security of a device against common vulnerabilities for use in a residential environment”



[Click here for a video on door features and benefits](#)



[Click here for a video on window features and benefits](#)



Easy set-up



Wireless connectivity



Geo-fencing security alerts



Real-time notification of status changes



Choice of fully or part armed



Integrates with other technology around your home

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Acceptance and compliance to the terms of the maintenance program must be adhered to in order to ensure you stay within the scheme rules for your extended mechanical warranty, to register your acceptance please scan the QR Code found inside the window and follow the instructions in the “maintenance” TAB.

Whilst we have the ability to manufacture outside manufacturers size recommendation, please note we do so when asked but disclaim these on performance, therefor any sizes outside the maximum recommendations are excluded from the mechanical warranty, please.

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## WARRANTY

**Warranty Registration**  
**TO BE COMPLETED BY THE FRAME SUPPLIER**


Please complete the information below:

<b>Installer Authorisation Code:</b>	<b>Installation Company:</b>	<b>Date Purchased from Frame Manufacturer Invoice:</b>	<b>Installation Date:</b> <small>Please be within 30 days of the manufacturer invoice date.</small>
<b>Manufacturer's Order No:</b> <small>(found on the label on the frame)</small>  <small>This number is the traceability of your warranty. Failure to complete this section will fail to validate your warranty.</small>    <small>Your order number can also be found in the top right corner of your order acknowledgment and invoice.</small>	<b>Homeowner Address and Post Code:</b>	<b>Localised Address and Post Code:</b>	
	<b>Homeowner Email Address:</b>	<b>Localised Email Address:</b>	

Note to Homeowner: The products detailed in this document must be registered online within 30 days from the date of the installation invoice to activate your extended warranty. Please note the warranty extension covers mechanical parts only as detailed, this excludes a labour charge for any replacement parts from our installers.

**ADDITIONAL PRODUCTS**  
The following products have been installed in accordance with our installer scheme, these however are outside the scope of your extended warranty scheme.

Mechanical Warranty     Accept T&Cs  
 Lifetime Warranty     Accept GDPR     Compliance to Maintenance Program

  
Scan QR code for your order information

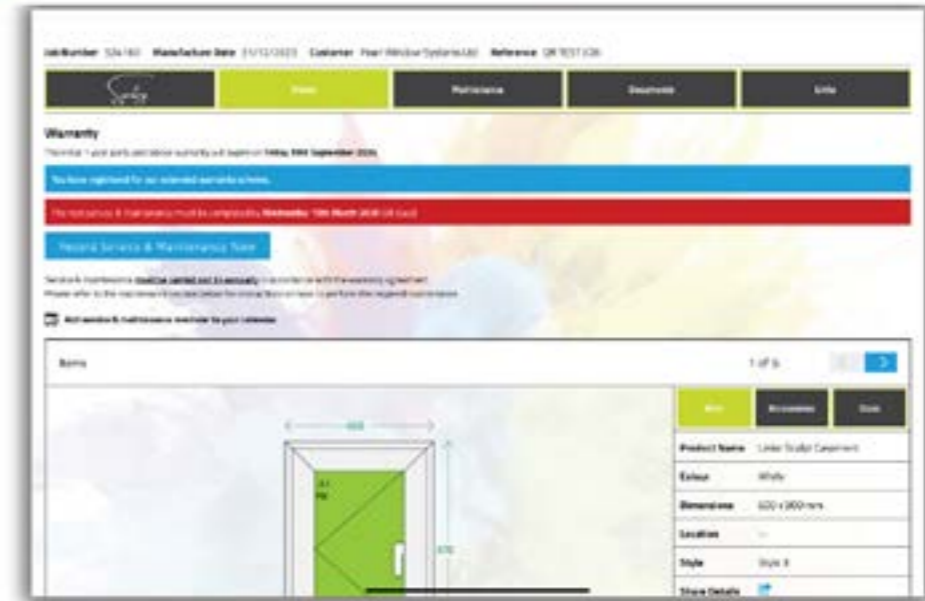
**SUBMIT**

Please note, all extended mechanical warranty offerings are only available through an authorised installer, please ask your installation company to verify their credentials, please ensure that when you are given your warranty card a copy of their approved installation number has been inserted in the validation box on the warranty card, products installed by unauthorised installers will not be eligible for extended warranties. All warranties are subject to completed and submitted applications within 30 days, once installed this period the option to extend your warranty has expired. All products must be maintained as per the terms and conditions set out in your Homeowner Guide. CGI Tutorial videos are available within the QR Code located inside your windows and doors. If you have been given the option to register the "Lifetime Security Warranty", please note these goods need to have been specified as Secure by Design at the point of sale, together with an order placed to the manufacturer by the installation company indicating the upgraded security options, this may include all high security Yale Hardware and 3 star door lock cylinders, the manufacturer is not responsible for the sale of goods to the consumer, this is the responsibility of the installation company to specify these products, no other warranty is available for goods that have not been upgraded to Secure by Design Yale products at the point of order with the manufacturer's. Acceptance and compliance to the terms of the maintenance program must be adhered to, in order to ensure you stay within the scheme rules for your extended mechanical warranty, to register your acceptance please scan the QR Code found inside the window and follow the instructions in the "maintenance" TAB.

# New Build Homeowners Guide Policy booklet



## QR CODED PRODUCTS AND SENTRY LINKS



To compliment your new intelligent ready windows and doors, located inside each item you will find a unique QR code, this will take you to the home page for the products within your property, in a booklet format you are able to skip back and forth from front door to bathroom and back again.



[Click here for a demo of this option](#)

- Maintenance programme to record your servicing
- Copy documents including your Homeowner Guide
- CGI Videos on how to maintain your products
- Plus much more

Please note, all extended mechanical warranty offerings are only available through an authorised installer, please ask your installation company to verify their credentials, please ensure that when you are given your warranty card a copy of their approved installation number has been inserted in the validation box on the warranty card, products installed by unauthorised installers will not be eligible for extended warranties.

All warranties are subject to completed and submitted applications within 90 days of CML date, once outside this period the option to extend your warranty has expired. All products must be maintained as per the terms and conditions set out in your Homeowner Guide, CGI tutorial videos are available within the QR Code located inside your windows and doors. All maintenance is done within the software located by scanning the QR Code on your warranty card, or inside your windows and doors. Please note all maintenance is time sensitive, if you fail to maintain your products within the service interval dates, your warranty will become void.

If you have been given the option to register the "Lifetime Security Warranty", please note these goods need to have been specified as Secure by Design at the point of sale, together with an order placed to the manufacturer by the installation company stipulating the upgraded security options, this must include all high security Yale Hardware and 3 star door lock cylinders, the manufacturer is not responsible for the sale of goods to the consumer, this is the responsibility of the installation company to specify these products, no lifetime warranty is available for goods that have not been upgraded to Secure by Design Yale products at the point of order with the manufacturers.

Acceptance and compliance to the terms of the maintenance program must be adhered to in order to ensure you stay within the scheme rules for your extended mechanical warranty, to register your acceptance please scan the QR Code found inside the window and follow the instructions in the "maintenance" TAB.

Whilst we have the ability to manufacture outside manufacturers size recommendation, please note we do so when asked but disclaim these on performance, therefore any sizes outside the maximum recommendations are excluded from the mechanical warranty, please.



# New Build Homeowners Guide

## Product warranty – Hardware



### IMPORTANT INFORMATION – PLEASE READ CAREFULLY

Having registered your “New Extendable Warranty”, to conform with the terms and conditions set out by the individual manufacturers involved in this process, it’s imperative you follow the maintenance and cleaning guidelines of “ALL” mechanical and coated products, failure to do so can result in any or all warranties being void if not maintained to the correct standards.

Our mechanical / hardware in normal use is under warranty for 1 year (from date of Invoice) from any fault which appears and which is due to defective materials or workmanship.

If such a fault occurs, we will make good such hardware (by repair or replacement at our discretion) free of charge following a satisfactory site inspection and report.

If an identical product is not available an alternative will be provided.

That warranty of the replacement product will last for the remainder of the period of the original product warranty in respect of the original date purchased- that is from the date of the original purchase and not from the date of receipt of the replacement product.

This warranty applies to the original retail purchaser from the date of the original retail purchase and is not transferable, proof of purchase is required at all times, (this is not a rolling warranty on replacement parts).

This guarantee applies only to the hardware referred to above and excludes any installation works and any indirect or consequential costs arising whether from the use, replacement or repair of these materials or otherwise.

### This warranty does not apply to:

- Normal wear and tear.
- Any materials which have been the subject of accidental damage, damage by misuse or damage through assembly or installation.
- Where written notice of a fault is not provided by the customer to Said Company promptly after the customer is or ought reasonably to have been aware of it.
- Any products supplied outside the United Kingdom and Republic of Ireland.
- Any product where payment in full has not been received by Said Company.

**This warranty applies only to the hardware referred to above and excludes any installation works and any indirect or consequential costs arising whether from the use, replacement or repair of these materials or otherwise.**

**IN RELATION TO CUSTOMERS PURCHASING PRODUCTS FROM SAID COMPANY IN THE COURSE OF BUSINESS THIS WARRANTY IS IN LIEU OF AND SHALL SO FAR AS LEGALLY POSSIBLE REPLACE AND EXCLUDE ALL COMMON LAW, STATUTORY OR OTHER WARRANTIES OR CONDITIONS WHETHER EXPRESS OR IMPLIED. SAVE AS SPECIFICALLY MENTIONED ABOVE, THE SAID COMPANY DOES NOT ACCEPT ANY LIABILITY, WHETHER IN TORT OR CONTRACT OR WHATSOEVER OR HOWSOEVER ARISING. THIS WARRANTY DOES NOT IN ANY WAY AFFECT THE STATUTORY OR OTHER RIGHTS OF A CONSUMER.**

There are two identifiable areas of responsibility in the Customer Care process. The Consumer’s responsibility is:

- To provide adequate information to enable an accurate assessment
- To facilitate reasonable access to their property during normal working hours, for both inspection and remedial work, please note an adult over the age of 18 must be present during any visits for inspection or repair.
- To provide a full description of the complaint including photographic evidence of the QR Code in relation to the item in question.
- To give the correct information which includes the following:
  - Full name and address
  - Best daytime contact numbers
  - Location of faulty item within the property (i.e. Bathroom, Front Bedroom etc. Any access restrictions inside and outside.)

Said Company is the business name of where you purchased your products from.

# New Build Homeowners Guide

## Product warranty



In order to comply Sentry insist on twice yearly (Spring and Autumn) maintenance of all window hardware. Regular maintenance of mechanical components will reduce wear and tear and prolong serviceable life, this must be recorded within the QR code found inside your windows and doors.

The below recommendations assume that the window has been made and installed to a standard not less than that set out in the appropriate standard code/code of practice and that all operations function correctly.

### ADJUSTMENT

In order to maintain correct cavity dimensions or weather-seal compression, adjustment is provided within most hardware.

### FRICTION STAYS – TWICE YEARLY MAINTENANCE

All friction stays with sliding shoes, which travel along a track, must be kept clear of dirt, debris and obstructions at all times. Use a soft, damp cloth with a mild solution of warm soapy water to clean the friction stay, then dry thoroughly afterwards. For optimum performance lubricate all pivot points with a light (low viscosity) engineering oil.

### WINDOW HANDLES – TWICE YEARLY MAINTENANCE

Window and door handles can be cleaned with a soft, dry cloth. If further cleaning is required use a mild solution of warm, soapy water on a soft cloth and dry thoroughly afterwards.

### TBT LOCKING MECHANISM\* – TWICE YEARLY MAINTENANCE

Locking mechanisms and strikers should be wiped down with a soft cloth, and a smear of petroleum jelly should be applied to locking points (ie. mushroom cams and strikers). Silicone spray should be applied to all moving parts.

\*inc. espags, shootbolts, multi-point door locks and TBT / TNT gearing.

### CAUTION

To prolong the serviceable life of your hardware, care must be taken not to scratch or damage the surfaces of the hardware, particularly decorative furniture, during maintenance/cleaning. Always use soft cloths for cleaning – do not use wire wool or scouring agents. Never use solvent based lubricants (such as WD40) or abrasive cleaning agents. All residues of old lubricants should be removed prior to maintenance.

### REMEDIAL MAINTENANCE

Remedial maintenance resulting from mechanical or operational difficulties should only be undertaken by an approved maintenance engineer. Unauthorised remedial maintenance may invalidate your warranty. A check on the tightness and security of all fixing screws by an approved engineer is recommended every 5 years.



[Click here for a video on how to maintain your windows](#)

# New Build Homeowners Guide

## Casement Windows Operation and Maintenance



### OPEN OUT WINDOWS

Sentry windows may be opened outwards to any angle, and are fitted with friction hinges that hold it in any desired position when open, subject to size limitation.

The locking mechanism fitted to the opening edge of the window engages with slotted 'keeps' fitted to the outer frame. The secondary slot within the keep enables the window to provide a 'night vent' position, with the window only slightly open whilst providing ventilation, excluding flush sash.

**NB:** Accessible windows should not be kept in the 'night vent' position when the house is unoccupied.

To open, turn the key if fitted, then push the button in the centre and whilst pressed, turn the handle through 90° to unlock the handle. To close, simply turn the handle back the other way until it engages with the lock. Once closed, turn the key to lock the window and remove it to keep somewhere safe nearby.

### MAINTENANCE



#### FRICITION HINGES

To attain optimum performance the scissor mechanism of the friction hinges will require periodic lubrication. The pivots, sliding shoe and tracts should be kept free of dirt and debris.

#### LUBRICATION – AS REQUIRED

Oil all pivot points (one drop per pivot is sufficient) and wipe away excess.

#### SENTINEL EASY FIT LOCKING MECHANISM

Lubricate – as required. Keep the sliding mechanism free of dirt and lubricate each slot with light machine oil.

#### KEEPS

Lubricate the slots of the keeps with petroleum jelly as required.

#### HANDLES – (ESPAGNOLETTE LOCKING)

Clean and lightly oil moving parts.

[Click here for lock mechanism Maintenance video](#)



[Click here for Hinge Maintenance video](#)



Please note: Images shown are for representation purposes only.

# New Build Homeowners Guide

## Tilt and turn windows



Sentry's versatile tilt and turn windows are fitted with 'tilt before turn' (TBT) handles for safety reasons – ensuring the window cannot be easily opened by children. This style of window is capable of two modes of operation:

- Tilt mode for ventilation.
- Turn mode for cleaning and emergency exits.

As the name suggests, the tilt mode must be performed prior to turning the window – however these windows may also be supplied in 'tilt before turn' mode where the sequence is reversed.

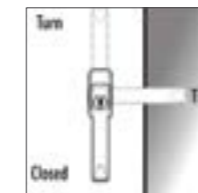
If you are in any doubt as to the sequence of operation for your windows, please contact your installer.

**NB:** The window must always be fully closed before changing the handle's position.

To operate the window, the handle should be in one of three positions: Closed, Tilt or Turn.

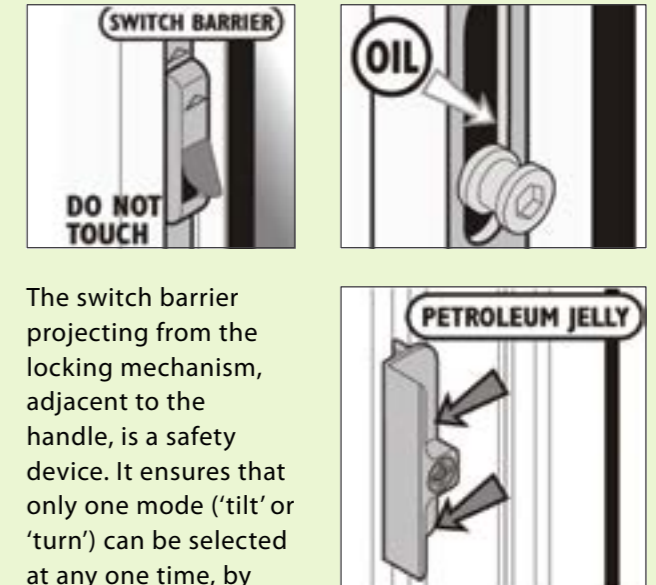
If fitted, turn the key to unlock the window.

To select Tilt mode, rotate the handle through 90° from downwards to horizontal, and pull the window inwards towards you. The bottom of the window will remain hinged to the frame, while the top tilts inwards to allow ventilation. When the key is removed, it is not possible to open the window fully.



To select Turn mode, close the window and rotate the handle through another 90° until it points upwards, then pull the window inwards. The side will now remain hinged to the frame while the window will open inwards to any desired position.

### MAINTENANCE



The switch barrier projecting from the locking mechanism, adjacent to the handle, is a safety device. It ensures that only one mode ('tilt' or 'turn') can be selected at any one time, by securing the handle into the selected mode, while the window is open.

Avoid pressing the switch barrier as this action releases the handle and could allow it to be inadvertently rotated to the alternative mode, resulting in the window disengaging from its gear.

Always firmly close the window before changing the handle position.

TBT locking mechanism Keep sliding mechanism free of dirt as lubricate each slot with light machine oil as required.

Please note: Images shown are for representation purposes only.

#### KEEPS

Lubricate the faces of the keeps with petroleum jelly as required.

#### HANDLES

Clean and lightly oil moving parts.

[Click here for Handle Maintenance video](#)



## New Build Homeowners Guide Door Handle Maintenance



To maintain this product's appearance, simply wipe over with a lemon based very mild soap solution and a soft cloth once a month or every 2 weeks in areas of high sea salt such as coastal areas.

**DO NOT:** Wipe over with a strong cleaning detergent or any cloths which may scratch the surface of the door handle.




[Click here for a maintenance video on cleaning your door handle.](#)

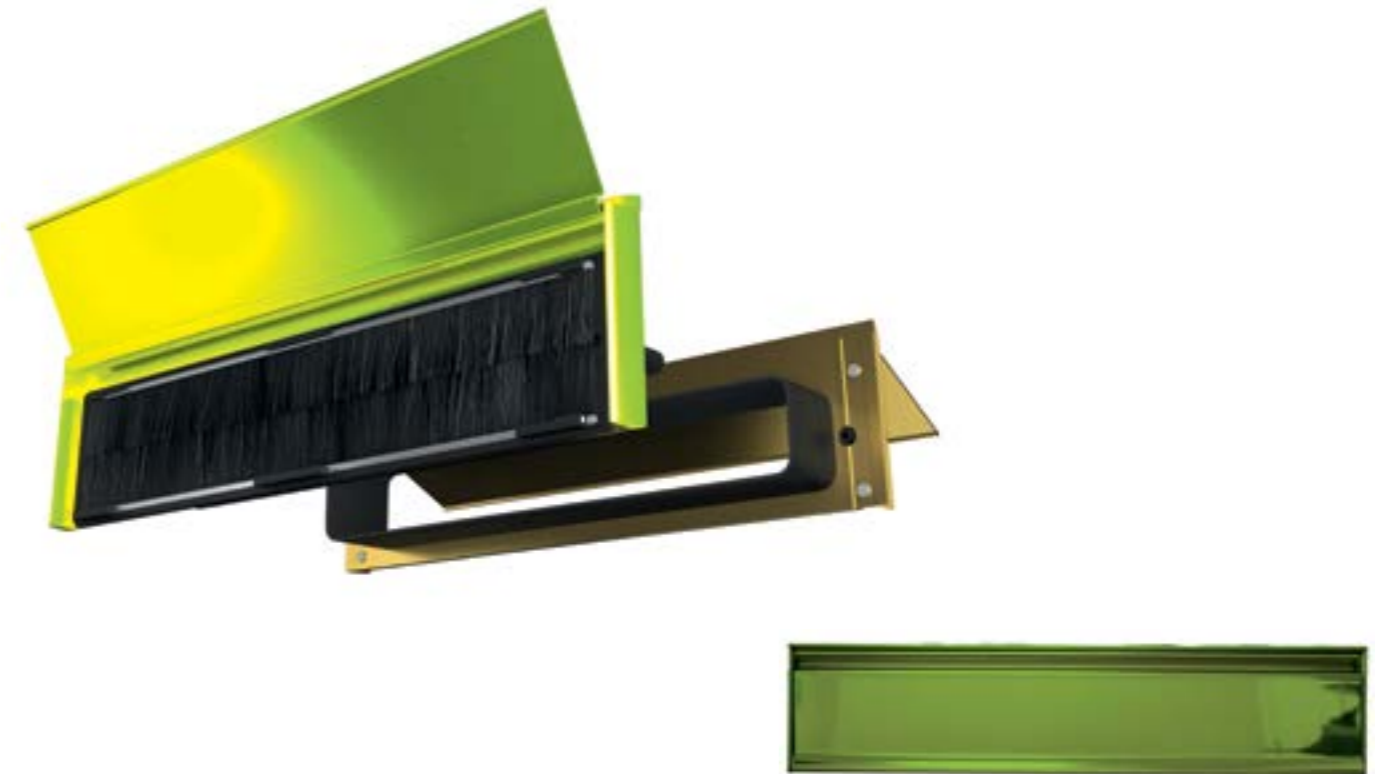
## New Build Homeowners Guide Letterplates Maintenance



To maintain this product's appearance, simply wipe over with a lemon based very mild soap solution and a soft cloth once a month or every 2 weeks in areas of high sea salt such as coastal areas.

**DO NOT:** Wipe over with a strong cleaning detergent or any cloths which may scratch the surface of the letterplate.

 Wipe highlighted area



Please note: Images shown are for representation purposes only.



[Click here for a full maintenance video](#)





# New Build Homeowners Guide Cylinders



To maintain this product's appearance, simply wipe over with a lemon based very mild soap solution and a soft cloth once a month or every 2 weeks in areas of high sea salt such as coastal areas.

**DO NOT:** Wipe over with a strong cleaning detergent or any cloths which may scratch the surface of the cylinder.

-  Wipe highlighted area
-  Lubricate highlighted area with silicon based oil or graphite



Please note: Images shown are for representation purposes only.





[Click here for the QR Code for a full maintenance video](#)

# New Build Homeowners Guide Multipoint locks



To maintain this product's appearance, simply wipe over with a lemon based very mild soap solution and a soft cloth once a month or every 2 weeks in areas of high sea salt such as coastal areas.

**DO NOT:** Wipe over with a strong cleaning detergent or any cloths which may scratch the surface of the lock.

-  Wipe highlighted area
-  Lubricate highlighted area with silicon based oil or graphite



Please note: Images shown are for representation purposes only.



[Click here for a full CGI maintenance video](#)

# New Build Homeowners Guide

## Residential Doors



Sentry PVCu doors are available in a variety of styles and operations.

Doors may be fitted with level/pad handles that limit outside opening by use of a key, or twin hookbolts and a single deadbolt combination with latch a lock. In addition, up to 4 rollers may be present. All locking points engage in keeps fitted to the jamb. The top and bottom deadbolts, hookbolts and rollers (if fitted) are engaged by lifting the handle.

### TO LOCK

- 1 Close the door – catch engaged.
- 2 Lift the handle or pad to engage the top and bottom deadbolts/hookbolts/rollers.
- 3 Insert key and turn to engage centre deadbolt and fully lock. If the key will not turn, lift the handle or pad to maximum.

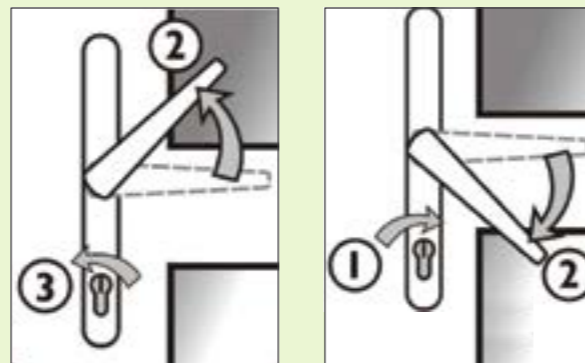
### TO UNLOCK

- 1 Inset the key and turn to unlock
- 2 Press handle or pad down to disengage top and bottom deadbolts/hookbolts/rollers.
- 3 With level handle, door will open.
- 4 With pad handle, continue to turn key to open.

Please note: Images shown are for representation purposes only.

### MAINTENANCE

Lubricate the locking mechanism, handles and hinges if required but DO NOT add additional lubricant to the lock cylinder as this is packed with special grease.



### TO UNLOCK

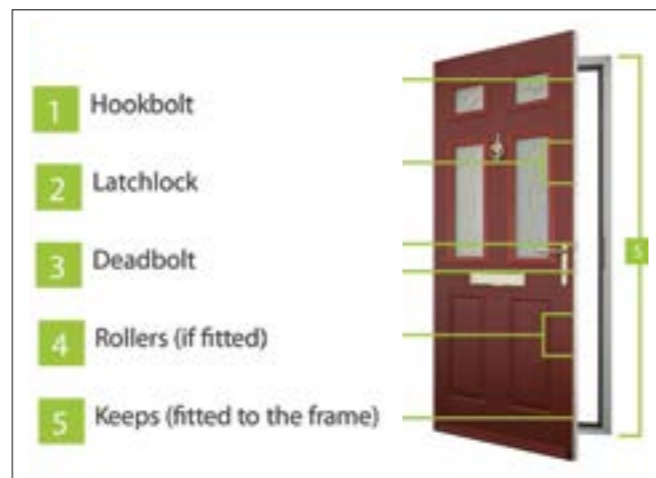
Clean and lightly oil external moving parts.

### LOCKING MECHANISM

With door open, lubricate the deadbolts/hookbolts/rollers and latchlock with light machine oil.

### HINGES

Clean and lightly oil hinge pins. If external, lubricate every 6 months, ensure that all lubricant is cleaned off the surface of the hinges.



# New Build Homeowners Guide

## French or Double Doors



All The Sentry double doors are fitted with high security multi-point locks. Always open the master door first to avoid spraining the lock.

Dependent upon the locking mechanism fitted to your door, there are three slave door locking options:

- Full slave locking (a handle operated shootbolt that operates in the same way as the master door)
- Flushbolts (hand operated flushbolts fitted to the top and bottom of the slave door)
- Fingerbolts (hand operated fingerbolts fitted to the top and bottom of the slave door).

Your installer should have shown you which door is the master, but it is usually the one with the full handle and lock. To lock the door after use, turn the handle upwards to engage the multi-point locks and then turn the key.

NB: If fingerbolts are fitted, ensure they are returned to their original positions when the slave door is open.

Please note: Images shown are for representation purposes only.

### MAINTENANCE

- Ensure frames are free of dirt by cleaning with soap and water.
- Check drainage holes and remove any blockages.
- Lubricate pivot point with light machine oil.
- Minor scratches can be repaired using a matching RAL touch-up pen.
- Check for obstructions, signs of wear and ensure fixing screws are secure.



# New Build Homeowners Guide

## Bi-fold doors



Sentry bi-folding doors is available in configurations from 2 to 7 panes, opening in or out. Your bi-fold will either be a Standard or ModLok bi-fold – the difference can be seen in the end panel of the door, as shown to the right.

If your bi-fold is a Standard model, you must be sure to open the master door first – if you try to open the slave door, you are at risk of straining the lock.

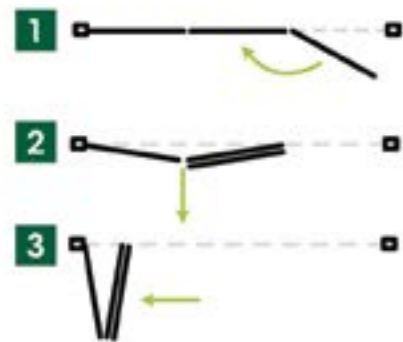
If your bi-fold is a ModLok™ model, you will be unable to open the slave door first – the master door handle is the only one that can be opened first.

### MAINTENANCE

- Rolling mechanisms carrying the doors panels are fitted with sealed stainless steel bearing and require no lubrication.
- Ensure top and bottom tracks are kept free from debris, which may impair the function.
- Door locking mechanisms should be cleaned and any moving parts lubricated with a light machine oil and least once a year and more frequently.

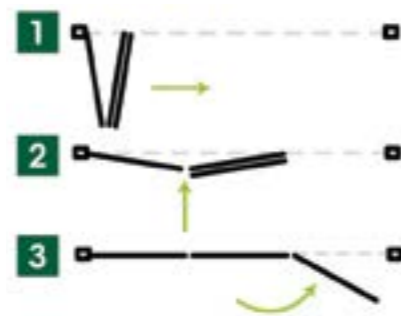


### OPENING OPERATION



Before step 2, the door must be fully engaged with magnets.

### CLOSING OPERATION



Before step 2, locking mechanism must be fully engaged.

Please note: Images shown are for representation purposes only.



[Click here for a demo on how to operate your bi-folding Door](#)

# New Build Homeowners Guide

## Do's and don'ts



The following section indicates simple best practice 'do's and don'ts to ensure continual optimum performance of your windows and doors.

### DO

- ✓ Clean the glass regularly with a good quality liquid spray glass cleaner.
- ✓ Frequently wash down the PVCu frames with warm soapy water and wipe dry.
- ✓ Only use cleaning materials which do not impair anti-corrosion properties of the surface coatings.
- ✓ Use cream cleaner for isolated stubborn stains on white PVCu only. Apply with a damp cloth using minimal pressure.
- ✓ Ensure drainage slots are unblocked and free from dirt and debris.
- ✓ Keep all tracks clear of dust and debris in order to reduce wear and tear on sliding parts.
- ✓ Check all fire escapes hardware annually for a wear and tear and a consistent fit.
- ✓ Ensure conservatory gutters and their outlets are kept clear of leaves and debris to ensure unobstructed flow.
- ✓ All moving mechanical parts are lubricated – hinges, locks and keep plates will benefit from a small application of light oil at least once a year.
- ✓ Replace damaged or worn parts with original The Sentry parts.

### DO NOT

- ✗ Use any type of bleach, solvent (e.g. white spirit, methylated spirits, nail varnish remover) or adhesives.
- ✗ Use abrasives or brass cleaner on furniture: handles, door knockers, letter plates.
- ✗ Use glass cleaner on the PVCu frame.
- ✗ Use a ladder when cleaning your conservatory roof, always use a crawler board to evenly distribute your weight.
- ✗ Use abrasive paste or cream cleaners on any PVCu frame.
- ✗ Use high pressure or steam cleaners.
- ✗ Use any abrasive papers, such as sandpaper.
- ✗ Use excessive loads on the windows and doors.
- ✗ Lean ladders against conservatory guttering.
- ✗ Paint or try to remove paint.
- ✗ Use any unspecified tools.
- ✗ Use abrasive or solvent-based cleaners on self-cleaning glass.



# New Build Homeowners Guide

## Cleaning



The Sentry products require a minimal amount of care in order to give you trouble-free operation and remain in optimum condition for many years to come. The following information will show you the most effective to clean your The Signature Collection windows, doors and roofs.

### STANDARD PVCU FRAMES

- Wash frames with a soap and water solution (dilute washing up liquid is fine) every four months to avoid the build-up of grime and atmospheric deposits.
- For stubborn stains, use a nonabrasive PVCu liquid cleaner. Use sparingly and buff to shine.
- Avoid solvent-based cleaners and take care not to disturb any sealants.

### COLOURED FOILED PVCU FRAMES

- Only use a soap and water solution to clean woodgrained or foiled windows.
- Never use cleaning fluid or solvent-based cleaners.
- Minor scratches can be repaired using a matching RAL touch-up pen.

### GLAZED UNITS

- Remove all hand jewellery prior to cleaning to avoid scratching.
- Remove any heavy external grime with a soap and water solution first.
- Use any proprietary household cleaner, applying with a soft cloth and buffing to a shine.
- Glass fitted with Georgian bars may be cleaned in exactly the same way.

### LEADED GLASS

- If leaded strips are bonded to the glazed unit, take extra care as excessive pressure may dislodge the lead from the glass surface.
- Use a soft cloth with warm soapy water, applied with moderate pressure.
- Note that external lead will oxidise. This is a natural phenomenon and cannot be avoided.

### CONSERVATORY OR PORCH ROOFS

- Never try to walk on a conservatory roof – always use crawl boards to spread the load if you should need to access the roof.
- Never lean ladders against PVCu frames, gutters or glass as this may result in damage.
- Keep all gutters and outlets clear of leaves and other debris to maintain efficient operation.

### SELF CLEANING GLASS

- Do not use abrasive or solvent-based cleaners on the external glazing surface as the self-cleaning properties may be affected.
- Use a soft cloth with warm soapy water and buff to a shine.
- A proprietary household cleaner may be used on the inside of the glass.

### POLYCARBONATE

- Clean in a similar manner to PVCu frames, removing grime and atmospheric deposits every four months to avoid build-up.

# New Build Homeowners Guide

## Condensation



Water vapour is naturally present in the atmosphere. The water vapour remains undetectable while floating in warm air – but upon contact with cold surfaces such as windows, condensation occurs as the vapour turns into water droplets.

Traditional house construction allowed the escape of water vapour through natural ventilation, including open flues of coal fires, air bricks and ill-fitting windows and doors – however the drive to conserve energy and reduce heating costs has led to the sealing of homes, resulting in trapped water vapour and increased problems of condensation.

With The Signature Collection's highly energy efficient windows and doors, condensation can even form on the outside face of a double glazed unit, due to the outside surface being much colder than the inside – this is perfectly normal and nothing to worry about.

### VENTILATION

Provide ventilation in your home wherever possible by:

- Opening a window (please bear security in mind when leaving open an easily accessible window).
- Fitting a ventilation or extraction unit in the kitchen and bathroom.
- Fitting wall vents to provide air flow.

### HEATING

Maintain some heat in the house during cold weather and marginally increase the temperature in areas where condensation is a particular problem.

If possible, fit radiators under windows to maintain the temperature of the inside pane of your double glazing.

An electric dehumidifier can help in problem areas by extracting excess vapour from the air.

### VENTILATION

Water vapour will easily drift from its originating point due to the convection currents in your home.

To avoid this:

- Keep internal doors to kitchen and bathroom areas closed and draught-sealed where possible.
- Ensure bedrooms are ventilated at night to provide air movement. If doors must be closed, install a ventilation grille in or above the door.
- To ensure air flow in the vicinity of windows, curtains should be a minimum of 150mm (6") away from the window, with suitable gaps at the top and bottom.

# New Build Homeowners Guide

## General maintenance



### LUBRICATION

- All moving parts require periodic lubrication, and your The Signature Collection windows and doors are no exception.
- For hardware and opening mechanisms, use light machine oil.

### DRAINAGE

- All The Signature Collection glazed products are designed with an in-built drainage system, comprising of slots within the lower thresholds that allow any water ingress to flow on the outside. To ensure an efficient system, these slots must remain unblocked.
- Periodically remove dirt, clean drain holes and check the drainage operation by flushing through with water.

### HANDLES AND HARDWARE

Your new stainless steel handles and letter plates are to be cleaned monthly with a moist cloth and not with any form of cleaning agents, use of anything other than a moist cloth will void the warranty process.

### MASTIC SEAL

The mastic seal is the waterproof seal found around your doors and windows.

Please note that some discolouration of the seal is a natural occurrence and cannot be avoided.



# New Build Homeowners Guide

## Glazing information



Glass imperfections All double and triple glazed units are susceptible to a degree of surface damage during the manufacturing process. Certain imperfections in the glass cannot be avoided, even in the most carefully controlled production environment.

### OTHER GLAZING INFORMATION

Your installer has used only the highest quality float glass available, whether laminated, toughened or annealed, which conforms to the requirements of BS 6262.

Double glazed units produced to BS 7513 conform to the highest manufacturing standards and the most uncompromising quality control and inspection routines.

Patterned glass originates in very large sheets and due to spacing repetition, centralisation of any design in a specific window cannot be guaranteed.

Extracted from the Glass and Glazing Federation Standards.

Such blemishes and imperfections are therefore beyond our control, but are considered acceptable by even the most rigorous industry standards – we would like to draw your attention to the following extract from an industry-accepted standard in relation to glass:

- 1 Transparent glass used in the manufacture of double glazed units is identical to that used in traditional single glazing and will therefore have a similar level of quality.
- 2 Both panes of the double glazed unit shall be viewed from the room side, standing at a distance of two metres (6'6") in natural daylight and not in direct sunlight. The area to be viewed is the normal vision area, with the exception of a 50mm (2") wide band around the perimeter of the unit.
- 3 Flat transparent glass shall be deemed acceptable if the following phenomena are neither obtrusive nor bunched:
  - Totally enclosed seeds
  - Bubbles or blisters
  - Hairlines or blobs
  - Fine scratched, not more than 25mm (1") long
  - Minute embedded particles
- 4 Obtrusiveness of blemishes shall be judged by looking through the glass and not at it, under normal lighting conditions as described in point 2.

Please note: Images shown are for representation purposes only.

# New Build Homeowners Guide

## Insulating glass units 10 year warranty



- 1 If within ten years from date of despatch from our works, the unbroken double glazed unit is, through faulty manufacture, affected by material visual obscuration because of condensation or dust collection within the double glazed unit, we will, subject to compliance with our claims procedure supply a replacement unit. This warranty does not cover consequential damage or loss arising from the glazing of a replacement unit except insofar as the restoration of such damage or loss falls within the rights of the owner/occupiers common law or statute.
- 2 Any claim under this warranty is subject to our representative being afforded reasonable opportunity to inspect the unit concerned before deglazing. If on inspection it is determined that the unit was not of faulty manufacture, you may be required to pay the cost of inspection.
- 3 If a replacement unit is supplied it will be our standard type of product at the time of replacement, and it will be delivered to our customer's normal place of business. This warranty applies to replacement units up to the limit of the warranty period covering original unit or up to twelve months from the date of the replacement, whichever is later.
- 4 This warranty applies only to the manufacturers units installed in normal building service conditions within the United Kingdom and the Republic of Ireland.
- 5 This warranty excludes: Units which have not been handled, stored, installed and maintained completely in accordance with the glazing instructions laid down in the Glass and Glazing Federation glazing manual, and the frame is not to the recommended dimensions. Units used in service conditions such as (but without limitation) use in transport vehicles, ships or temperature cabinets or use at altitude over 800 metres or transportation of units over such elevation unless the warranty has been specifically extended in writing to cover the relevant special service. Units displaying the optical phenomenon, occasionally known as "Brewsters

Fringes". Units being installed in timber frames with a moisture content of more than 19%. The units failure due to frames and unit perimeter sealing compound not being maintained in good condition.

- 6 This warranty is not meant to be part of any contract of sale but is meant to offer its recipient rights additional to those given to him by any contract of sale at common law. Accordingly, although the scope of this warranty itself is limited by the terms of paragraphs 1 – 5, so that any persons to whom it is offered must accept it on those terms or reject it entirely, any limitations imposed by those paragraphs alone are not meant to take away any rights enjoyed or reduce any obligation owed independently of this warranty.

### Visual Quality Standard for installed insulating glass units constructed from flat transparent glass – GGF guides

- 1 Transparent glass used in the manufacture of insulating glass units is identical to that used traditionally for single glass and will, therefore, have a similar level of quality.
- 2 Both panes of the sealed unit shall be viewed at right angles to the glass from the room side at a distance of 2 metres in natural daylight and not in direct sunlight (3 metres distance for toughened glass). The area to be viewed is the normal vision area, with the exception of a 50mm wide band around the perimeter of the unit.
- 3 Flat transparent glass, including laminated or toughened (tempered) glass shall be deemed acceptable if the following phenomena are neither obtrusive nor bunched: Totally enclosed seeds, bubbles or blisters, hairlines or blobs; fine scratches not more than 25mm long; minute embedded particles.  
  
Obtrusiveness of blemishes shall be judged by looking through the glass, not at it, under lighting conditions as described in section 2.

# New Build Homeowners Guide

## Insulating glass units 10 year warranty



- 4 When thermally toughened (tempered) glass is viewed by reflection, the effect of the toughening process may be seen under certain lighting conditions. The visibility of surface coloration or patterns does not indicate deterioration in the physical performance of the toughened glass. Because of the nature of the toughening process, distortion will be accentuated when the glass is viewed in reflection or incorporated in insulating glass units.
- 5 Visible double reflection can occur under certain lighting aspect conditions, especially when viewed from an angle. This is an optical phenomenon arising from multiple surface reflections in sealed units.
- 6 The manufacture of flat laminated glass does not usually affect the visual quality of the glass incorporated in insulating glass units. However, the faults generally accepted in paragraph 6 may be increased in number by the fact that several layers of glass are used in the production of laminated glass. When viewed under certain light conditions, insulating glass units incorporating clear or tinted flat laminated glass, may show a distortion effect caused by reflection on the multiple surfaces of the component of the laminated glass.
- 7 Brewsters Fringes  
The appearance of the optical phenomenon known as Brewsters Fringes is not a defect in the glass and can occur with any glass of high optical and surface quality. This phenomenon is a result of the high quality now being achieved world wide by modern methods of glass manufacture.

Brewsters Fringes occur if wave lengths of light meet up with each other when they are exactly 180° out of phase, an example of the phenomenon known to physicists as the interference of light. The effect is similar to, although usually much smaller than the fringes sometimes seen in toughened glass windscreens.

**NOTE: PATTERNED GLASS – The above criteria do not apply to Patterned Glass as, due to the method of manufacture, imperfections such as seeds and bubbles are deemed to be perfectly acceptable.**

In the case of insulating glass installations, Brewsters Fringes only occur when the surfaces of the glass are flat and the two panes of glass are parallel to each other, i.e. when the light transmission properties of the installation are of a very high order.

The fringe effect appears when incident light from the sun meets light reflected from one of the surfaces of the insulating glass in such a way that they are 180° out of phase and cancel each other out, thereby giving rise to a fringe effect, small in area on the glass when viewed from a particular angle. Alternatively, different parts of the incident solar radiation may be refracted through the glass and end up being 180° out of phase.

This phenomenon is not a defect of the product, being dependent upon the laws of physics and not on the quality of the insulating glass. In fact, it arises because modern glass made by the float process is flat, and therefore, free of the distortion inherent in sheet glass.

The occurrence of Brewsters Fringes is in its nature rather like (though very much more rare than) the fact that under certain conditions, the observer will see a reflection of himself in any window or door – and no-one could claim that this was a defect of glass.



# New Build Homeowners Guide

## White PVCU frame warranty



We guarantee our white PVCU frames in normal use for 10 years (from date of despatch) from any fault which appears and which is due to defective materials or workmanship.

If such a fault occurs, we will make good such PVCU frames (by repair or replacement at our discretion) free of charge following a satisfactory site inspection and report.

If an identical product is not available an alternative will be provided.

This guarantee applies only to the PVCU frames referred to above and excludes any installation works and any indirect or consequential costs arising whether from the use, replacement or repair of these materials or otherwise.

We guarantee that Sentry frames are colourfast in accordance with the current British Standards methods of measurement and will not exceed grade 3/4 on the 'Grey scale'.

This guarantee does not apply to:

- Normal wear and tear.
- Any materials which have been the subject of accidental damage, damage by misuse or damage through assembly or installation.
- Where written notice of a fault is not provided by the customer to Said Company promptly after the customer is or ought reasonably to have been aware of it.
- Any products supplied outside the United Kingdom and Republic of Ireland.
- Any product where payment in full has not been received by Said Company.

**This guarantee is given for the benefit of both customers purchasing frames from us in the course of a business or as a consumer.**

Said Company is the business name of where you purchased your products from.

**IN RELATION TO CUSTOMERS PURCHASING PRODUCTS FROM SAID COMPANY IN THE COURSE OF BUSINESS THIS WARRANTY IS IN LIEU OF AND SHALL SO FAR AS LEGALLY POSSIBLE REPLACE AND EXCLUDE ALL COMMON LAW, STATUTORY OR OTHER WARRANTIES OR CONDITIONS WHETHER EXPRESS OR IMPLIED. SAVE AS SPECIFICALLY MENTIONED ABOVE, THE SAID COMPANY DOES NOT ACCEPT ANY LIABILITY, WHETHER IN TORT OR CONTRACT OR WHATSOEVER OR HOWSOEVER ARISING.**

**THIS WARRANTY DOES NOT IN ANY WAY AFFECT THE STATUTORY OR OTHER RIGHTS OF A CONSUMER.**

# New Build Homeowners Guide

## 10 year product warranty for foiled products



We guarantee our white PVCU frames in normal use for 10 years (from date of despatch) from any fault which appears and which is due to defective materials or workmanship.

PVCu foiled frames manufactured by Sentry carry a warranty of ten years against defect and discolouration. Liability with respect to claims arising is limited to the free replacement of the frame which is defective, other direct, indirect, consequential charges and loss of profits are not accepted.

The foiled surface of a Sentry frame has a colourfastness to din reference 54001 which states the colour will not fall below grade 3 of the 'Greyscale'. Foiled frames must be manufactured and installed with due consideration given to increased heat gain and thermal movement and Sentry guidelines.

**The warranty is granted subject to the following conditions:**

- The installation shall be restricted to the area of Middle and Northern Europe (North of latitude 46 degrees North) and mainland Italy at elevations below 1800 metres above sea level.
- The frame should not be submitted to sustained temperature greater than 50°C.
- Notice of claims shall be given in writing to Said Company at its corporate address within 7 days of discovery of the said defect.
- The customer is obliged to supply all documents concerning the non-conforming product.
- The claimant shall allow reasonable access for the

inspection and rectification (if any) of the installation.

**If faults occur:**

- We will, using all reasonable skill, care and diligence, make good such frame (by repair or replacement at our discretion) free of charge following a satisfactory site inspection and report.
- If an identical product is not available an alternative of similar or higher specification will be provided.
- The warranty applies to the frame referred to above and excludes any installation works or any indirect or consequential costs arising whether from use, replacement or repair of these materials or otherwise.
- If a representative from Sentry has made a site visit and the claim is not justified then all costs incurred will be re-charged accordingly.

**Technical points:**

- It is extremely important to provide adequate ventilation through all frames allowing for a constant airflow.
- Install the products at normal ambient temperatures between 5°C and 25°C.
- Ensure products are not left in direct sunlight prior to fixing and stored flat and undercover.
- Ensure Sentry recommended fixing centres are observed for

coloured frames.

**The warranty does not apply to:**

- Normal wear and tear.
- Any materials which have been the subject of accidental damage, damage by misuse or damage through assembly or installation.
- Any product when payment in full has not been received by Said Company.
- Products that have not been installed to Sentry Technical Recommendations.

**This warranty is given for the benefit of both customers purchasing products from us in the course of a business or as a consumer.**

**In relation to customers purchasing products from Said Company in the course of business this warranty is in lieu of and shall so far as legally possible replace and exclude all common law, statutory or other warranties or conditions whether express or implied. As specifically mentioned above, the Said Company does not accept any liability, whether in tort or contract or whatsoever or howsoever arises.**

**This warranty does not in any way affect the statutory or other rights of a consumer.**

# New Build Homeowners Guide

## Guidelines for the inspection of foiled product



Sentry has quality as its core value in terms of products being manufactured and supplied to its customers and the industry.

Manufactured in a bespoke foiled window factory following new systems that goes over and above what would be seen as industry standard in terms of quality control. Such a practice has never been more important and essential when it comes to stocking, producing and supplying foiled products to the industry.

However, given the nature of supply, manufacture, transportation and installation of windows and door products it is impossible to totally eradicate the possibility of slight blemishes and marks to the surface finish of those products. Even though we strive for perfection we have to accept that such imperfections can be considered acceptable within our industry.

We would ask that everyone plays their part in contributing to achieve the best possible quality standard and identify two key areas:

- Inspection of products before despatch.
- Inspection of products on receipt by the customer

Care should always be taken when handling foiled products over and above what would be normally required for non-foiled products. This is paramount in the bid to prevent accidental damage of such high premium products.

### INSPECTION METHOD

Although not specifically aimed at foiled products the method of inspection that should be adopted when inspecting is covered within BS7722:2010. This is deemed an acceptable method to determine whether a slight imperfection is acceptable or not.

### BS7722 DETERMINATION OF THE APPEARANCE

The appearance is determined by viewing by normal or corrected vision at a range of 1m, in 45° north sky light perpendicular to the surface.

This is to say that foiled products should be inspected at an angle of 45° such that the light hits and reflects off the profile at a distance of 1m.

When products are viewed in the manner above and there are no visible defects evident – they are therefore deemed acceptable.

**Note:** ALL PRODUCTS should be inspected with regard to the above

**Note:** All non-conformances must be reported back to the factory Quality Department.

It is of vital and of the upmost importance that at no stage during the sale, manufacture and supply/ fitting of products to the customer should “Quality” be compromised or over-looked.

# New Build Homeowners Guide

## Technical information



### WHITENING OF RENOLIT EXOFOL MX AND RENOLIT EXOFOL PX IN CONTACT WITH SUNSCREEN OR OTHER LOTIONS AND CREAMS

When the acrylic surface comes into contact with Sunscreen or other lotions and creams, and is then exposed to UV radiation from the sun, a reaction takes place that is irreversible.

The chemicals in the sun-creams penetrate the acrylic surface of the foil. The reactive Titanium Dioxide and additional micro-particles in the cream causes a scattering of the light, making it appear milky or White.

It is recommended that the foil surface is cleaned immediately when it has become contaminated with cream.

There is no cleaner that cures the problem as each time the marks will reappear with time.

Possibly cleaning every time the marks reappear may make them disappear completely over longer periods of time, but we cannot recommend any cleaners which will not affect the foil and its weathering performance.

The damage caused by the cream is not covered by the warranty as sun-cream on the foil would be considered to be an external chemical influence, as would use of any non- recommended cleaners.

We recommend that after application of sun-cream or any other cream to wash hands thoroughly, and if any cream does get onto the surface of the foil to wash off immediately with warm, soapy water.

This technical information sheet represents our latest state of knowledge and shall inform without obligation. The herein stated details do not release the manufacturer using our films from their own inspections and tests, which must correspond with the relevant national guidelines for its intended purpose. It is the duty of the customer to determine if the purchased product is suitable for its intended purpose.

# New Development Homeowners Guide

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