



pearl<sup>TM</sup>

Window Systems  
New Build Division LTD

# New Build Installation Scheme

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# Pearl Window Systems New Build Division Installation Scheme

## The Fundamental Benefits



Welcoming you to Pearl Window Systems New Build Installation Scheme. Now in our 25th year of trading we feel it's the right time to reach out and share our enhanced product offering. As a national supplier of the Linar window and door system; we have been working incredibly hard post lockdown 2020 to future proof our technology that enables our client base to have the tools to secure more opportunities and safeguard their future.

Please help us to help you, by taking the time to browse the added benefits we can into the New Build; we have something for everyone. Based in Bolton with our own fleet of vehicles covering the UK with a capacity of circa 4,500 frames per week.

Having an installation scheme; approved by CORGI Fenestration ensures all our customers are already CORGI Registered for New Build and competence certification for best practice is already in place. We also provide the ability to register the installed products in "the cloud".

Thanks to our unique "Cloud Based QR Coded" products, Customer Care has the confidence knowing that each individual product has full traceability including CE Markings, Product Data Links, Servicing Information and Warranty Documentation.

All documents are available in "The Cloud via your QR Code." This also gives the Homeowner the confidence and knowledge that each component on their windows and doors is fully traceable.



The Pearl new build installer programme is audited annually with CORGI Fenestration; ensuring the program and installers demonstrate they have all the necessary policies and best practice in place to deliver products to the market.

Pearl's Technical team are on hand to answer any questions of the installer and developer, providing peace of mind and confidence in the complete product offering. They ensure that all items meet the latest accreditations and legislative standards and the products supplied under the Pearl Installation Scheme is of excellent quality and standard.

The Pearl Window Systems New Build Installation Scheme gives the Developer confidence in the Pearl offering, with an established and well-structured supply chain.



# Pearl Window Systems New Build Division Installation Scheme

## The Fundamental Benefits

Pearl's aim is to provide the complete supply chain solution for the House Builder, through a network of approved installers, with the support from our key partners to provide a national installation remedy for the housebuilder, meeting all the requirements for quality, compliance, and sustainability.

The New Build Installation Scheme will ensure all customers receive consistent levels of service and fitting on a national basis from manufacture to installation.

Pearl aims to ensure that once a House Builder approves the Pearl product, they can be safe in the knowledge that each step has been manufactured and supplied via one source; rather than multiple sources, from former fabrication, window fabrication to factory glazing, once the product is delivered to the installer its complete and ready to be installed into your new homes.

For the first time in the UK; With our cloud based QR Code System, your windows and doors have a full VIN number and service record, for full traceability.

- Using the camera on your phone scan the QR Code to obtain instant access to many documents, a unique and informative device for customer services and the consumer, full traceability for each product within the new home.
- You can obtain the manufacturers work sheet which shows all manufactured details.
- Your QR Code allows you to look up all mechanical components should replacements be required at any time, Codes, and sizes of components are readily available.
- Access to Energy Rating Certification.
- Product brochures are also available via your QR Code, allowing access to any future products that may be of interest.





# Pearl Window Systems New Build Division Installation Scheme

## The Fundamental Benefits



Pearl have a dedicated number of employed installation teams, we have chosen to have our core installation teams employed together with the use of our own fleet of vehicles to service our new build clients.

Our installation teams work in accordance with the Pearl New Build Installation Scheme, now approved by CORGI Fenestration.

All installers will be trained and accredited in new build and site operational and will conform to all the necessary Method Statements, Health and Safety documentation and procedures, accreditations, risk assessment and insurance liabilities required to work on site. In addition, they will have the necessary skills and expertise to consult with both regional offices and sites regarding specification, take off, scheduling and estimating of PVCu windows and doors.

Our senior team undertake prestart meetings on site and/or regional office as appropriate where all documentation relating to conformance and site operations are discussed and site-specific procedures and assessments are jointly ratified. We provide contract management of all sequence call off, supply and installation of product.

We have qualified and accredited installation teams and supervision processes to enable timely and safe site installation. We complete all necessary customer specific sign off and invoice procedures relating to supply and fit, remedial and Customer Cares undertaken.

NOTE: All Pearl Window Systems New Build Division Ltd Products are supplied in conjunction with our terms and conditions of sale. All standard warranties apply, any extendable warranties are only valid once a completed warranty form has been submitted and the homeowner has registered their extendable warranty options within 30 days of house completion





# Pearl Window Systems New Build Division Installation Scheme



The Pearl New Build Installer Scheme covers three main areas which a house builder requires confidence in to ensure a quality product is surveyed and installed in a safe, controlled professional manor. Scheme registration requirements are independently overseen by a nationally recognised quality mark – CORGI Fenestration.

## 1 Company Registration

Pearl Window Systems New Build Division Ltd is independently assessed and approved by CORGI Fenestration.

The scope of the assessment will cover the following categories:

- Documentation and procedures
- Performance standards
- Services

CORGI Fenestration have ensured as a minimum an annual site competence assessment.

## 2 Operative Registration

CORGI Fenestration will administer a national skills register of our approved new build site operatives.

The register will record the following:

- Qualifications
- CSCS card registration
- H&S

## 3 Plot Registration

Each plot completions will be notified to CORGI Fenestration.

CORGI Fenestration will generate and distribute:

- Plot completion/installation certificate for the homeowner/user pack
- PWS extended product warranty certificate for the homeowner/user pack
- Each House Builder must agree a method in which the consumer receives their Homeowner Guide and Warranty registration for. (TBA)

The Pearl Window Systems New Build Division Ltd Installer Scheme overseen by CORGI Fenestration assesses company methods of operations, approval of competent safe site operatives and full registration of completed plots.





# Pearl Window Systems New Build Division Installation Scheme

## Procedural Details



### Customer Care Policy

Pearl Window Systems New Build Installation Scheme Customer Care Policy refers to all issues relating to properties once pre and post occupied.

Pearl operate their own bespoke Customer Care Policy that is adapted to the specific requirements of individual customers. For example, if some customers, operate a priority call out system where a priority and level of response is identified and offered where applicable. However our service levels provided remain within industry expectations and not a 24 hour call out service.

Our customer care policy ensures the following:

- Pearl work in close partnership with all our customers
- Provide managed support from initial notification to Client sign-off
- Deal with issues in a timely and professional manner
- Provide a detailed procedure process in the interest of all parties

The Installation Scheme's minimum standard for Customer Care response is:

- Initial contact with Client, following receipt of complaint, within 24 business hours
- Subject to agreed appointment and confirmed access, inspection, and primary remedial work, within 15 working days
- Where parts or replacements are required, complete rectification for standard products within a month (subject to availability post lockdown)

There are two identifiable areas of responsibility in the Customer Care process.

The Customer's (The Builder) responsibility is:

- To provide adequate information to enable an accurate assessment
- To facilitate reasonable access to the Clients property during normal working hours, for both inspection and remedial work
- To provide a full description of the complaint including photographic evidence of the QR Code in relation to the item in question.
- To provide the correct details including the following:
  - a Site address
  - b Plot number
  - c Clients name
  - d Clients contact telephone numbers
  - e Accurate location of the installed product i.e. Bathroom, front Bedroom etc.

Pearl's installation teams responsibility is to:

- To comply in full with the current customer care procedures
- To provide monitoring of all complaints via our online portal
- To update the Customer as necessary on the progress of work
- To provide a customer satisfaction note on completion of any remedial works

**NOTE:** All completed installations are signed off by the site agent and where applicable customer documentation is completed to confirm satisfactory installation and operation. Pearl Installers are committed to a partnership in supply, however any consequential costs, losses or 3rd party claims regarding product are not the liability of Pearl Window Systems Limited and or the installation company, the opportunity to replace or repair goods applies as per our conditions of sale.

\* Dependent on contacts availability.



# Pearl Window Systems New Build Division Installation Scheme

## Health and Safety Systems



Each Pearl Installer shall operate their own specific Health and Safety documentation and maintain on file all necessary mandatory policies and accreditations (compliant to the CDM Regulations 2015 and Workplace – Health, Safety and Welfare – Regulations; and those written statements required under Section 2 (3) of the Health and Safety at Work Act 1974) relevant to their business, and where relevant, for each site.

The promotion, maintenance and improvement of Health, Safety and Welfare standards are key priorities for all Approved Installers.

All Pearl New Build Installers shall comply with the monitoring and reporting of injuries, diseases and dangerous occurrences and ensure accurate records are maintained in their site accident book and their own accident records.

Each New Build Installer shall conform to minimum industry compliance standards relating to Health and Safety, including the following:

- P.P.E Policy (Personal Protective Equipment)
- Risk Assessment
- CSCS compliance (Construction Skills Certificate Scheme); COSHH data sheets where applicable
- Method Statements on installation and site procedure
- SSIP approved (Safety Schemes in Procurement) installer

In the event of use of subcontractors, all Approved Installers will assess competence and provide appropriate induction; ensure appropriate liability insurances are in place; and where relevant review their risk assessments and Method Statements procedures.





# Pearl Window Systems New Build Division Installation Scheme

## Safe System Documentation



### P.P.E Policy

Pearl's Installer's shall operate their own P.P.E Policy with an appointed 'Responsible Officer', compliant with current Personal Protective Equipment at Work Regulations.

Whilst on site, all relevant operatives will be supplied with and be required to wear the relevant P.P.E in line with customer Requirements. These will be site specific and should be covered during site induction. Good practice is to wear hard hats, safety boots, and high viz vests at all times.

Gloves, goggles and other P.P.E will also be dependent on specific site requirements and the type of work undertaken and as identified in the site risk assessment.

All relevant operatives receive on-going training relating to 'safe' and 'good' working practice regarding:

- Manual handling
- Working in pairs
- Working at height
- Weather conditions
- Work equipment (compliant to Provision and Use of Work Regulations)

Pearl's Installer's shall adhere to the following rules to ensure the safety and welfare of operatives, the builder and the general public are not compromised:

- Sign in and out via the approved method on site and informing of the site agent
- Attendance of site induction training, as requested
- Confinement to contract specific activities only
- Ensuring all passages, walkways and paths are kept free from obstructions
- Wearing of protective footwear when entering an occupied plot
- Maintaining a clean and tidy workplace
- Removal of waste materials to appropriate skip prior to leaving site
- Wearing of appropriate P.P.E at all times
- Permit to work – when required or relevant

### Ongoing Staff Training and Development

Pearl's Division are committed to continual training and development of their staff. This process ensures that employees remain conversant with all aspects of best working practices and processes on site.





# Pearl Window Systems New Build Division Installation Scheme

## Safe System Documentation cont.



### Risk Assessment

Pearl's Installer's shall be responsible for the appraisal of all risk and in developing safety arrangements for each site compliant with the Management and Health and Safety at Work Regulations 1999. These include arrangements for conducting further risk assessments and incorporating those prepared by the builder, where applicable, and ensuring that any additional risks are conveyed to their fitting teams. Consideration and due care will be taken regarding site traffic conditions; installed services within the property; stability of ground conditions; site compound conditions; parking; and the general public.

The following significant hazards will be assessed:

- Injury to the general public during works to elevations fronting onto public access areas
- Manual handling injuries
- Slips, trips and falls
- Cuts and lacerations from glass and tools
- Cuts, lacerations and eye injuries from working next to obstacles (trees etc.)
- Falls from heights of operatives, materials, or plant
- Use of power tools

- Use of or contact with COSHH substances
- Working on scaffolding and working from height
- Condition and safe working from ladders, towers and elevated platforms
- Fire hazards
- Understanding of all on site Safety signage
- Safe usage of lifting appliances

In addition risk assessments will also be undertaken in the following areas:

- Transportation of materials to workplace
- Safe unloading by site personnel
- Assessment, elimination or control of hazardous materials compliant with Control of Substances Hazardous to Health Regulations 2002
- Removal of waste
- Scaffolding
- Storage and compound arrangements, where applicable
- First aid requirements and provision Accident investigation and reporting is compliant with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations and the specific requirements of each site

### CSCS Compliance (Construction Skills Certificate Scheme)

All relevant personnel visiting site hold current CSCS cards.

For further details email:  
[enquiries@corgifenestration.co.uk](mailto:enquiries@corgifenestration.co.uk).



# Pearl Window Systems New Build Division Installation Scheme

## Safe System Documentation



### Method Statements on Installation and Site Procedures

Each Pearl Installer will operate individual Method Statements on installation and site procedure particularly in respect to high hazard conditions.

However the following generic methods will be adopted by all Pearl New Build Installers as a minimum in their contracts with the Customer:

- On arrival, site installation teams sign into site using the appropriate method, e.g. record book, scan card etc.
- Review the risk assessment and amend, if necessary, to take account specific issues that apply to that site. Senior fitter will sign assessment
- Fitters must inform the site manager if stairs and flooring are not securely in place prior to commencing installation. Openings should be clear of scaffolding
- Inform site manager on any non compliance
- Arrange delivery of windows to plot using safe handling practices
- Unpack windows, remove protection and place in appropriate skip
- Carry windows to correct locations ensuring safe manual handling
- Clean aperture and/or closer of mortar
- Position window into cavity closer, level, pack using the packers and fix using straps
- For doors, fix locating screws through the frame direct into brickwork. If this method i.e. straps, in accordance with NHBC Guidelines
- Pack the frame, ensuring there is no play between the outer frame and inner surface of closer
- Check diagonals and pack as required to adjust, secure and fix
- Check all windows and doors are operating correctly; adjust accordingly
- Site Manager to inspect the installed products and sign off with the fitter or contracts manager for completion certificate
- Hand keys for the plot to the Site Manager. Keys should be signed for as part of best working practices
- Prior to leaving site, sign out using the appropriate method indicating time of departure

### Insurance Cover – Employer / Public / Product Liability

Pearl Division will be adequately covered by individual Employer and Public Liability Insurance. Copies are available on request and are normally supplied at commencement of a new contract or development.

- Product Liability – **£10m**



# Pearl Window Systems New Build Division Installation Scheme



## Product and Service Warranty

Pearl provides a Product and Service Warranty covering the New Build Installation Scheme. The Product Warranty is covered by the Product Liability in terms of guarantees, accreditations, and performance standards. This covers all PWS NB in-house fabricated product and externally fabricated product were manufactured to agreed Pearl specification, this does not cover the Installation.

Product Warranty:

- 10 years frames (discolouration and material breakdown)
- 10 years glass (Sealed unit breakdown; edge seal)
- 2 years hardware

The Homeowner Guide outlines the complete warranty policy together with links to CGI Videos on how we will maintain your new windows and doors. The Product Warranty is for fabricated products and externally fabricated products where manufactured to the agreed specification. This does not cover the Installation, or 3rd party, group-bought items purchased directly from other suppliers by the house builder. The extendable warranty is a reassurance provided by the hardware manufacturer and associated supply partners, please ensure you keep photographic evidence that in the event of a product failure, this can be forwarded to the hardware manufacturer for assessment and efficiency to process (Please note, following the 2-year parts and labour coverage any visits arranged for

replacement parts would be subject to an hourly rate of £45 per hour on-site, plus travelling time at the same rate). All communication with regard to servicing and mechanical parts must be emailed to: **customerservices@pwsnewbuild.co.uk**

# Pearl Window Systems New Build Division Installation Scheme Compliance and Procedure



## Official Installation Documentation

The Pearl Scheme has robust administration processes that record each aspect of the supply chain from quotation to Customer Care, all accessible Via Pearl Window Systems "The Vault".

This information is stored in the cloud alongside each recorded plot, with the unique order number allocated to each plot at the start of its journey allowing movements and documents to be tracked easily. This enables each business access to its customer service, setting a new benchmark and leading to continual future developments and improvements for all.

PWS NB record the following information as a minimum:

- Quotation and Conversion history
- Revision and call off details
- Lead time and delivery data
- Installation completeness and sign off
- Remedial incidence and performance
- Customer Care reporting and response
- Aged debt

These standards are equal to or outperform minimum Industry requirements. Central registry of the key documentation for each of the Installers is held by Pearl Window Systems Limited and are audited regularly to ensure continual compliance.





# Pearl Window Systems New Build Division Installation Scheme Processes



## Quotation and Revision Response

“Without prejudice to the legal provisions set out in our Terms of Trading, we are currently experiencing high volatility in relation to pricing and delivery from key members of our supply chain. That volatility is such that we are no longer able provide fixed price quotations for goods supplied and we must reserve the right to increase quoted prices within a reasonable time by written notice to you. Price surcharges will reflect increases in the cost to ourselves due to factors that occur after the making of the contract of sale with you and that are beyond our reasonable control (including, without limitation, foreign exchange fluctuations, increases in applicable taxes and duties other than VAT, and increases in the cost of materials and surcharges imposed by suppliers).” Please note all orders and quotations will vary month by month in accordance with the current surcharge applicable at that time.

Future fluctuations / surcharge notifications will be notified via email, these will be transparent in order to ensure fairness for all concerned, please advise in writing should you wish additional emails adding to our mailing list.

## Delivery Lead Times

Delivery lead times are amongst the best in the industry for standard cavity closers and windows. Lead times may deviate from norm if the product is non-standard, complex in nature or coloured foil. Delivery will normally only take place when the site is ready to receive the goods – lead times are within 10 working days for closers and 20 working days for frames dependent on-site readiness/call off and logistics.

**NOTE:** This scheme has been set to work towards a consistent delivery and standard of product. However, during unprecedented scenarios, 3rd party “Force Majeure” the installer may have to alter the schedule if supply is impacted in this way.

## Installation Response

The call off for the installation program process will be mutually agreed between Pearl and the House Builder site manager..

## Remedial Rectification (Remedial Policy)

Pearl take care during the qualification process to eliminate any possible error in specification. This process reduces the need to order product to rectify error and prevents delay in installation. Should a product be required due to damage or defect:

- Remedial installation time scales are agreed locally as efficiently as possible and prioritised.

Most component parts are carried by the site Installation teams, if the remedial work required involves none stock items, there will be a prioritised lead time for rectification in conjunction with the site manager.



# Pearl Window Systems New Build Division Installation Scheme Processes cont.



## Take Off, Scheduling and Pricing

Pearl specialise in supply and fit to the new build sector. As such we have accrued many years of expertise in the interpretation of development plans and specification. We are skilled in the take off and scheduling of windows and doors from plan and pricing accordingly. We also able to advise on alternative specifications and regulatory compliance when required.

## Nominated Key Contact

Pearl will nominate a key individual to be your key contact throughout the duration of the development.

## Technical Support

Pearl provide Technical Support via a dedicated response line, available also is a variety of official Industry testing's, simulations and accreditations when more challenging specifications may be required.

For all technical enquires please email: [technical@pearlwindows.co.uk](mailto:technical@pearlwindows.co.uk).

## Pre-Start Meetings Attendance

Your dedicated contact will attend detailed prestart meetings – often at the relevant regional office as well as on site. These meetings are essential to ensure the original quoted specification is accurate to current site conditions in every aspect; that all amendments and revisions are correct; that the current set of plans are correct to the original quote; and that site specific Health and Safety procedures and risk assessments are ratified.

## Ordering Frames

Pearl take active involvement in the call off process to ensure that the relevant plot will be ready for timely installation following delivery. We use electronic ordering software to ensure that from the formers being made and distributed to site, to glazed ready frames for installation together with pre ordering materials is seamless from start to finish, an integrated system for material management.

Several factors can change that may alter the intended build program or call off sequence, such as the weather, the taking down of scaffolding and other supply chain failures. The site agent must liaise with Pearl to ensure that the product is delivered to site as agreed in the prestart meeting, that plots are not manufactured prematurely, which ensures that invoices raised on delivery are appropriate and 'on costs' are prevented with goods not needed for installation.

**NOTE:** Whilst the call off procedure will assist in limiting exposure to theft and damage, Pearl Window Systems New Build Division cannot be responsible for covering any costs because of such events, these remain at the customer's risk.

**NOTE:** Installation will only be undertaken if plots/units can be installed without obstruction. Failure to meet these conditions after initial agreement may result in an abortive visit and abortive invoice levied. The installer will work closely with the site agent to ensure both parties are not compromised



# Pearl Window Systems New Build Division Installation Scheme

## Customer Care



### Site Audit and Inspection

Pearl 'Contract Manager' the supply and fit installation process. As part of this service, the contract manager or nominated contact will audit and inspect the standard of installation on a spot check basis to ensure correct standards are maintained. A final good health check will take place as part of the CML service where negotiated locally.

### Remedial Pledge / Retention

The purpose of this document is to provide a promise and commitment to all parties involved, the House Builder, Installation Company and the Window Manufacturer, to not only ensure there is a transparent supply chain; but that there is no unnecessary pressure in any one direction, with the ultimate aim being a smooth and harmonious supply chain.

That said, our Pledge within this document is to promise any remedial work as a result of installation or manufacturing will be attended to within a reasonable time, (subject to material availability) within 30 days from notification.

All goods supplied and the cost of installation will not be subject to an obligation to offer a retention on fees, for any period of time. Having consideration to the volatility in the global supply chain experienced since 2020, we recognise the pressure and sensitivity on margins and cashflow to all businesses; our focus is assuring you of a strong supply chain and long-term partner.

Pearl perform to the minimum standards laid out in our "Installation Scheme" The qualification, installation and sign-off procedures are designed to eliminate most product and installation failures.

However, should damage occur subsequent to sign off stage, works can be carried out on a chargeable basis if they fall outside of the product warranty.

### Customer Care Support

Pearl Window Systems New Build Division offer a comprehensive Customer Care support service with dedicated Care technicians and robust response and reporting systems.

- Initial contact is made with Client\*, following receipt of the complaint, typically within 2 working days.
- Subject to agreed appointment and confirmed access, inspection, and primary remedial work is typically carried out within 10 working days.
- Where parts or replacements are required, complete rectification for standard products typically within 30 working days.

Customer Service Email:  
**[customerservices@pwsnewbuild.co.uk](mailto:customerservices@pwsnewbuild.co.uk)**

**NOTE:** Chargeable works subject to extended lead times.

\* Dependent on contacts availability.



# Pearl Window Systems New Build Division Installation Scheme

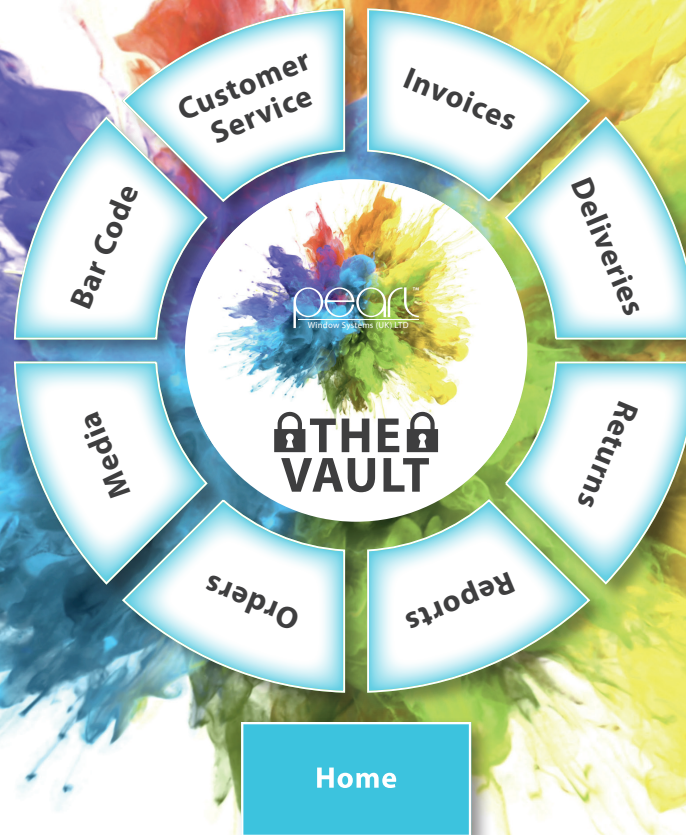
## Our interactive Cloud based system The Vault



Exclusive to Pearl Windows and our clients, we have built a fully integrated management system that manages everything from planning and Installations to customer care and much more.



Scan the QR Code to view a demo .







Installations		Test User			
Team	All Teams	Mon 15th May 2023	Tue 16th May 2023	Wed 17th May 2023	Thu 18th May 2023
unassigned 497624 Plot 103 - Redwood	David Howarth	David Howarth 500235 Plot 57 - Lavender Fields, Mac	Jake Bateson 501113 Plot 5 - Scholars Gate, Poulto	Jake Bateson 501105 Plot 6 - Scholars Gate, Poulto	Jake Bateson 501107 Plot 7 - Scholars Gate, Poulto
unassigned 502193 Oaktree Development	Jake Bateson	Jake Bateson 500630 Plot 6 - The Hawthorns, Edenfi	David Howarth 501247 Plot 7 - The Stables, Westhous		
unassigned 502448 cp/tc pepper st p11 h...	John (Engineer)		Jake Bateson 501352 Plot 12/13 - Remake DGUs		
unassigned 502449 cp/tc pepper st p12 keele	Pearl Delivery driver				

The Vault is our very own Portal which has access and sweeps our operating system 24/7, we have built this up a few years using the technology we have with in our manufacturing facility to ensure we have real time data together and manage KPI's within the business.

We have used this technology to extend into the installation side of the business, now for the first time we have the ability to:

- Our dashboard enables us to view all active quotation, per House Builder, per site, per individual product type.
- Once dropped from quotations to live orders, this replicates the same details, however at this point allows us the ability to view material
  - View Individual products required
  - Plan production far in advance
  - Manage and plan installation teams into a predicted future
  - Full installation planning per team, per customer managed in a bespoke diary within the Vault
- A traffic light system to monitor customer care
- CML management within the same planner
- Plots Are scanned from our distribution onto our installation vehicles
- Our vehicles are Google tracked, once each plot arrives at its final destination they are Google pinned to that location.
- Our installation teams carry PDA's, following installation this enable them take to take images of the installed product, these images are saved to the job files in the cloud, allowing us clear visibility of the quality of the finished products at a date and point in time.
- All products are QR Coded giving instantaneous access to all components, installation teams have the ability to report any issues electronically via their PDA on site direct to our customer care team for a more speedier response time .

Click here to view  
Installations Schedule Demo



# Pearl Window Systems New Build Division Installation Scheme Maintenance Scheme

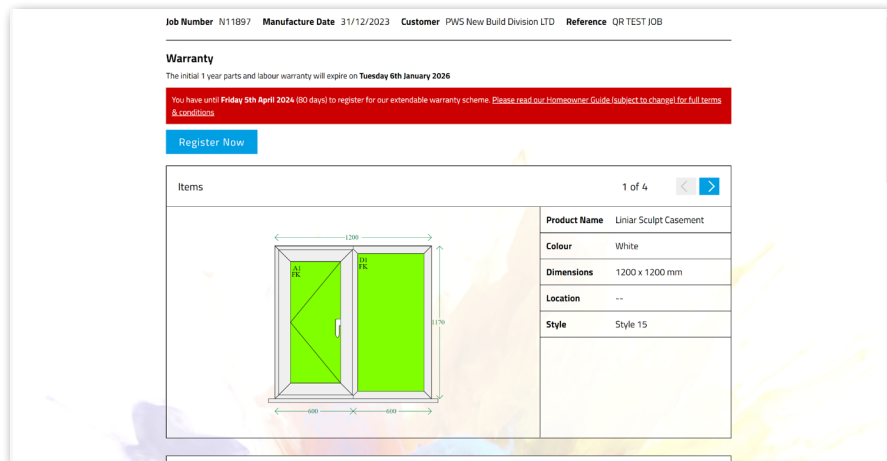


For the first time in the UK, your windows and doors have a unique QR Code. This creates a VIN number specifically for each product within your home. With the continuous development of our IT Portal, we have now managed to incorporate a full cloud-based maintenance system, in conjunction with launching a servicing programme to the consumer, we can now create a full-service history for your new windows and doors.

## Why choose a maintenance plan

Like any moving part, they need attention periodically, the same as your car needs a service, or your boiler would need servicing and replacement parts over its lifetime. The moving parts within your windows and doors need the same love and attention for them to stay at their optimum performance. Failure to do so, will not only limit the life expectancy of these parts but will compromise any warranty by not maintaining them over time.

Our new maintenance plan has been put together on a subscription basis, that way, for ease, you can rest assured that your 6 monthly service intervals will be managed for you, and our team of experienced customer care and on-site engineers will do the rest for you. Using our unique cloud-based software, our engineers can access your product data via the QR Codes

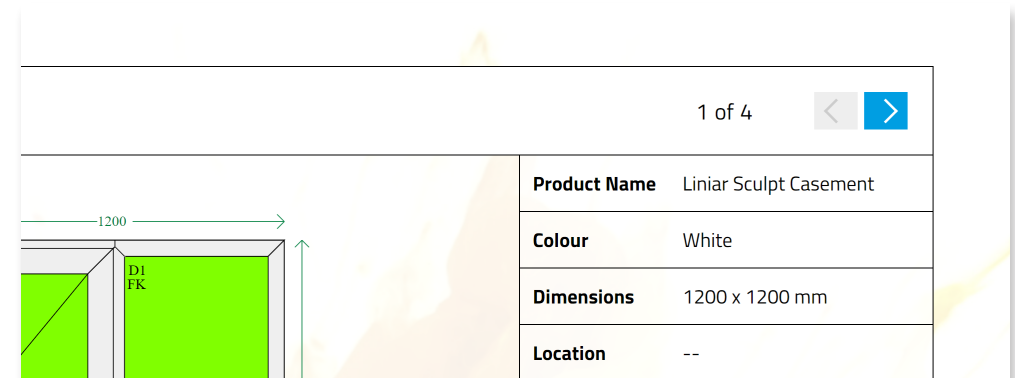


within your windows and doors. They will be able to register visits and store maintenance of each item together with making notes on our system, we will have, as we move forward, a full service history of your windows and doors. From the date of your subscription, you will be given 6 monthly appointments thereafter the registration date, these will normally take place on either side of your anniversary date (remember you have 90 days from the CML date in which to sign up to this). Your appointments will be managed via email notifications. If you need to cancel an appointment, this must be done by giving 48 hours' notice during working hours 8:30am to 5:00pm, by emailing: **customerservices@pwsnewbuild.co.uk**

Any service cancellations without notice may result in a charge for that call out.

## Mechanical Failures

Should you encounter any defect with your mechanical products you must provide a full description of the complaint including photographic evidence of the issue in question, together with a photograph of the QR Code on the same window or door, and send it immediately to the **customerservices@pwsnewbuild.co.uk** for assessment, this information will be assessed and replied to you within 48 hours.



# Pearl Window Systems New Build Division Installation Scheme Maintenance Policy



## Extendable Product Warranty Servicing, how the process works

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 directly with the hardware manufacturers for 10 years. (This is inclusive of the initial 2-year parts and labour term for NHBC). On house completion you will be given a Homeowners Guide (subject to terms & conditions of sale), this will include a QR Code link to an “e” version of The Homeowner Guide, the rules and guidance of which need to be adhered to for the extended warranties to be valid. For the extended warranty to be validated you must be registered to our maintenance programme, and complete, in full, the service application form here [qr.pearlwindows.co.uk/warranty-applicationform/](http://qr.pearlwindows.co.uk/warranty-applicationform/) together with the standing order form here [qr.pearlwindows.co.uk/standing-order-form/](http://qr.pearlwindows.co.uk/standing-order-form/). It is the homeowners responsibility to register and complete the registration online within 90 days after the CML date. Once completed online this triggers the extended warranty, 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 backup direct from a select group of international hardware manufacturers. Subject to our standard warranty, terms and conditions of sale. Our customer care team will diarise your annual servicing from the date of approval of your application, sending confirmation to the email address you have provided. Any cancellation of service dates must be done so in writing within 48 hours of your upcoming appointment. Failure to do so may result in an additional charge for a rescheduled visit. To keep within the warranty policies, a new appointment must have been arranged with our customer service and completed no later than 1 month following the 6 month service interval date. Failure to do so could result in the policy and warranty being terminated. All parts are subject to maintaining the products within the service dates dictated to us by the hardware manufacturers to stay within the warranty terms and conditions. Using our “cloud-based” system, our service engineers will record the maintenance via the QR Code fitted to the inside of your windows, our

service engineers will record each time we carry out maintenance on your products. Your products will be maintained at 6 monthly intervals, which are triggered from the date of your approved application and account set up. We work to the nearest date on either side of the 6 month anniversary to carry out this work. Please note: Following the initial 2 year NHBC coverage the extended warranty covers parts only. to take up this option it is the Homeowners responsibility to ensure registration has been completed within 90 days of the date from the CML date, failure to do so means exemption from the extended warranty policies.

When your maintenance is complete, when you scan the QR Code you will see a screen telling you that your maintenance is up to date and information on your next maintenance check. You are also able to add this to your calendar.





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