



**pearl**<sup>TM</sup>  
**WINDOW SYSTEMS**  
**New Build Division LTD**

*Sentry* Surveillance  
 System  
 Intelligent Windows & Doors

# New Build Installation Scheme

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 www.pearlwindows.co.uk



The worlds favourite  
 lock since 1843



# Pearl Window Systems New Build Division Installation Scheme

## The Fundamental Benefits

Welcoming you to Pearl Window Systems New Build Installation Scheme. Working with over 50 new build housing developers ranging from large national PLCs to local regional housebuilders we operate primarily in 3 areas of the country: Northwest, Yorkshire and East Midlands. We manufacture all of our own products from our group head office in a state-of-the-art manufacturing facility in Bolton, with operational hubs in Wigan and Barnsley servicing our new build sites. We pride ourselves on our quality and customer care employing all of our installation and customer care engineers directly running alongside our apprenticeship programme.



Our approved extrusion partner is Liniar:

Designed for saving energy

When you choose Liniar, not only are you assured of a high-quality product, but you'll be also be taking advantage of the most technically advanced range available in the UK.

PVCu windows may look similar – but it's the bits you don't see, tucked away inside the frames, that make a huge difference to how the windows perform, and how much energy they save – or waste –over their life cycle.

First introduced to the UK in the early 1980s, PVCu (or UPVC as they were known then) windows were unattractive and bulky – and only available in white. Being more cost effective to produce than alternative materials, they were soon used extensively in new buildings all over the country.

Most other PVCu window systems have been updated since then – but Liniar is the only range to have been designed completely from scratch combining extensive industry experience with the most modern window technology.

Launched in 2008, Liniar frames are not only beautifully slim and available in a huge choice of styles, colours, and finishes– they contain a huge number of hidden features to make them the most energy efficient frames you can choose.

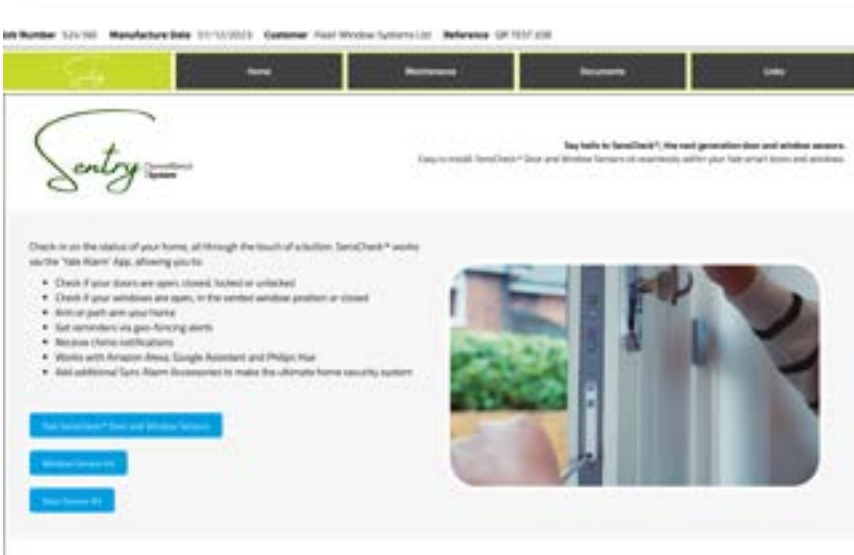
New for 2025 is our Sentry Windows and Doors that now come Intelligent ready as standard, this together with our new cloud based QR Code system to enable unapparelled access to data for “e” servicing and ease of customer care.



 Click here for for a quick demonstration, see inside for full product availability.

# Pearl Window Systems New Build Division Installation Scheme

## 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](#)

Sentry Intelligent Windows and Doors have been developed to work with:



The worlds favourite lock since 1843





# 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

## 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)

\* Dependent on contacts availability.

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.



# 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.



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).

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).

**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

## 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.



# 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.

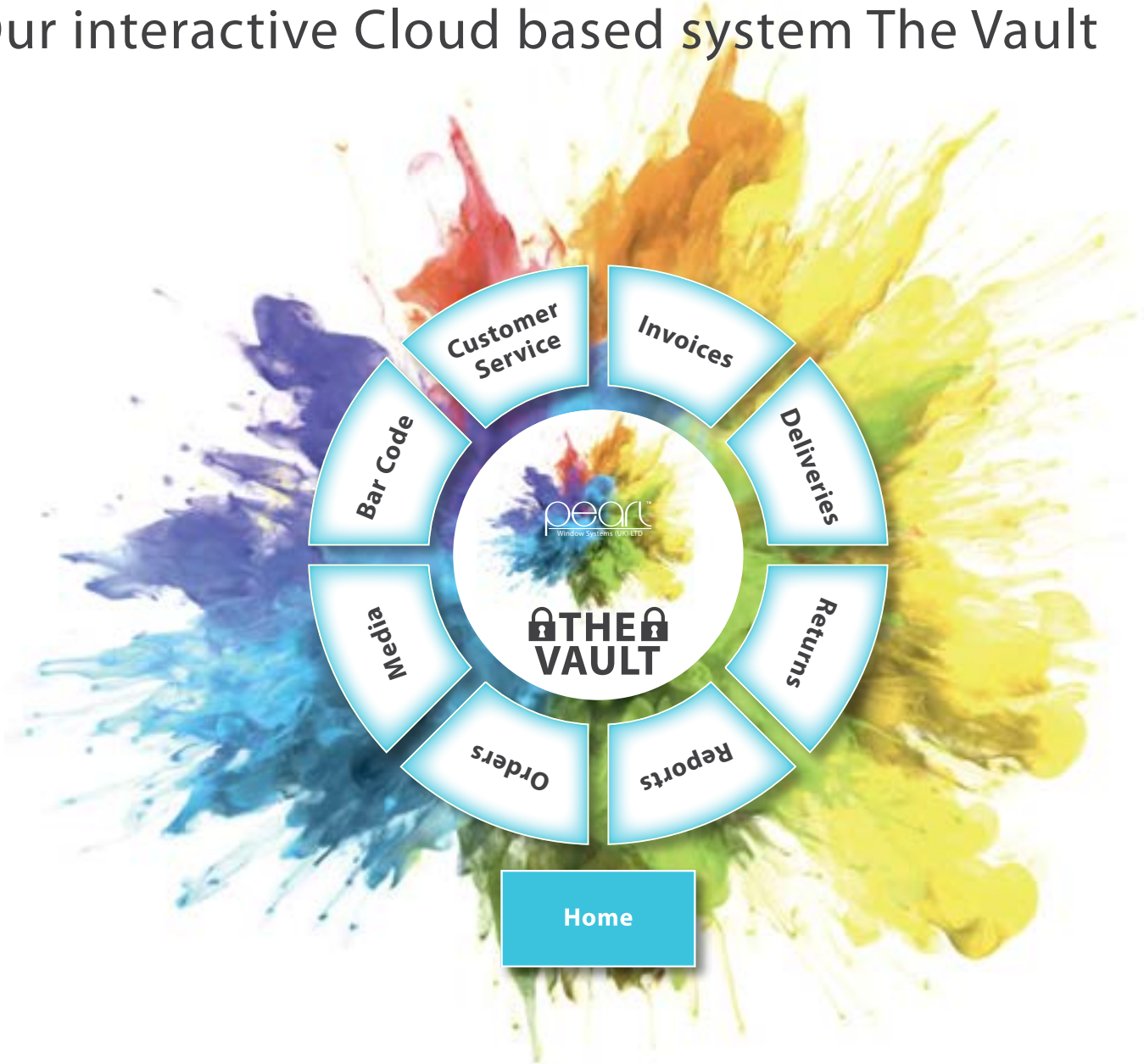
Customer Service Email:  
**customerservices@pwsnewbuild.co.uk**

**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

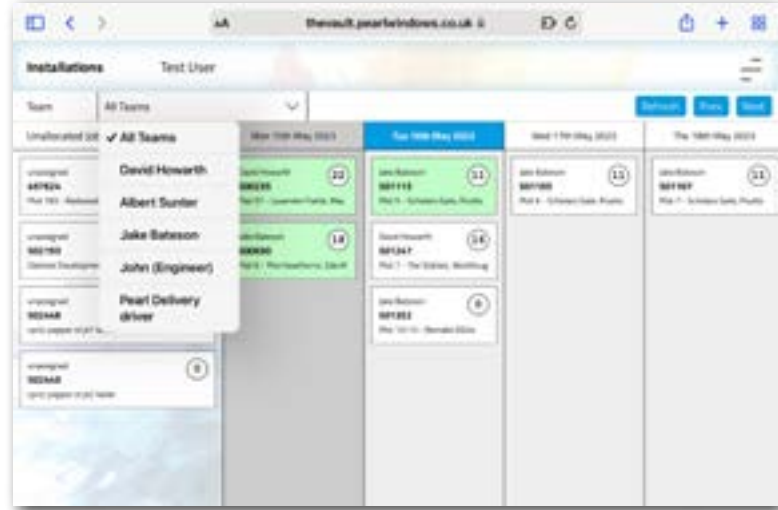


Exclusive to Pearl Windows and our clients, we have built a fully integrated management system that manages everything from planning and Installations to customer care and much more.



Click the link to view a demo





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  
Installation Schedule Demo



## Pearl Window Systems New Build Division Installation Scheme Sentry Security Lifetime 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** 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.\*

**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.**



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.



# Pearl Window Systems New Build Division Installation Scheme

## 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.



# Pearl Window Systems New Build Division Installation Scheme

## 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.

## 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 al maintenance is time sensitive, if you fail to maintain your products witing 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.



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



# Pearl Window Systems New Build Division Installation Scheme

## 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.

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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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.

# Pearl Window Systems New Build Division Installation Scheme

## The Sentry Surveillance System Warranty

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, 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 witing the service interval dates, your warranty will become void.

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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.

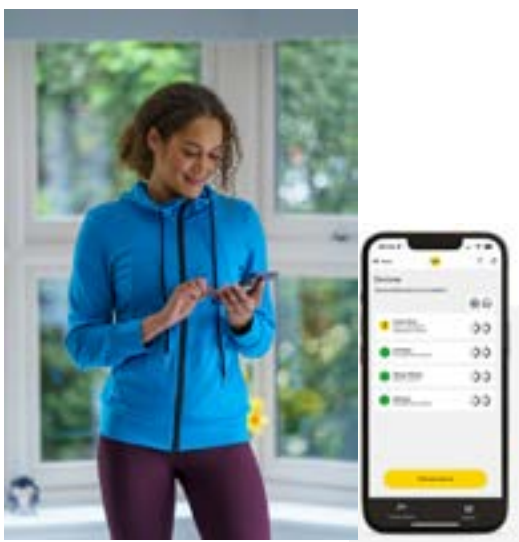


# Pearl Window Systems New Build Division Installation Scheme Sentry Surveillance System Warranty

with optional 10 year mechanical warranty subject to application and approval

The security system has been Kite Marked for Homr security

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



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



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



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



[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



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

The system hub has been developed to work with:



# Pearl Window Systems New Build Division Installation Scheme Warranty



**Sentry** Intelligent Windows and Doors

**Yale** The world's most secure door lock

**QR Code** Please scan the QR code to download your Homeowner's Guide for full assistance details

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

Please complete the information below:

Installer Authentication Code:	Installation Company:	Date Purchased / Date Frame Manufactured/Installed:	Installation Date: (Must be within 30 days of the manufacturer's install date)
Manufacturer's Order No: (Shown on the label on the frame)  This number is for the validity of your warranty. It must be completed and returned to us to validate your warranty.    Your serial number can also be found on the top right corner of your order acknowledgment and invoice.	Homeowner Address and Post Code:	Locksmith Address and Post Code:	
Homeowner Email Address:		Locksmith Email Address:	

Please note: The above details must be completed and returned to us. Please also provide the date of the installation to ensure your extended warranty. Please note the warranty is void if the above details are not completed. Please also provide the date of the installation to ensure your extended warranty.

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

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

**SUBMIT**

Please note, all other door hardware warranty offerings are only available through an authorised installer. Please also provide the date of the installation to ensure your extended warranty. Please also provide the date of the installation to ensure your extended warranty. Please also provide the date of the installation to ensure your extended warranty. Please also provide the date of the installation to ensure your extended warranty.





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**Quanex**



The worlds favourite  
lock since 1843