

GEORGE
BARNSDALE

Est. 1884

Our Guarantees

TIMBER WINDOWS & DOORS

An Overview Of Our Guarantees

At George Barnsdale we've been crafting the highest quality timber windows and doors at our Lincolnshire-based factory since 1884. We blend detailed design with premium materials and cutting edge technologies to ensure our windows and doors are as enduring as they are beautiful.

Our products are designed to provide you with years of high performance with minimal maintenance. This commitment to performance and longevity is backed by industry-leading guarantees which are reinforced by our suppliers.

We are proud of the guarantees that we offer and as such we are very transparent in how they work, as this brochure details. It's important to note that whilst our windows and doors are designed for long life with low maintenance, there are some simple maintenance procedures detailed within our **Owner's Manual** that need to be followed. By carrying out these simple maintenance procedures we are confident that your products will last a lifetime with very little effort.



Paint Finish
Manufacturer's guarantee against paint coating system failure.
*12 years for Accoya®.



Stain Finish
Manufacturer's guarantee against stain coating system failure.



Preservative
Manufacturer's guarantee against preservative failure.



Glazing Unit
Manufacturer backed guarantee for all drained and vented glazing units.



Hardware
Manufacturer's guarantee for all window and door hardware.



Weather Seals
Manufacturer's guarantee against failure of weather seals.

Coating Guarantees

As part of the way we design and manufacture our products, we take great care to ensure the coatings and how they are applied, result in industry leading products. We are involved in fundamental Research and Development Projects, alongside performing our own accelerated testing within our in-house R&D Testing Facility, to maximise industry knowledge.

The type of coating and how it is applied significantly contributes to the longevity of any timber window or door. In recognition of this, and to ensure minimal maintenance, we have developed a sophisticated coating system and created the best possible factory environment for the coating application.

With precise application by our painting robot, in a humidity-controlled environment, our four-stage coating system provides maximum protection to the timber, whilst allowing it to breathe and let its natural beauty show through. It is this meticulous attention to detail that allows us to provide our industry leading coating guarantees.

Coatings guarantee matrix

As standard, we provide a Ten-Year Guarantee for our paint finishes* and a Seven-Year Guarantee for our stain finishes.

Due to the fact that we provide a natural product means that the finished item can vary. The coating systems we utilise allow the uptake and release of moisture, which in turn is affected by the passage of time and external factors, such as, the weather.

For the first 12-months** our products will acclimatise to the environment they have been installed in. During this time, slight bubbling of the coating can occur as the coating adapts to the timber. The severity of this can depend on a multitude of factors, such as, type of timber, paint colour choice, product's directional facing, and exposure to weather. This effect will not affect the long-term performance, providing it is not disturbed.

As stated above, the conditions of climate and exposure do impact these standard guarantees, as they affect the rate at which the coating weathers over time.

*Twelve-Year Guarantee for Accoya.

**Timber is a natural product – settling time may vary.

- **Climate** – Areas at high altitude or close to the coast experience much more aggressive conditions which means that the paint coating will erode more rapidly.
- **Exposure** – To maximise the performance of the coating, it's best practice to set any windows and doors back from the face of the brickwork. This reduces their exposure to the elements and, as a result, the coating will erode at a slower rate.

The impact that the conditions of climate and exposure has on our standard guarantees is summarised by the following matrix:

Climate Exposure	Moderate: Non-coastal areas at low altitude.	Hard: Areas within five miles of a coastline.	Extreme: Areas of high altitude, such as Snowdonia or exposed coastal areas.
Sheltered: The windows/doors are sat beneath a porch or large roof overhang.	10 years for paint finish 7 years for stain finish	7 years for paint finish 4 years for stain finish	7 years for paint finish 3 years for stain finish
Partly sheltered: The windows/doors are built back in a reveal.	10 years for paint finish 7 years for stain finish	7 years for paint finish 4 years for stain finish	5 years for paint finish 3 years for stain finish
Not sheltered: The windows/doors are positioned on the face of the building.	7 years for paint finish 4 years for stain finish	5 years for paint finish 3 years for stain finish	5 years for paint finish 3 years for stain finish

Guarantee summary - paint and stain finishes

Covered by the guarantee:

- Embrittlement, flaking or cracking of the coating system.
- Significant yellowing of the coating.
- Premature erosion of the coating film leading to exposed undercoat.

Not covered by the guarantee:

- Damage due to building movement, impact and/or abrasion.
- Damage due to improper ventilation (see the **Installation Manual** for further details).
- Cracking on joints.
- Damage resulting from fungal growth and improper removal.
- Damage resulting from DIY modifications that expose the timber to external elements.**
- European Oak Timber and Light Oak Stains that have not been maintained annually with the Window and Door Careset (see the **Owner's Manual** for further details).
- Historic Range features including flush connections and square edges, as well as cill extension projections greater than 70mm.^
- Release of resin from the timber coming through the coating and extractive staining of knots.*
- Issues resulting from either failure to correctly install supply-only products (see our **Installation Manual**), or from failure to correctly maintain the coating in accordance with our **Owner's Manual**.

^With regular inspection, cleaning and preventative maintenance, these features can still offer a high-performing long-life. * It is very unusual for these issues to occur. However, if they do present themselves, a repair kit can be obtained from George Barnsdale. **** We properly seal end-grains, glue joints and preserve the timber. Moisture that enters the timber can be managed, as long as it is repaired within a reasonable time frame, by a competent individual.

Guarantee summary - preservative

Covered by the guarantee:

- Damage resulting from soft rot or blue stain fungus within the timber.

Not covered by the guarantee:

- Damage resulting from insect attack, such as termites.
- Issues resulting from failure to correctly maintain the coating in accordance with our **Owner's Manual**.

Extending coating life: Our products are designed to require minimal maintenance and will usually last considerably longer than the coatings guarantee before recoating is required. To ensure you get the best from the coating, it's essential that you follow the maintenance instructions detailed in our **Owner's Manual**.

Glazing Unit Guarantee

Glazing plays an extremely important role in the overall performance of a window. As standard our windows and doors are fitted with a high performance double-glazing system that is optimised for thermal efficiency, high light transmittance and acoustic performance. And, to ensure the clearest views, we employ our own stringent Glazing Visual Quality Standard which exceeds that of the Glass and Glazing Federation.

This quality is backed up by a ten year guarantee for all drained and vented glazing units. The guarantee covers the supply and fit of a replacement glazing unit within the first five years of installation, and then the supply of the glazing unit only for the remainder of the guarantee term.

Guarantee summary

Covered by the guarantee:

- Any premature failure of the perimeter seal.
- Any failure due to manufacturing faults.

Not covered by the guarantee:

- Failure due to the incorrect specification of glass (at specification stage we will need to be informed of factors such as wind and thermal stresses).
- Failure due to Thermal breakage.
- Issues relating to incorrect installation of supply only products in accordance with our **Installation Manual**.
- Issues resulting from failure to correctly maintain the glazing unit in accordance with our **Owner's Manual**.

Historic glazing

Within our Historic Range of timber windows and doors we offer an external putty glazing system with glazing units that have low profile edge seal to match closely with original designs. Whilst we utilise modern materials to maximise performance, it does affect the perimeter seal performance. As a result, for all products fitted with the putty glazing system we can only provide a five year guarantee on the glazing unit, covering both supply and fit.

Hardware Guarantees

For long life with low maintenance, we work with leading manufacturers to ensure that the hardware we fit to our windows and doors match our own exacting standards of high performance.

We offer a ten year hardware guarantee which covers the supply and fit of any replacements within the first year of installation, then supply only for the remainder of the guarantee term. The ten year weather seals guarantee is for supply only and covers all aspects of operational failure.

Guarantee summary

Covered by the guarantee:

- Operational failure due to mechanical faults.

Not covered by the guarantee:

- Surface damage.
- Damage caused by wear and tear.
- Issues resulting from failure to correctly install any hardware in accordance with our **Installation Manual**.
- Issues resulting from failure to correctly maintain any hardware components in accordance with our **Owner's Manual**.

Choosing the right hardware

When choosing from our window and door furniture collections, we recommend that the impact which climate and exposure have on the surface finish is considered. All furniture has been designed to provide long life with minimal maintenance. However, depending upon the environment in which they are installed, they will need to be kept clean and free of any corrosive or damaging particles. This cleaning is to be carried out in accordance with the maintenance procedures detailed within our **Owner's Manual**.

For particularly harsh and corrosive environments, such as coastal locations and those areas exposed to high levels of industrial and agriculture pollution, we recommend selecting handles and associated ironmongery from our Modern Collection. All hardware in the Modern Collection is machined from marine-grade stainless steel.

If you are unsure about which furniture collection is best suited, please don't hesitate to telephone us on **01775 823000** or email **enquiries@georgebarnsdale.co.uk**

Please note, all guarantees are issued in accordance with our Terms & Conditions, which are provided with every quotation

