

	Procedure: NORDAN UK PRODUCT WARRANTIES		Document Registration Number: NDUK-NPW-001
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NorDan UK warranties their products for a period of 10* years from the date of delivery. The warranty covers manufacturing and material defects.

The warranty covers: The provision of replacement parts, subject to a valid claim under the warranty within 10 years from the date of delivery. In addition, for the first 5 years from the date of delivery, the labour cost associated with replacing defective goods is also covered. Simple works or repairs as determined by NorDan UK required under the warranty should be carried out by the purchaser. Parts required for such works will be available from NorDan UK free of charge during the period of the warranty. In the unlikely event of failure, NorDan UK may, at their discretion, determine if the component will be repaired or replaced.

For NorDan main entrance door-sets, please refer to the product-specific warranty in the external door-set product brochure.

***N-Tech External Door: Door leaf 5 years from delivery date.**

****All electrical components 2 years from the delivery date.**

The warranty excludes:

General

- Any visible defects not notified to NorDan UK before installation.
- Any claims resulting from incorrect installation.
- The warranty does not cover repairs to products which have not been maintained in accordance with the NorDan UK maintenance guidelines provided at - <https://nordan.co.uk/advice-installation>
- Damage caused to the product as a result of an accident or negligence.
- Any costs associated with replacing defective goods after 5 years from the date of delivery.
- Any costs associated with the means to gain access to claims or service claims, including: - cranes, lifts, scaffolding, ladders or working platforms of any description.
- Any form of making good or re-decoration associated with the fitting, repairing of goods & their surroundings or consequential damage.
- Damage caused by transportation if not recorded and notified to NorDan UK at the time of delivery.
- The warranty does not cover damage due to swelling of components, any aesthetic discolouration or mould growth (including blue stain) resulting from exposure to excessive moisture or condensation either during or following installation.
- The warranty does not cover variations in the colour and grain of timber, or the number of joints per timber section.
- Discolouration or corrosion of ironmongery caused by harsh climatic conditions, inadequate cleaning or the use of inappropriate cleaning agents.
- Surface-level corrosion does not necessarily impair the functionality of ironmongery. Warranty coverage focuses on operational performance and is contingent upon adherence to the prescribed maintenance guidelines.
- Any product which has not been paid for in full.
- If the original product is no longer in production when a valid warranty claim is made, NorDan UK shall be entitled to provide a similar product or appropriate refund at their discretion.

Insulated Glass & Glazing

- Any insulated glazing units not supplied by NorDan UK or any special glass subject to another manufacturer's warranty.
- Glazing units not installed in the factory or by NorDan UK installers.
- Breakages resulting from thermal stress cracks will not be covered by the warranty more than 1 year after delivery. In addition, breakages resulting from cracks will not be covered when caused by inappropriate specification and installation, such as, but not limited to:
 - Spandrel panels & similar unventilated areas, adjacent shading or application of films to the glass.
- Any visual defects (as described in GGF datasheet 4.10) in the glazing unit which are not reported to NorDan UK within 6 months of installation.
- Breakages resulting from cracks are not covered if the glazing unit has not been installed in the factory or by NorDan UK installers.
- Breakages resulting from cracks are not covered if the glazing unit has been removed and re-fitted other than by NorDan UK installers.
- Breakages resulting from excessive structural movement or poor fitting of products, which may lead to cracking of glass.
- Spontaneous breakages, including those attributed to nickel sulphate inclusions in glass, are not covered under this warranty.