ATLAS
Aluminium

Product Guarantees



Guarantees Effective From 1st January 2025

The **hardware guarantee** covers both hardware and accessories and warrants that the Goods will correspond with their specification at the time of delivery and will be free from defects in material and workmanship for a period of 10 years from the date of supply to the Buyer.

The **glass guarantee** covers failure of the perimeter seals which can lead to units misting internally between the panes for a period of 10 years from the date of supply to the Buyer.

The **paint guarantee** covers the coated aluminium against the following faults for a period of 10 years for roofs, and 25 years for windows and doors, from the date of supply to the Buyer:

- Peeling, powdering and blistering.
- Corrosion except due to bending or folding after the application of the paint.
- Filiform corrosion.
- Chalking, fading and loss of sheen.

Important: Repairs or replacements do not extend the guarantees; they are covered only for the remainder of the original period. Guarantee and Product Exclusions can be found within this document.

Definitions: The ‘Seller’ means Real Aluminium Products Ltd T/A Atlas Aluminium. The ‘Buyer’ means Trade Customer. The ‘End User’ means the ‘Buyer’s’ customer.

After Care

The End User of these guarantees is responsible for the maintenance and cleaning of the product. The Seller’s cleaning and maintenance guide can be found in this document. If the Buyer makes a valid claim under these guarantees, we will determine the most appropriate solution to restore the products to their normal condition.

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Guarantees & Liabilities

1. All Goods are inspected before dispatch in line with the Seller's Quality Control procedures to ensure compliance with catalogue descriptions and supporting literature. No express or implied guarantee is provided regarding fitness for any purpose other than those stated in the sales manual or supporting literature.

2. The guarantees are subject to the following:
    a. Following the 'Cleaning and Maintenance Guide' within this document.
    b. The Seller accepts no liability for defects arising from drawings, designs, or specifications provided by the Buyer.
    c. No liability is accepted for defects caused by normal wear and tear, wilful, intentional or accidental damage, negligence, abnormal or poor working conditions or installation, damage resulting from products not being installed or used as designed or intended, failure to follow the Seller's instructions (whether oral or in writing), and misuse or alteration or repair of the Goods without the Seller's approval.
    d. The guarantees (or any other warranty, condition or guarantee) are void if payment in full for the Goods has not been made by their payment due dates.
    e. The guarantees only apply to the Seller's units when used in normal building conditions within the UK.

3. Subject as expressly provided in these Conditions, and except where the Goods are sold to a person dealing as a consumer (within the meaning of the Unfair Contract Terms Act 1977), all warranties, conditions or other terms implied by statute or common law are excluded to the fullest extent permitted by law. Where the Goods are sold under a consumer transaction (as defined by the Consumer Transaction [Restrictions on Statements] Order 1976, as amended) the statutory rights of the Buyer are not affected by these Conditions.

4. The Buyer must notify the Seller (whether or not delivery is refused by the Buyer) of any defect in the quality, condition, or specification of the Goods within 3 days of delivery and, in all circumstances, before the Goods are installed, incoporated into, or otherwise used in the relevant project or application. Where a defect was not reasonably detectable upon delivery or prior to installation, the Buyer must notify the Seller within a reasonable time after the defect is discovered. The Buyer is responsible for inspecting the Goods for defects, damage, quality, condition and specification prior to installation. If the Buyer fails to notify the Seller of any defect within the applicable period, or installs or uses the Goods before notifying the Seller of an apparent defect, the Buyer may not reject the Goods and the Seller will have no liability for such defect, including any costs associated with the removal, replacement, reinstallation, labour or other consequential costs arising from the installation or use of the Goods. The Buyer must pay the price in full as if the Goods had been delivered in normal circumstances.

5. If the Buyer makes a valid claim under these conditions for Hardware or Glass (the latter, in line with the Glass and Glazing Federation's guidelines), the Seller may, at its sole discretion, replace the Goods (or the defective part) free of charge or refund the price (or a proportionate part). This is the Buyer's sole remedy, and the Seller shall have no further liability.

6. If the Buyer makes a valid claim under these conditions for Paint, the Seller will require photographic evidence and undertake a thorough investigation into the claim alongside its profile and/or paint supplier. If the claim is deemed valid, the Seller may, at its sole discretion, replace or repair the Goods (or the defective part) free of charge, either directly or via a third party. This is the Buyer's sole remedy, and the Seller shall have no further liability.

7. If a replacement is provided, it will be the Seller's current standard product at the time of replacement, which may differ from the original.

8. Liability is limited to the cost of replacement parts and does not extend to any other expenditure or consequential loss. The Seller may request the return of goods claimed to be defective. If they are found defective through any of the items listed in 2.c. including normal wear and tear, accident, misuse, or failure by the Buyer or End User to maintain them, the Buyer will be responsible for all related costs. The Seller shall have no liability for additional labour charges or consequential loss of any kind.

9. Except in respect of death or personal injury caused by the Seller's negligence, the Seller shall not be liable to the Buyer by reason of any representation (unless fraudulent), or any implied warranty, condition or other term, or any duty at common law or under the express terms of the Contract, for any indirect, special or consequential loss or damage (whether for loss of profit or otherwise), costs, expenses or other claims for compensation whatsoever (whether caused by the negligence of the Seller, its employees or agents or otherwise) which arise out of or in connection with the supply of the Goods or their use or resale by the Buyer, and the entire liability of the Seller under or in connection with the Contract shall not exceed the price of the Goods, except as expressly provided in these Conditions.The Seller reserves the right to forward replacement parts to make good and shall not be liable for payment for any items purchased by the Buyer elsewhere without the Seller's consent.

10. The Seller shall not be liable for delay or failure due to causes beyond its reasonable control, including, but not limited to, natural disasters, war or threat of war, civil disturbance, actions of any kind by governmental bodies, industrial disputes, strikes, lockouts or trade disputes (whether involving employees of the Seller or of a third party), import or export regulations or embargoes; shortages of materials, or power or machinery breakdown.

Product Exclusions

1. Products that fall outside the Seller's published technical minimum and maximum sizes are not covered by the standard guarantee terms in relation to hardware and/or weather performance and/or product functionality.
2. Products with low thresholds may not be weather rated and therefore are not guaranteed against water ingress. Please take into consideration the location and exposure of the installation. Technical advice should be sought prior to ordering, if in doubt.
3. Designer and Signature Doors are subject to the guarantees offered by Smart Systems.
4. Internal Blinds Units are subject to the guarantees offered by the Seller's supplier.
5. Commercial Door Hardware is only subject to a 12-month guarantee.

Additional Glass Exclusions

1. Any products which have not been handled, stored, installed, and maintained completely in accordance with the glazing maintenance instructions of the Glass and Glazing Federation manual.
2. Products displaying the optical phenomenon occasionally seen in interference colour bands known as 'Brewster Fringes'
3. Products that spontaneously break due to Nickel Sulphide inclusions or edge damage.

Additional Paint Exclusions

1. Damage caused by changes made to the profiles or materials afterwards.
2. All damaging on the coating due to unusual use and normal ageing caused by mechanical contact, large changes and thermal shocks, rubbing of items or objects damaging not affecting the aesthetic appearance of the work, poor water drainage of the concept, aggressive and polluted environment.
3. Damage due to cleaning or corrosion of the materials caused by non-neutral chemicals.
4. Slowing down or delaying the repair or preventative repair due to testing or inspection.
5. The material coated is sited within direct influence of zones of salt water (within 500 metres of high tide line), acid or industrial or other aggressive emission sources which are known or believed to be damaging or corrosive to thermosetting powder coating.
6. Direct or indirect damage due to deformation of the materials after the coating.
7. Damage due to one or more electric current due to the use of alloys or materials, which are not compatible with aluminium, copper, lead, zinc, etc.
8. Less than 5% of the exposed external surface is affected.

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Cleaning & Maintenance Guide

1. Profile Cleaning & Maintenance

a. In areas within the direct influence zones of salt water, industrial chemical plants, blast furnaces or other aggressive emission sources, the window should be cleaned at least every three months. In relatively cleaner environments, every six months should be sufficient. In carrying out regular maintenance outside, the internal surfaces are frequently neglected. Over time, grime and deposits from tobacco smoke, coal and oil fires etc can discolour the inside window frame. It is recommended that these should be cleaned at least once a year.

b. **Procedure**
   i. Wash down with clean warm water containing non-alkaline liquid detergent (in a concentration that can be handled safely with bare hands) using non-abrasive cloth, sponge or soft bristle brush. This will remove grime, grease, and any excess chalking. All ridges, grooves, joints and drainage channels where salt or other deposits can collect should be well washed out, thus preventing corrosion sites from occurring.
   ii. Rinse thoroughly with clean water.
   iii. Dry using a soft cloth or leather.

c. Where a reduction in gloss is observed, chalking is evident or excessive staining has occurred, an approved renovating cream may be carefully applied with a non-abrasive cloth. Note: T-Cut or similar automotive paint restorer may be used provided it is not too abrasive. Care must be taken not to abrade sharp corners of sections or beads too heavily where the paint film is normally thinner. It should be noted that this operation should not be carried out too frequently. Polish with a soft cloth to restore gloss and maintain colour uniformity.

d. For extra protection, you can apply a wash polish once or twice a year, then use a soft cloth to polish and restore the gloss.

e. No powder coated paint coating, whether polyester or acrylic is “Maintenance free” especially when installing in coastal districts or areas with high industrial pollution, advice should be given at the time of installation regarding the frequency and nature of cleaning maintenance needed.

f. Modern powder coated finishes that we apply to architectural aluminium are practically identical to the types used on motor vehicles and therefore require a similar degree of care and attention which people typically lavish on their car bodywork. The frequency of cleaning relates directly to the decorative standard which the householder wishes to maintain and also the particular environment where the units are situated.

g. All paints “Chalk” to some extent in service and a reduction in gloss level will occur. The original finish can be easily restored using the procedure in 1c.

2. Window & Door Hardware and Maintenance

Clean down and lubricate the hinges, handles and locking mechanisms regularly to reduce wear and keep them working smoothly. For windows, do not oil the friction pads, as this will reduce their grip and affect how the windows stays open. Pad resistance can be adjusted using the provided brass screws.

3. Replacement of Glass

The glass can be replaced, and the original gasket and astragal bars supplied will be used to make good. Any damage to the gasket or beads may necessitate replacement to retain the weather performance of the product. (Refer to the Seller for these).

4. Replacement of Damaged Components

If damage occurs, the furniture and fittings can be readily replaced by releasing the fixing screws and changing the fitting. (Refer to the Seller for these).