

# Guarantee and Fitting & Maintenance Guidelines

## VBH (GB) Ltd 10 Year Guarantee

greenteQ 10-year Guarantee: Our Promise

VBH has every confidence that the greenteQ product range will delight our customers in terms of appearance and performance.

greenteQ products are designed for the UK and European window and door markets to conform to a multitude of standards including BS and EN where applicable. Quality checks are built into the manufacturing processes and supply chain so that reliability leads industry standards.

The 10 year guarantee for performance and reliability is provided subject to the product being fitted and maintained in accordance with VBH guidelines and shall not be subject to stresses and operating forces beyond normal levels.

In the unlikely event of a product failing within the 10 year guarantee period as a result of defective manufacture or design, VBH (GB) Ltd will replace it free of charge or credit its original purchase value. The component must be returned to us or inspected by VBH on site to agree the cause of failure. The credit shall not exceed the original value of the part.

This guarantee does not apply to any mechanical or surface finish fault if it is caused by wilful or neglectful damage or inappropriate chemical contact. It also does not apply to surface finishes if the product is installed in an area of particularly aggressive atmospheric conditions, such as near coastal or heavy industrial/polluted environments (within 1/2 mile).

For applications within 1/2 mile of such conditions we recommend greenteQ '25' Stainless Steel products, which have a full coastal guarantee.

This guarantee does not affect your statutory rights.



**For guaranteed performance and long term reliability all products must be installed and maintained\* in accordance with the following recommended guidelines.**

### Window & Door Handles and Furniture

- Handle screws must not be over tightened as this may impair the operation of the hardware.
- All turning points on handles must be lightly lubricated twice per year.
- Surfaces must be regularly cleaned with a soft damp cloth to remove any dust or grime, taking care not to scratch the surface.

### Window and Door Hinges

- Ensure that the correct size and type of hinge detailed in the relevant brochure is fitted according to window/door type, size and weight.
- Fixings must be into reinforcement using corrosion resistant screws taking care not to over tighten them.
- All pivot points must be lightly lubricated, fixings checked and the friction stay sliding channel wiped with a clean cloth, twice per year.

### Window and Door Locking Mechanisms

- Profile to be routed for gearbox in accordance with hardware manufacturer's guidelines, copies of which are available upon request.
- Excess swarf must be removed.
- Final adjustments should be made after installation to ensure positive engagement of all locking points and smooth closing operation.
- Any build up of dirt on all moving parts must be removed regularly. These points must be lubricated at the same time.

**\*Simple maintenance kits are available from VBH. Please ask.**