



ALUMINIUM GLAZED PRODUCT WARRANTY

This Warranty ("Warranty") is given by SGG Manufacturing Limited (registered number 12259340) whose registered office is at Denmark House, 143 High Street, Chalfont St. Peter, Gerrards Cross, SL9 9QL.

This Warranty is primarily issued to the original purchaser of the Products (the "Customer") but may, at SGG Manufacturing Ltd's discretion, be extended to the end user. In all cases, the end user must contact the original installer or supplier in the first instance. This Warranty is in addition to and does not affect statutory rights in relation to the Products.

Statutory and General Provisions

This Warranty is issued by SGG Manufacturing Limited ("SGG Manufacturing LTD" or "the Company") and is governed by and construed in accordance with the laws of England and Wales. Nothing in this Warranty shall affect or diminish the statutory rights of a consumer as provided under the Consumer Rights Act 2015 or any other applicable legislation in force from time to time. The benefits of this Warranty are offered in addition to, and not in substitution for, any rights or remedies which may arise as a matter of law. To the extent permitted by law, SGG Manufacturing Ltd excludes all other warranties, representations, conditions, or terms, whether express or implied, including any implied warranties of satisfactory quality, fitness for purpose or correspondence with description, except as expressly stated herein. This Warranty applies exclusively to Products manufactured or supplied by SGG Manufacturing Ltd within the United Kingdom and installed in accordance with applicable standards and the Operational & Maintenance Guide.

1. What the Warranty Covers

Subject to the provisions of this Warranty, SGG Manufacturing Ltd warrants that its aluminium glazed products ("the Products") will be free from defects in design, material, and manufacture for the applicable warranty period defined below, provided that the Products are used and maintained strictly in accordance with the Operational & Maintenance (O&M) Guide.

This Warranty applies to the aluminium frame and associated components only. The glazing within the Products is subject to a separate warranty provided by the glass manufacturer.

During the applicable warranty period, if:

- You give notice in writing to SGG Manufacturing Ltd within a reasonable time of discovering that the Products do not comply; and
 - SGG Manufacturing Ltd is given a reasonable opportunity to examine the Products,
- then SGG Manufacturing Ltd may, at its sole discretion, supply parts only to repair the defective Products at no cost to you (up to the original purchase price). If repair is not possible or uneconomical, SGG Manufacturing Ltd may replace the Products with those of the same or similar specification. Replacement or repaired Products will be warranted for the unexpired portion of the original warranty period. Labour costs are excluded.

2. Warranty Coverage and Marine Environment Classification

The warranty duration depends on the distance of the installation site from the coastline and compliance with the O&M Guide.

Distance from Coastline | Warranty Duration | Conditions

- 0 – 500 metres | No warranty | Extremely high salt exposure; no warranty applies.
- 501 – 2,000 metres | 2 years | O&M Guide must be strictly followed.
- 2,001 – 5,000 metres | 5 years | O&M Guide must be strictly followed.
- 5,001 metres and beyond | 10 years | O&M Guide must be strictly followed.

In addition to marine exposure, similar levels of maintenance are required for installations near other contamination sources such as industrial chemical plants, foundries, motorways, or areas with heavy air pollution. Internal aluminium surfaces should not be neglected; deposits from cooking fumes, tobacco smoke, or heating appliances should be cleaned annually.

Failure to comply with O&M requirements voids all warranty coverage, regardless of distance or time period.

3. General Conditions

This Warranty is subject to the following conditions:

1. The Warranty is transferable to subsequent owners of the property where the Products were originally installed. It becomes void if the Products are removed from that property.
2. SGG Manufacturing Ltd must be given reasonable access to inspect, repair, or replace Products.
3. The Warranty does not apply to any part or component added after manufacture by a third party or the End User.
4. SGG Manufacturing Ltd shall not be responsible for decoration, finishing, or making good works following repairs or replacements, except where damage results from SGG Manufacturing Ltd's negligence.
5. This Warranty does not cover installation workmanship.

4. Exclusions and Limitations

This Warranty shall not apply if:

1. The Products have not been installed, maintained, or used in accordance with the O&M and Installation Guides.
2. The Products have been altered or repaired without written consent.
3. The Products are used for commercial or industrial purposes unless expressly approved in writing.
4. Any damage results from improper use, negligence, accident, abnormal conditions, or failure to maintain.
5. Payment for the Products remains outstanding.
6. SGG Manufacturing Ltd was not informed at point of order that the installation is within 5,000m of a coastline.
7. Damage arises from fire, flood, extreme weather, vandalism, or events beyond reasonable control.

The warranty shall be void if periodic maintenance (as outlined in the O&M Guide) is not carried out and recorded.

SGG Manufacturing Ltd shall not be liable for loss of income, business, profit, indirect, consequential, subsequential or incidental losses, or for invalid claim costs.

Glazed units incorporated within the Products are covered by a separate 10-year warranty provided by the original glass manufacturer. This glazing warranty operates independently of this aluminium framing warranty.

Nothing in this Warranty limits liability for death or personal injury, fraud, defective products under the Consumer Protection Act 1987, or any matter unlawful to exclude.

5. Operational & Maintenance (O&M) Requirement

Compliance with the SGG Manufacturing Ltd O&M Guide is a condition of this Warranty.

In marine environments (0–5000 m from the coastline), cleaning and maintenance must be carried out by a competent professional cleaning contractor experienced with aluminium fenestration systems. Evidence of such maintenance (invoices or receipts) may be requested by SGG Manufacturing Ltd when assessing a warranty claim.

Failure to follow the O&M Guide automatically voids this Warranty.

6. Claims Procedure

To make a claim:

1. Contact your installer or supplier first.
2. If unavailable, submit a claim directly to SGG Manufacturing Ltd including:
 - Description and photographs of the defect;
 - Proof of purchase and installation date;
 - O&M maintenance record and supporting evidence of professional cleaning (if applicable).

Submit by email: service@sgg ltd.co.uk or post: SGG Manufacturing Limited, Denmark House, 143 High Street, Chalfont St. Peter, Gerrards Cross, SL9 9QL.

SGG Manufacturing Ltd will review and respond within 10 working days of assessment conclusion.

7. Governing Law

This Warranty is governed by the laws of England and Wales and subject to the exclusive jurisdiction of the English Courts.

SGG MANUFACTURING LIMITED

Denmark House, 143 High Street, Chalfont St. Peter, Gerrards Cross, SL9 9QL

*This Warranty should be read in conjunction with the SGG Manufacturing Limited Operational & Maintenance Guide and the separate Glazing Warranty issued by the original glass manufacturer. *

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