

Product Warranty



Hurst Doors Product Warranty Rev 08/2023

1. GENERAL

All Goods supplied by Hurst Doors (a trade name of Hurst Plastics Limited) of Unit 1, Kingston International Business Park, Somerden Road, Hedon Road, Hull, HU9 5PE ("the Company") to any other party, are sold subject to our standard Terms and Conditions which are available on our website. Copies are also available upon request.

2. COMPOSITE DOORS

2.1. In relation to Composite Doors, the Company offers the following guarantee:

- 2.1.1. The door slab material and surface finish (with the exception of sprayed) are guaranteed for a period of 10 years from the date of delivery (as defined in our Terms and Conditions). If the product surface has a sprayed painted finish applied, it is guaranteed for a period of 5 years from the date of delivery.
- 2.1.2. Glazed units are guaranteed for a period of 10 years from the date of delivery (as defined in our Terms and Conditions).
- 2.1.3. The operation and performance of door locks are guaranteed for a period of 10 years from the date of delivery (as defined in our Terms and Conditions).
- 2.1.4. The operation and finish of door furniture is covered by a third-party manufacturer's backed warranty and full details will be provided upon request.

2.2. The above guarantee for Composite Doors is subject to the following conditions and exceptions:

- 2.2.1. All composite door slabs experience thermal movement. The door slab will recover to its original state, to a maximum of 1mm side to side and 3mm top to bottom, when the installation recommendations are applied. These guidelines for protecting the door against thermal distortion are provided in the Company's Composite Door Technical Specification manual (available upon request or can be downloaded from Hurst Live). Should the recommendations not be observed the warranty on the door slab will be affected.
- 2.2.2. Although informative installation instructions are provided, the Company expects fitters to have sufficient knowledge in door fitting to be able to competently fit a door correctly. Fitting includes plumb, square and accurate fixing and general adjustment. A poorly fitted door can invalidate the warranty.
- 2.2.3. Occasionally, due to the nature of the product, minor imperfections and flaws may be evident. The Company deem minor chips, inclusions and minor scratches (up to 10mm long) to be acceptable. Where this is found to be the case, at the Company's discretion, the Company will provide touch up paint in order to make good. A warranty claim will not be accepted, and the Company will not replace Goods for such minor defects.



3. PVC-U PANELS

- 3.1. In relation to PVC-U Panels, the Company offers the following guarantee:
- 3.1.1. The colour fastness of white PVC-U products is guaranteed for a period of 10 years from the date of manufacture in accordance with the sheet extruders warranty, the details of which are available upon request.
 - 3.1.2. Wood grained and colour grained PVC-U products are guaranteed for a period of 5 years from the date of manufacture in accordance with the sheet extruders warranty, the details of which are available upon request.
 - 3.1.3. Glazed units are guaranteed for a period of 10 years from the date of delivery (as defined in our Terms and Conditions).
 - 3.1.4. The operation and finish of door furniture is covered by a third-party manufacturer's backed warranty and full details will be provided upon request.
- 3.2. The above guarantee for PVC-U Panels is subject to the following conditions and exceptions:
- 3.2.1. Due to the nature of the materials used and the method of manufacture, the Company recommend that you allow for tolerance of +/- 2mm to either cut size or thickness of every PVC-U panel.
 - 3.2.2. All panels particularly, but not exclusively, foiled panels are subject to thermal movement and may have a degree of bow (up to 10mm) however usually recover when fitted. Such bows are deemed to be acceptable. We also recommend that panels are stored horizontally not vertically so as to limit the probability of bowing.
 - 3.2.3. Woodgrain and coloured frames should have not more than 150mm reinforcing centres (with the first reinforcing centre to be not more than 50mm from the weld) so as to diminish the chance of twist, warp or movement of the installation. Failure to this may affect a subsequent claim for alleged panel failure.

4. ADDITIONAL CONDITIONS

The warranties set out in this document are given by the Company subject to the following conditions.

- 4.1. The warranty does not apply to:
- 4.1.1. failure caused by negligence, vandalism, wilful damage, extreme environmental conditions or excessive wear and tear;
 - 4.1.2. Goods being incorrectly fitted;
 - 4.1.3. Goods being in any way altered or modified;
 - 4.1.4. Goods which have not been maintained in accordance with the Company's recommendations for cleaning and maintenance;
 - 4.1.5. Goods not returned in compliance with the Company's Returns procedure (as set out in clause 10 of the Company's standard Terms and Conditions); and
 - 4.1.6. Goods if you make further use of them after giving notice to us under point 5.1.

- 4.2. Due to naturally occurring flaws and manufacturing methods of several of the glass ranges offered, minor imperfections, seeds, flaws, bubbles or similar may be evident but are deemed to be acceptable and no liability will be accepted by the Company.
- 4.3. Certain glass ranges, such as the triple glazed units, may be liable to 'rattling' or similar and no liability will be accepted by the Company.
- 4.4. The 'Lead' strip utilised in certain glass designs may be subject to oxidation when exposed to the elements. As oxidation is a naturally occurring effect, it is not considered a fault or flaw and the Company will accept no liability.
- 4.5. It is strongly recommended that the Company's maintenance procedure is followed. These instructions are supplied with the Goods and can be found in the Company's technical guide, brochures and website. If these guidelines are not followed, the warranty may not apply.
- 4.6. You may be asked to provide proof that Goods were correctly fitted, have not been tampered with and that they are correctly maintained as per the instructions supplied with the Goods. The Company will determine in its absolute discretion (acting reasonably) whether the Goods comply in this regard or not. Where proof cannot be provided, having reasonably been requested, the Company will accept no liability.
- 4.7. Composite Doors and PVC-U Door Panels are supplied ready finished and fit for purpose. Should you in any way attempt to alter the finish (including painting over the Goods) the Company will not be responsible for re-finishing or repairing the Goods and the warranty will be invalid.
- 4.8. If the Company accepts that an issue is covered by the warranty:
 - 1.1.1 then the Company reserves the right to repair, rework or provide replacement parts/products (determined at the Company's sole discretion) to rectify the problem.
 - 1.1.2 The Company shall not be responsible for the cost of labour or any other expenses incurred.
 - 1.1.3 Any Goods repaired or replaced shall be guaranteed on these terms for the unexpired portion of the warranty period relevant to the repaired or replaced Goods.
- 4.9. This warranty is for the original purchaser only and is not transferable.

5. MAKING A WARRANTY CLAIM

- 5.1. To make a claim under the warranty, you must email either composite.aftercare@hurstdoors.co.uk or panel.aftercare@hurstdoors.co.uk with the following information:
 - 5.1.1. Your name and address as shown on the invoice, invoice number, order number, date of order, date of delivery or collection; and
 - 5.1.2. A detailed explanation of the faulty or defective component; and
 - 5.1.3. Attach images or preferably a video clearly demonstrating the issue.