

Teknos UK Limited

Swift Joinery

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*Product Performance Warranty*



## Product Performance Warranty

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### Introduction

This agreement includes all conditions to which the parties have agreed as the basis for the supply of Teknos (UK) Limited ("the Company") coatings to Swift Joinery ("the Client").

In the event that the terms of this Warranty and the Company's terms and conditions of sale shall conflict, then the provisions of this Warranty shall prevail.

In this Warranty, the "Coatings" shall refer to the products specified in Tables One and Two and supplied by the Company to the client.

### 2. Definition of the Warranty

The Company warrants that the Coatings will be free from serious defects in material, design or workmanship ("Defect") as set out below, subject to the provisions contained herein, when the Coatings are stored and used in accordance with the Company's product, application and specification instructions.

- 2.1. In the case of opaque colour tones, the Company Coating system shall perform satisfactorily without re-treatment up to 7 (seven) years on European Redwood after the joinery elements have been coated. On laminated softwood this system can be extended up to 10 (ten) years.
- 2.2. In the case of translucent colour tones, the Company Coating system shall perform satisfactorily without re-treatment up to 5 (five) years after the joinery elements have been coated.

### 3. Technical standards

The following factors affect the durability and quality of surface coatings: wood type and quality; joinery design; the coating system; and quality control procedures. The Company will not be responsible, under the terms of this Warranty or otherwise, for Defects arising directly or indirectly from failure to meet the conditions and limitations set out below.

#### 3.1. Wood quality

The wood species listed below are included in this Warranty for the production of Swift 2000 (24mm glass) wooden windows:

European Redwood

Laminated softwood

The use of other species of wood must be approved in writing by the Company before inclusion in this Warranty.

During manufacture and processing, the timber moisture content will not exceed 14%, and it will be inspected to exclude attack by micro-organisms such as wood-destroying fungi, blue stain- or mould fungi or bacteria.

#### 3.2. Joinery Design

The design of the joinery elements will follow, as a minimum, the requirements of BS EN 644 and the generally recognised building methods and instructions, as varied from time to time, of the British Woodworking Federation's manufacturing criteria and standards for manufacturing and storage.

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### 3.3. Coating Systems

Joinery elements will be coated in accordance with the Coating systems summarised below:

Table One: Opaque colours

Treatment	Product Description	Application Method
Impregnation	Teknol Aqua 1410	Dip
End Grain Sealing	Teknoseal 4000	Brush
Priming	Aqua Primer 3130/ Aqua Anti Stain 2901	Spray
Intermediate Coat	Aquatop 2600	Spray
Finish	Aquatop 2600	Spray

Table Two: Translucent colour tones

Treatment	Product Description	Application Method
Impregnation	Teknol Aqua 1410	Dip
Priming	Aqua Primer 2900 base stain	Dip
End Grain Sealing	Teknoseal 4000	Brush
Intermediate Coat	Aquatop 2600	Spray
Finish	Aquatop 2600	Spray

After application of the Coating system, the thickness of the dry finished film will be a minimum of 100 µm.

Exposed end grain must be treated with Teknoseal 4000, liberally applied in two brush coats as shown above, and construction joints sealed with Teknoseal 4001 applied by mastic gun prior to the application of the final top coat.

The Company products will be applied and handled in accordance with the attached specification and technical data sheets (Appendix Two). Written notice will be given of any subsequent amendments to these.

### 3.4. Quality control

The Company shall be under an obligation to control and document its products according to its quality management system, ISO 9001:1994

The Client shall be under an obligation to manufacture according to an approved internal quality management

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system. This system will document the use of satisfactory wood quality, design and construction procedures, and also document the correct application of the Coating system.

### 3.5. Maintenance and repairs

The performance of the Coating system described under clause 2.1 and 2.2 presupposes that regular maintenance has been carried out according to the Company's maintenance guidelines as set out in Appendix One.

## 4. Special conditions and limitations

The Company's durability commitment does not extend to the following situations:

Damage to the joinery or coating system arising from but not limited to: inaccessible areas, pollution, mechanical damage, incorrect cleaning or incorrect use, neglect, explosion, ionising radiation, collision or other accident, fire, acts of God, wars (whether declared or not), vandalism, riot, civil commotion or other malicious damage, industrial action, chemical attack, water damage and the like.

Deterioration of the coating system caused by failure associated with third party workmanship.

Damage due to resin exudation. Resin is a naturally occurring substance and its appearance does not constitute a failure in either materials or workmanship. Where resin bleeding disrupts the paint film a spot repair should be carried out on the damaged area after removal of the resin and damaged paint.

Natural wear caused by chalking of the paint film in sunlight, or variation in colour and gloss. This process will not impair the performance of the paint film.

Deterioration of any part of the coating system caused by work carried out after the installation of the joinery.

## 5. Handling of claims

Claims for Defects in the performance of the surface coating shall be communicated to the Company, in writing, within seven days of the date when the Defect appeared or ought reasonably to have been discovered by the Client.

In the event that a claim for Defects is made which in the Company's opinion is valid and complies with the provisions of this Warranty, the Company will, at its option, either credit the Client the full price paid to the Company for the Coatings in which the defect occurred or supply replacement Coatings in respect of those in which the Defect has occurred.

The professional assessment of the damage and its cause is the responsibility of the Company. If the parties fail to reach an agreement on the judgement of the claim, it is agreed that an independent, competent person or organisation will be given the assignment of carrying out an inspection and giving an expert opinion, which can be accepted by both parties.

The Company shall not be liable for any indirect or consequential damage, losses or expenses such as but not limited to: loss of time, expenses due to employees, agents or operators, loss of profits and all claims by third parties against the Client.

The aggregate liability under this warranty shall not in any circumstances exceed the original cost of the defective Coating materials supplied to the Client.

## 6. Repairs

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The Company's consent, in writing, must be obtained before any remedial work is attempted. Failure to do so will render this Warranty invalid. The Company shall be entitled to control remedial work, which must be carried out in accordance with its instructions.

Materials repaired or replaced under the terms of this Warranty shall only receive the benefit of the unexpired duration of the Warranty period applicable to the Coatings originally supplied.

### 7. Terms of the agreement

This agreement shall enter into force on the date of the Coatings manufacture and shall not be extended if repairs are carried out under its terms or otherwise.

### 8. Other provisions

- 8.1. Changes to this Agreement can only be made in writing and validated by authorised representatives of the Company and the Client.
- 8.2. This warranty is given to and in favour of the Client and may not be transferred to any other party. In the event of a change or transfer of ownership, the warranty shall terminate immediately.
- 8.3. This Agreement shall be governed by the law of England.
- 8.4. This Agreement shall be valid, when both parties agree its content and have signed and endorsed it with a company stamp and authorised signature.

Place/date \_\_\_\_\_ Place/date \_\_\_\_\_

\_\_\_\_\_  
The Client

\_\_\_\_\_  
The Company

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### Appendix One: Maintenance Guidelines

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#### Care and Protection by user

With proper care and attention, factory finished coatings on timber door sets, windows and conservatories will give extended life between redecoration cycles and, by following these simple care instructions, offer continuous, trouble free, coating performance for the design life of the joinery.

- At least once per year all coatings should be washed with mild detergent and water to remove any surface pollution.
- All hinge mechanisms and handles should be checked at least biannually for ease of operation and lubricated with light oil suitable for the purpose, as required.
- Weather seals should be cleaned at least once per year to remove any dust or grime in accordance with the manufacturer's instructions.
- Ventilators should be cleaned at least once per year to remove any dirt or grime in accordance with the manufacturer's instructions.

#### First and subsequent re-decoration

The finish coat should be washed down with clean water to remove dust, insects and other contaminants, which can form a base for algae and fungi growth.

The coating surface should be inspected for mechanical damage, and affected areas repaired using the following procedure:

- Abrade the damaged area with a fine grade abrasive paper.
- Clean down and wash the abraded area to remove dust, and allow to thoroughly dry.
- Using a good quality synthetic brush, designed for use with acrylic paints; apply a coat of Aquatop 2600 in the appropriate shade/colour to the damaged area. Allow to dry for four hours, and then apply a second coat.

If the damaged area is widespread, it is recommended that the whole frame is lightly abraded and repaired as described above with the second coat applied to the complete frame.

*Where moisture has penetrated joints, end grain, mitres or natural movement of the timber has opened shakes, treat as follows.*

- Abrade the damaged area with a medium and then fine grade abrasive paper.
- Clean down and wash the abraded area to remove dust, and allow to thoroughly dry.
- Treat bare wood, where appropriate, with a preservative, and allow to dry.
- For opaque colours, prime bare timber with Anti Stain Aqua 2901 and for translucent with Aqua Primer 2900 base stain in the original colour.
- Seal the opened joint with Teknoseal 4001 joint sealer applied by mastic gun. Wipe with a damp cloth or spatula to give a smooth joint and allow to dry to a clear finish.
- Using a good quality synthetic brush, designed for use with acrylic paints, apply a coat of Aquatop 2600 in the appropriate shade/ colour. Allow to dry for four hours, then apply a second coat.

*Where damage has affected the full depth of the coating system, i.e. a deep cut or gouge, the full system requires repair.*

- Abrade the damaged area with a medium and then fine grade abrasive paper.
- Clean down and wash the abraded area to remove dust, and allow to thoroughly dry.
- Treat bare wood, where appropriate, with a preservative, and allow to dry.
- For opaque colours, prime bare timber with Anti Stain Aqua 2901 and for translucent with Aqua Primer 2900 base stain in the original colour.
- Using a good quality synthetic brush, designed for use with acrylic paints, apply a coat of Aquatop 2600 in the appropriate shade/ colour. Allow to dry for four hours, then apply a second coat.

*Where the coating system is intact but requires a cosmetic coat, the following procedure should be followed.*

- Lightly abrade the damaged area with a fine grade abrasive paper.
- Clean down and wash the abraded area to remove dust, and allow to thoroughly dry.
- Using a good quality synthetic brush, designed for use with acrylic paints, apply a single coat of Aquatop 2600 in the appropriate shade/colour. Allow to dry for four hours.

*Where resin has exuded through the coating:*

- The best remedial treatment is to allow it to weather until it dries and oxidises, forming a white crystalline powder. The dried resin can then be removed with a stiff nylon or natural bristle brush, and any remaining residues washed off with a cloth.
- Water based coatings with their relatively high degree of moisture vapour permeability often allow the passage of resin to the surface without damage to the coating. If the finish is not damaged, by over-vigorous scrubbing during crystal removal, re-coating is often unnecessary.
- Although it may be unsightly, it is better not to remove fresh sticky resin. In practice, this can be very difficult, and the presence of sticky resin indicates that the exudation is still continuing. The remedial work for resin exudation is often best left until the first maintenance period, by which time the resin has normally fully crystallised. After removal as described above, the overall application of one maintenance coat of finish restores the general appearance of the timber and maintains its protection.

*When carrying out any coating work, do not attempt to paint when the temperature is below 8 degrees Celsius, or if the relative humidity exceeds 85% as the curing and performance of the coating may be impaired.*

*If there is any doubt about the substrate or underlying paint film, apply the appropriate Teknos products to a small, inconspicuous area, allow to dry for 24 hours, before inspecting appearance and adhesion to substrate. Repair products can be obtained from Teknos (UK) Limited, and can be stored in frost free conditions for up to six months in sealed packaging.*

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## **Product Performance Warranty**

### ***Appendix Two: Technical Data Sheets***

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OF A GOOD WINDOW

a member of:

The **Wood Window Alliance**



BRITISH  
WOODWORKING  
FEDERATION



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