



SKYMAKER GLOBAL WARRANTY

FOR SUPPLY OF SKYLIGHTS

www.skymakerglobal.com



Skylight (s) Warranty

Contract Number:

Customer Name:

Issued:

Site Address:



This certificate covers all products supplied by Skymaker Limited as detailed on the Contract of Sale and should be read in conjunction with this document and the Terms & Conditions of Sale. Please see below for details of guarantee elements and periods and any exclusions which may apply.

Skymaker roof lights accessories are high-quality products. In order to ensure their lasting serviceability and durability as well as to prevent personal and material damage, their professional service and maintenance is essential. Please refer to our maintenance instructions which are available on our website at www.skymakerglobal.com/maintenance. Please note that disregarding this maintenance information could lead to exclusion from warranty and product liability claims.

Product	Warranty	Time from date Installation complete
Aluminium frames	Warranty against frames discolouration, warping or splits. All rooflight elements which are designed to be opened and closed must be operated at least once a month to avoid damage through inoperative wear and tear (especially corrosion and stiffness).	15 years
Sealed units	Warranty against sealed unit failure, including condensation inside of the unit. Please refer to guidelines on our website at www.skymakerglobal.com	5 years
Moving parts / hardware	Replace or repair any damaged or jammed moving part installed by Skymaker Ltd found to be defective due to faulty materials or manufacture. Replace or repair any damaged or jammed moving part installed by Skymaker Ltd found to be defective due to faulty materials or manufacture.	2 years If installed by Skymaker; 1 year if products were supply only
Installation	Only on products installed by Skymaker Ltd	15 years

Making a claim

If you experience a malfunction or you are having difficulty with the operation of any of your Skymaker products, please contact our head office. A document will then be sent for your completion.

IMPORTANT NOTE: An initial call out charge may be made for any claim; this charge will be fully refunded if the fault is found to be covered by your warranty.

Transferring the warranty to a new property owner

This guarantee covers the Skymaker products shown at the address shown above. The guarantee will automatically transfer to new owners of the property, if applicable, as long as this certificate and its unique reference number is passed on to them when the property is sold. Certificates in a new owner's name can be issued by contacting Skymaker on 020 7183 7015 or email info@skymakerglobal.com

The Skymaker Ltd. products are guaranteed against all defects in materials with exclusions as follows:



1. The Guarantees only apply to components of the Skymaker products and specifically excludes any product or service (including installation and building works) not supplied by the Vendor.
2. Any defect should occur within the above-mentioned Guarantee periods the Customer shall notify the Vendor in writing at its address above or e-mail at info@skymakerglobal.com, within a reasonable time after discovery of the defect and we will arrange an inspection and will repair or replace any components found to be defective due to faulty materials or manufacture. However, there will be a labour charge for any works carried out after the end of the first 12 months and within the remaining 108-month period.
3. Once the service call is reported we will process the order within 48 hours and you will be informed when the service will be carried out.
4. No warranty can be given that goods replaced by Skymaker Ltd. will correspond precisely with those supplied in the first place if Skymaker Ltd. or its suppliers have discontinued the manufacture or supply of those goods. Skymaker Ltd shall, however, use reasonable efforts to find replacement goods which are similar to the goods being replaced.
5. The Guarantees will be invalidated immediately should the products be misused, damaged or rendered inoperative, dismantled by the customer or any unauthorised person, neglected or should any alteration to the original specification take place.
6. The Guarantees will be invalidated immediately should the product show evidence of impact, mishandling or tampering unnatural chemical corrosion or use contrary to its intended purpose.
7. Routine cleaning and normal cosmetic and mechanical wear are not covered under the terms of this Guarantee.
8. Skymaker Ltd. shall not be liable to the Customer for any defect in the goods (including any discolouration of UPVC products) once Skymaker Ltd. Guarantee has expired.
9. The Certificate must be fully and duly completed to validate the Guarantees contained therein.
10. Please keep the Certificate in a safe place; duplicate or replacement copies of this Certificate cannot be issued. Valid proof of purchase must be shown to the Company before any request for remedial/repair work will be acknowledged.
11. Our sealed unit warranty excludes breakage or cracking for any reason immediately after installation/delivery/collection has been completed.
12. The guarantee applies to product finishes for 1 year but does not include faults caused by wilful or neglectful damage, excessive wear and tear and situations of atmospheric or installation conditions that may lead to accelerated finish breakdown.

The Skymaker Ltd. products are guaranteed against all defects in materials with exclusions as follows:



14. If your products include bi-folding doors, sliding doors and/or opening vents, it is vital that the tracks and all areas when the products are open are kept clean at all times. The tracks/openings must be kept clean of stones, dirt, dust or any other foreign objects to ensure your product continues to operate as designed. Please be aware that all the above could lead to your products not operating correctly and worst case scenario make your products require replacement new parts. If this is the case on inspection any repairs that are required will not be covered under your warranty/guarantee and will be chargeable for both parts and labour.
15. On all openings, the base and head structure must be structurally sufficient for the products that are installed. If the threshold is not solid it can result in movement that can result in your products not operating as designed. This is also the case if there is any movement in your head detail, most notably the if the lintel above the product deflects. If this is the case on inspection any repairs that are required will not be covered under your warranty/guarantee and will be chargeable for both parts and labour.
16. Exempt from this warranty are corrosions due to environmental impacts, such as installing window and door elements close to the sea (salt in the atmosphere), close to roads with gritting or in an atmosphere polluted with heavy industry pollutants.
17. There is no warranty on the change of appearance of surfaces as a result of dirt.
18. Condensation on both sides of single glazing or on the room and/or weather exposed side of insulating glass are exempt. This condensation is due to physics and may occur under certain climatic conditions.
19. All delivered/collected goods are to be examined thoroughly upon receipt/collection. Faults of any kind must be reported within 24 hours in written format with accompanying photographs of the reported issue. Claims after this period are subject to the discretion of Skymaker and may not be covered under your guarantee/warranty.
20. Warranties become invalid if surface damages have been caused with intent or out of negligence or by neglecting the necessary care. This applies especially to strongly stained or difficult to remove, persistent stains.
21. It should be noted that the warranty for functionality of the product generally presupposes that Skymaker Ltd. maintenance guidelines have been adhered to completely and especially assembly and fitting have been carried out completely professionally.
22. This Guarantee does not affect your statutory rights as a consumer in the United Kingdom.

Thank you for choosing Skymaker for your products. We hope that you are delighted with your products and trust that you will enjoy them for many years to come

