



MACO – TRICOAT Warranty Certificate

15 Year Guarantee on TRICOAT Window and Door Hardware

We guarantee:

- That our fittings are manufactured to the highest quality standards available. This is assured by our membership of the RAL-Gütegemeinschaft (quality association for locks and fittings), and our certification to DIN ISO 9001.
- TRICOAT is an advanced corrosion resistant surface protection coating, which protects greatly in excess of both the RAL and BSI requirements.
- Any failure be it a moving, supporting or locking component, provided the fittings have been correctly assembled and this confirmed in a Maco specification audit report.
- That if the same component is no longer available and it cannot be repaired we will replace it with an equivalent article.

In addition we offer:

- Free copies of our installation and maintenance brochures and user information such as operating instructions and stickers.
- Free staff training covering fabrication, adjustment and maintenance of our fittings.

Conditions of warranty:

- The liability of Maco (U.K.) under this guarantee shall be limited to the cost of repair of the component or to the invoice value of the component replaced whichever is the lower and the company shall not be liable for any consequential loss or damage howsoever caused. It shall be the duty of the customer to insure against such consequential loss and to hold Maco (U.K.) harmless therefore. The warranty period shall run from the date of the installation (not from the date of contract), proof of which will be required.
- Maco (U.K.) shall not be liable under the guarantee for any defect in the goods resulting directly or indirectly from: -

1. Misuse or negligence.
 2. Incorrect installation.
 3. Their use in association with non-compatible products which are not to the Maco (U.K.) specification or manufacture.
 4. Any form of modification from the original specification.
 5. The end user exceeding our size and weight limitations
- All operational information must have been transferred from the contractor to the end user on completion. On completion the end user must be advised by the contractor to inform the window manufacturer of any damage caused to the windows by storms or any other means.
 - The warranty on the surface protection coating will only apply if it is proven that no external environmental influences or aggressive substances from the framing material have worked into the hardware.
 - Under this warranty Maco (U.K.) shall have been granted the right to inspect all installations and premises from where hardware has been returned. In the event that evidence can be produced that the fault was incurred as a result of neglect, misuse or irregular installation, Maco (U.K.) reserves the right to invoice the customer for all charges incurred.
 - Maco (U.K.) shall in no manner whatsoever be liable for making good any damage sustained to the window or the original fabric of the building as a result of any work being carried out at the customers premises.
 - All components must have been inspected annually to ensure that they are firmly fixed. Where necessary the fixing screws must have been tightened if found loose. All moving parts and locking points must have been lubricated.
 - Annual servicing of the windows will be

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done for the life of the guarantee. All maintenance and service work must be carried out in accordance with our recommended maintenance instructions. All maintenance and servicing of the windows must be recorded in a service manual and carried out by technically qualified personnel.

- Maco UK must be advised in writing by the Specifier at the point of tender of the location, size and style of windows. Failure to comply with this requirement will invalidate this guarantee.

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