Landmark
WINDOWS & JOINERY

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Accoya Guarantee

Accoya® Timber – Premium Option

Accoya® is offered as a premium timber option, engineered for exceptional durability, dimensional stability, and long-term performance.

Accoya offers a 50-year warranty for wood used above ground (i.e. normal exterior joinery, windows, doors, cladding, etc.). If the wood is used in ground contact or in freshwater / water-contact situations, the warranty period is 25 years.

The warranty covers “material damage” by fungal decay or rot, under “ordinary use,” and excludes common surface mould/mildew, non-structural cosmetic issues, or damage caused by misuse or poor maintenance.

When the Accoya upgrade is selected, the following additional terms apply:

1. Material Performance

1.1 Accoya timber is manufactured using a certified acetylation process designed to improve resistance to moisture, fungal decay, and timber movement.
1.2 Due to its enhanced stability, Accoya offers superior performance compared to standard hardwood; however, natural variation in grain, colour and texture may still occur and is not considered a defect.

2. Finishing Requirements

2.1 To maintain the performance of Accoya products, all external surfaces must be fully coated using a compatible paint or stain system approved for use on Accoya timber.
2.2 Failure to use a suitable finishing system, or failure to maintain coatings as required, will void any warranty relating to the timber.

3. Installation Requirements

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3.1 Accoya must be installed in accordance with best-practice joinery installation standards, ensuring correct sealing, ventilation, and protection from prolonged moisture exposure.
3.2 The Company shall not be liable for swelling, distortion, moisture ingress, or coating failure resulting from incorrect installation or poor site conditions.

4. Maintenance Requirements

4.1 Although Accoya requires less frequent maintenance than hardwood, the Customer must ensure:

- coating inspections at least every **24–36 months**,
- prompt repair of any coating breakdown, and
- regular cleaning of frames, drainage pathways, and hardware.
  4.2 Failure to maintain coatings or clear water drainage pathways will void the warranty.

5. Warranty

5.1 Accoya components are provided with an extended warranty against fungal decay and timber rot, subject to correct coating, installation, and maintenance.
5.2 This warranty applies to the Accoya timber only and does not extend to:

- damage caused by incorrect installation,
- environmental factors (damp, condensation, runoff),
- coating failure due to neglect or site conditions,
- mechanical damage or alteration by others.

6. Natural Characteristics

6.1 Minor surface checking, small resin deposits, and natural cosmetic imperfections may occur and do not affect performance or constitute a defect.
6.2 As with all natural products, slight seasonal movement is expected and is not covered by warranty unless directly caused by a manufacturing fault.

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Subject to the conditions listed below:

- **Complete new replacement frames, sashes, and/or doors** are guaranteed for **10 years** from the date of completion of the installation, against faults caused by defective materials or workmanship.

- **Repairs and restoration works**, including hardwood splicing, sill replacements, epoxy resin repairs, and repainting of old existing frames, doors, and/or sashes, are guaranteed for **up to 2 years**, against faults caused by defective materials or workmanship. This guarantee applies solely to the specific work undertaken and does not extend to pre-existing materials or their inherent condition.

During the guarantee period, LANDMARK WINDOW CO LTD undertakes to repair or replace, free of charge, any fault that develops due to defective materials or workmanship, within the scope of the guarantee. **(Subject to the guidelines in our Warranty Procedure)**

The window, door furniture, and fixing sealants that form part of the installation are subject to a **12-month manufacturer's guarantee**.

Sealed Units Guarantee: Sealed units, including double, triple, and vacuum glass/glazing, are guaranteed for **five years** from the date of completion of the installation. This guarantee is subject to the conditions outlined in LANDMARK WINDOW CO LTD's Terms and Conditions, which apply to all aspects of the guarantee. Please refer to the Terms and Conditions for additional information regarding exclusions, limitations, and customer obligations.

Within the first **1 year**, the Company will provide a free replacement and installation of any sealed unit that is found to be faulty, provided that all other terms of this agreement have been adhered to by the Customer.
From **year 2 to year 5**, the Company will facilitate a replacement unit under the supplier's guarantee, subject to any applicable exclusions. However, the cost of installation for the replacement unit during this period will be charged at the Company's prevailing half-day or full-day rate, depending on the extent of the work required. The Customer will be fully informed of these charges prior to any work being undertaken.

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If disputes arise regarding workmanship or faulty goods, an independent adjudicator, mutually agreed upon by both parties, will be sought. The cost of adjudication will be borne by the losing party or shared equally if no fault is found.

AFTERCARE REQUIREMENTS

Proper maintenance is essential to uphold this Guarantee. Customers must keep date-stamped photos showing any decay or defect: Condition of paint, seals/joints, hinges and ironmongery. Customers must adhere to the aftercare guidelines provided in the **LANDMARK WINDOW CO LTD Terms and Conditions**, as failure to do so may void this Guarantee. Key practices include:

- **Repainting and Re-sealing**: Regular repainting and re-sealing of timber elements, typically every **3 to 5 years** depending on exposure, are necessary to protect against moisture damage.
- **Cleaning and Ventilation**: Clean timber frames with mild detergent every **3 months** and ensure rooms are properly ventilated to prevent condensation-related issues.
- **Lubrication of Moving Parts**: Annually lubricate hinges, locks, and other moving parts to maintain functionality and prevent wear.
- **Inspection and Weatherproofing**: Regularly inspect for any timber damage, replace worn seals promptly, and maintain nearby gutters to prevent water damage.

For full aftercare instructions, please consult the **Aftercare Guidelines** in the Terms and Conditions. Following these guidelines is essential to maintain the validity of this Guarantee.

CONDITIONS

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1. The customer must notify LANDMARK WINDOW CO LTD in writing of any alleged defect within one month of becoming aware of the issue. This does not affect the customer's statutory rights under the Consumer Rights Act 2015.

2. The customer must provide LANDMARK WINDOW CO LTD with reasonable opportunity to inspect, test, or otherwise ascertain the nature of the alleged defect.

3. The customer must allow LANDMARK WINDOW CO LTD to rectify any defect or defects, allowing the Company discretion in the choice of materials, timing, and method of rectification.

4. The installation has not been adapted, altered, tampered with, or worked on by persons not authorised by LANDMARK WINDOW CO LTD.

5. **Damage or faults due to accident, misuse, neglect, poor maintenance, failure to follow aftercare recommendations, and fair wear and tear are excluded**. This includes, but is not limited to, natural fading, minor surface damage, and deterioration due to weather exposure.

6. **For repairs and restoration works**, the guarantee is limited to **2 years** from the date of completion. This guarantee applies only to the specific repair or restoration work carried out and does not extend to the entire structure or any components beyond the work performed. **Faults arising from pre-existing conditions**, **substandard original materials**, or **underlying structural issues** are expressly excluded.

   Prior to commencing any restoration, LANDMARK WINDOW CO LTD will conduct a visual inspection and document the condition of the relevant pre-existing materials. This inspection is limited to what is reasonably accessible and visible at the time and does not extend to concealed or underlying issues unless specifically noted in writing. **Any defects or deterioration in the original materials**—unless fully rectified as part of the restoration works—are explicitly **excluded from the guarantee**. The Company accepts no liability for future issues arising from conditions or defects that were not reasonably identifiable during the initial inspection or for any recommendations that were not acted upon by the customer.

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LIMITATION OF LIABAILITY

1. LANDMARK WINDOW CO LTD's liability under this guarantee is **limited to the value of the original contract**. The Company will not be held liable for **any indirect, consequential, or special damages** including, but not limited to, loss of profits, loss of use, or damage to other property, unless caused by the Company's negligence.

2. **Force Majeure**: LANDMARK WINDOW CO LTD will not be liable for any delays or failure to perform its obligations under this guarantee if caused by circumstances beyond its reasonable control, including but not limited to extreme weather conditions, natural disasters, or other force majeure events.

TRANSERFRABILITY

This guarantee is transferable to subsequent owners of the property, if LANDMARK WINDOW CO LTD is notified in writing within **30 days** of the property transfer. The Company reserves the right to inspect the installation before confirming the guarantee transfer.

This guarantee is provided in accordance with and subject to the Terms and Conditions of LANDMARK WINDOW CO LTD. The Terms and Conditions outline further details regarding limitations, exclusions, and the responsibilities of both the company and the customer. By accepting this guarantee, the customer acknowledges and agrees that the guarantee is governed by those Terms and Conditions, which should be referred to for complete guidance on the coverage and scope of the guarantee.

Customer Name:

Address:

Details of Installation:

Completion Date: **Signed:** **on behalf of Landmark Window Co Ltd**

Customer Acknowledgment: *I confirm that I have read, understood, and agree to adhere to the aftercare requirements outlined in this Guarantee and the Terms and Conditions to maintain its validity.*

Name: **Date:** **Signed:**

EXAMPLE
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