

# VELUX Commercial UK&I Limited Product Guarantee



## WHAT IS COVERED.

Our guarantee covers each product supplied against defective manufacture, workmanship or materials and provides the purchaser with our assurances that all products marketed and sold by VELUX Commercial UK&I Limited are fit for the purposes intended by our design for a period of time as detailed in the table below. Should any products, directly by deterioration, or failure of any component parts within the period of this guarantee, be deemed to be unfit for purpose we will attend site to undertake repairs, remedial works or supply replacements. The course of action undertaken will be strictly at our sole discretion, and works will be undertaken in order to reinstate any product to being fit for its intended purpose.

This guarantee is limited to parts and factory/product labour and we will, at our sole discretion, repair or replace in part or whole, any VELUX Commercial UK&I Limited product or component which is covered by our guarantee. If a replacement product or component is offered by us, but identical goods are no longer available, then we reserve the right to replace the original VELUX Commercial UK&I Limited product or component with the nearest equivalent.

The VELUX Commercial UK&I Limited Product Guarantee covers the products set out below:	Guarantee Period:
<b>VELUX Modular Skylights</b>	
VELUX Modular Skylights, including insulating glazing units. VELUX flashings for VELUX Modular Skylights.	10 years
If VELUX Modular Skylights are installed in swimming pool areas, other areas with high humidity and/or chloride levels, or areas without proper or adequate ventilation or humidity control, the 10-year guarantee is provided on condition that the VELUX vapour barrier connection strip BSX W00020 L010, Vapour Barrier adhesive for swimming pools ZZZ 255 and for Ridgelight, Inner Ridge Cover for swimming pools ZZZ 254 are applied correctly. If the VELUX vapour barrier connection strip, etc. has not been applied correctly, then the VELUX Modular Skylights are not covered by this Product Guarantee.	
VELUX installation products for VELUX Modular Skylights in the form of VELUX vapour barrier connection strip, Vapour Barrier adhesive for swimming pools and inner Ridge Cover for swimming pools.	
<b>VELUX Modular Rooflights</b>	
VELUX Modular Rooflights Monolights, including glazing units.	10 years
VELUX Modular Rooflights Linearlights, including glazing units.	
VELUX Modular Rooflights Circularlights, including glazing units, excluding upstand.	

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**VELUX®**

**Commercial**

VELUX sunscreening products for VELUX Modular Rooflights.	5 years
VELUX motors for window control and sunscreening for VELUX Modular Rooflights, including motors pre-installed by VELUX in VELUX Modular Rooflights.	
VELUX products for electrical operation, including electrical components pre-installed by VELUX in VELUX Modular Rooflights.	
<b>VELUX Glazing Panels and Vitral Panels</b>	
VELUX Glazing Panels, including insulating glazing units. VELUX flashings for VELUX Glazing Panels.	10 years
VELUX motors for window control, including motors installed in/at VELUX Glazing Panels. VELUX products for electrical operation, including electrical components delivered by VELUX for VELUX Glazing Panels.	3 years
<b>Coxdome Trade Dome Rooflights</b>	
Upstand & Frame	10 Years
Polycarbonate Dome	10 Years
Electrical and pneumatic operating mechanisms and decorative finishes	1 Year
<b>Coxdome Glass Rooflights</b>	
Aluminium frame	10 Years
Glazing unit and silicone	5 Years
Electrical and pneumatic operating mechanisms and decorative finishes	1 Year
<b>VELUX Commercial X-Span</b>	
Framework & Flashings	10 Years
Glazing unit and silicone	5 Years
Any Electrical & Mechanical Opening Components	1 Year
<b>VELUX Commercial S-Line</b>	
Framework & Flashings	10 Years
Glazing unit and silicone	5 Years
Any Electrical & Mechanical Opening Components	1 Year

<b>VELUX Commercial XLS</b>	
Panels & Flashings	10 Years
Any Electrical & Mechanical Opening Components	1 Year
<b>VELUX Commercial X-Dome</b>	
Upstand & Frame	10 Years
Polycarbonate Dome	10 Years
Any Electrical & Mechanical Opening Components	1 Year
<b>VELUX Commercial X-Glaze</b>	
Upstand & Frame	10 Years
Glazing unit and silicone	5 Years
Any Electrical & Mechanical Opening Components	1 Year
<b>VELUX Commercial Thermoformed Barrel Vaults</b>	
Upstand & Frame	10 Years
Thermoformed Polycarbonate Barrels	10 Years

### WHAT IS NOT COVERED

Our guarantee does not cover site labour, nor any other costs incurred by you (including direct or indirect losses), nor does it cover any defects arising in respect of:

- (i) Misuse, abuse or accidental damage;
- (ii) Failure to install, maintain or utilise the VELUX Commercial UK&I Limited product in accordance with any written instructions provided, good practice or any legislation;
- (iii) Any damage resulting from failure to transport or store products, prior to installation, in accordance with any VELUX Commercial UK&I Limited recommendations.
- (iv) Failure of any electrical components after a period of 12 months from supply;
- (v) Failure of any glass units (either single, double or triple glazed) after a period of 5 Years from supply
- (vi) Glazing breakage caused by a nickel sulphide inclusion
- (vii) Thermal stress cracks caused by environmental conditions
- (viii) Any impact damage
- (ix) Parts which do not form the material structure of the VELUX Commercial UK&I Limited product;
- (x) Adjustments or alterations undertaken by persons other than VELUX Commercial UK&I Limited trained and authorised representatives;
- (xi) Moving parts or parts which are likely to perish over time.
- (xii) Service & Maintenance (however VELUX Commercial UK&I Limited can offer a fully managed service and maintenance package. Please contact our Sales representative or email [specialist@veluxcommercial.co.uk](mailto:specialist@veluxcommercial.co.uk) for additional information or a quotation)

## **CONDENSATION / CLIMATE CONDITIONS**

The formation of condensation on any controlled fitting in a roof assembly is dependent on various environmental conditions such as relative humidity, internal and external temperatures and/or, natural/mechanical air movement.

Condensation will generally form when warm humid air meets a surface with a lower temperature. Condensation will often be worse during the winter months when external temperatures drop and the internal air humidity and relative temperature substantially increase because of reduced ventilation. If humidity levels cannot be reduced or controlled by either removing the source of moisture or, by ventilation there is a very real risk of condensation forming.

The situation is decidedly more pronounced when the following standard products or product combinations are used:-

- Single skin polycarbonate or glass
- Double skin polycarbonate
- Single skin metal upstands/kerbs
- Insulated metal upstands
- GRP upstands

Because the environmental conditions both internally & externally are outside of the control of VELUX Commercial UK&I Limited there can be no absolute guarantees on the prevention of the formation of condensation.

## **POWDER COATING**

The VELUX Commercial UK&I Limited polyester powder coating guarantee is restricted to gloss retention performance, chalking resistance levels and weathering characteristics of the colour of the coating film only.

A cleaning schedule of no longer than 12 (twelve) months between clean downs is required to maintain this guarantee; and fully corroborated documented records of such clean downs must be kept and cleaning should be carried out in accordance with our maintenance manual.

## **GENERAL**

VELUX Commercial UK&I Limited product installation & maintenance guidance is located on our website [www.commercial.velux.co.uk](http://www.commercial.velux.co.uk) or can be requested via email at [info@veluxcommercial.co.uk](mailto:info@veluxcommercial.co.uk).

In case of complaint, VELUX Commercial UK&I must be provided with free of charge uninterrupted access in order to inspect, repair or replace a faulty product.

This Guarantee is valid only to products installed in the UK or the Republic of Ireland and is subject to the Law of England.