



QUALITY OF GOODS
& GUARANTEE

OUR POLICY OF COVERAGE,
CONDITIONS AND EXCLUSIONS



QUALITY OF GOODS AND GUARANTEE

A larger print or alternative format version of the Terms and Conditions and Quality of Goods and Guarantee is available upon request.

1. Statutory rights

If You are purchasing the Goods as a consumer, Your statutory rights in respect of faulty or incorrectly described goods or services are not affected by this guarantee.

2. Scope of this guarantee

Subject to the terms, conditions, and exclusions set out below, IDSystems provides a limited guarantee covering the Goods and Services supplied by us. This guarantee applies only where the Goods are supplied directly by IDSystems and, where applicable, installed by IDSystems.

Unless otherwise stated, all guarantee periods run from the date of installation, or from the date of delivery where Goods are supplied on a supply-only basis.

Where installation is delayed, phased, or otherwise extended due to Customer instruction, site conditions, third-party works, or any matter outside the reasonable control of IDSystems, IDSystems shall not be responsible for any reduction in the available guarantee period.

Certain components may be subject to manufacturer or supplier warranties which commence upon delivery of the Goods to IDSystems. IDSystems shall not be liable for any reduction in available warranty period resulting from such warranties commencing prior to installation.

For the avoidance of doubt, where Goods are installed, the guarantee period for those Goods shall commence from the date of their installation and shall not be extended, suspended, or reset due to delays in completion, Customer refusal to sign off, or any ongoing dispute.

Where any Goods are replaced or remanufactured, the guarantee shall apply only to the replacement Goods from the date of their installation and shall not extend the guarantee period for the original installation or other Goods supplied under the Contract.

This guarantee is also subject to any product-specific inclusions, limitations, or exclusions expressly identified within the Client's Order Specification, drawings, or supporting technical documentation issued by IDSystems.

All guarantees are subject to the exclusions and limitations set out in this policy, whether Goods are supplied and installed or supplied on a supply-only basis.

3. DOMESTIC GUARANTEE – SINGLE FAMILY DWELLINGS ONLY

The following guarantees apply only to Goods supplied and installed in a single family domestic dwelling, within a normal environment, unless stated otherwise.

3.1 Installation and labour

- Installation workmanship: **1 year**
- Labour in respect of valid claims under this guarantee: **2 years**

Installation guarantees cover defects arising from faulty workmanship only.

Labour applies only where a defect is covered under this guarantee and does not include attendance for issues arising from site conditions, third-party works, maintenance failures, or matters excluded elsewhere in this policy.

Installation and labour guarantees do not include defects caused by building movement, third-party works, or site conditions beyond our control.

Where a retention is held, all installation and labour guarantees shall cease at the end of the defects liability period.

3.2 Aluminium frames and systems

A **10 year guarantee** is provided against defects in materials and workmanship.

Where manufacturing lengths exceed 6 metres and in corner situations, visible joints will occur and are not considered a defect.

3.3 Powder coated and anodised finishes

A **10 year guarantee** is provided against defects in materials and workmanship, subject to environment and maintenance conditions. All finishes are subject to regular cleaning and maintenance in accordance with IDSystems' care and maintenance instructions. Powder coated finishes are applied in accordance with recognised European standards for architectural aluminium coatings. Minor variations in colour, texture, gloss level, or appearance that fall within accepted industry tolerances are not considered defects.

Anodised finishes are applied in accordance with recognised European anodising standards. Variations in tone, reflectivity, or appearance between components, or under differing light conditions, are inherent characteristics of anodised finishes and are not considered defects.

For Goods supplied or installed in marine or chemical environments, the guarantee period for powder coated and anodised finishes is reduced as follows:

- 0–500 metres: **2 years**
- 500–1500 metres: **5 years**
- 1500–5000 metres: **10 years**

All marine, chemical, and coastal guarantees are subject to a documented cleaning and maintenance regime in accordance with IDSystems' care and maintenance instructions.

3.4 Glass

A **5 year guarantee** is provided against defects in materials and manufacture.

All glass supplied by IDSystems is manufactured in accordance with applicable Glass and Glazing Federation guidelines and relevant British and European Standards in force at the time of manufacture.

The occurrence of a crack following installation does not in itself indicate a defect in manufacture.

This guarantee excludes spontaneous or thermal glass breakage, stress fractures and cracks within laminated glass, internal or external condensation, minor imperfections within accepted Glass and Glazing Federation and industry tolerances, and damage caused by misuse, accident, or third-party action.

3.5 Hardware and moving components

A **5 year guarantee** is provided covering handles, hinges, rollers, locks, brackets, and mechanical operating components.

Labour in connection with any valid claim under this section is limited to the period set out in Section 3.1. This guarantee does not cover wear and tear, cosmetic marking, or deterioration caused by lack of maintenance or environmental conditions.

3.6 Blinds, flyscreens, shades, switchable glass, motors, and electrical components

- Manual blinds, flyscreens and shades: **2 years** (excluding control mechanisms)
- Power-operated blinds: **1 year** (excluding batteries)
- Switchable glass electronics: **1 year**
- Electric motors, roof vents, lights, and other electrical components: **1 year**

Glass associated with these systems is excluded from spontaneous or thermal glass breakage, stress fractures and cracks within laminated glass, internal or external condensation, minor imperfections within accepted tolerances, marks to coated glass caused by blind operation, and damage caused by misuse, accident, or third-party action.

4. SUPPLY-ONLY GOODS (NO INSTALLATION)

Where Goods are supplied on a delivery-only basis, a guarantee applies to the supply of replacement parts only, subject to the component-specific guarantee periods, conditions, and exclusions set out elsewhere in this policy.

Unless otherwise stated, the maximum guarantee period for supply-only Goods shall be **up to two years from the date of delivery**. Where specific components are subject to a shorter guarantee period under this policy, including but not limited to power-operated blinds, switchable glass electronics, motors, or electrical components, those shorter periods shall apply.

IDSystems accepts no liability for installation defects, site conditions, performance, or workmanship where Goods are supplied on a supply-only basis, nor for any defects arising from third-party installation or use.

5. COMMERCIAL AND NON-SINGLE FAMILY INSTALLATIONS

For all commercial properties, non-domestic buildings, and non-single family dwellings, a **one year minimum guarantee** applies to the Goods and installation.

Extended warranties may be available on a yearly basis by agreement with IDSystems and subject to additional charges.

The domestic guarantee periods set out in Section 3 do not apply unless expressly agreed in writing.

6. WEATHER PERFORMANCE AND DRAINAGE SYSTEMS

All products supplied by IDSystems are designed and manufactured to meet applicable British and European Standards for weather performance, where tested. Published weather ratings are based on laboratory testing under controlled conditions and represent defined performance thresholds only. Actual weather conditions may exceed tested performance parameters. In such circumstances, temporary air infiltration, drafts, or water ingress may



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occur and shall not be considered a defect in the Goods or installation.

Sliding door systems incorporate drainage channels to manage and disperse water. These systems are not designed to be fully watertight under all conditions. Water ingress may occur during exceptional weather events, wind-driven rain, or where rainfall intensity exceeds the tested performance of the system.

Correct performance of drainage channels depends upon appropriate installation, routine cleaning, and ongoing maintenance. Blocked or poorly maintained drainage systems fall outside the scope of this guarantee.

Weather performance is dependent upon the installation configuration, surrounding construction, and ongoing maintenance, all of which are outside the control of IDSystems following completion.

Where specific weather performance ratings apply to a particular product configuration, these will be detailed in the relevant product literature or the Client's Order Specification.

7. REMEDIES UNDER THIS GUARANTEE

Where a valid claim is made within the applicable guarantee period and the conditions below are met, IDSystems shall, at its option, repair, replace (with the closest equivalent), or refund the price paid (or the relevant part thereof).

IDSystems shall not be liable for the provision of hoists, lifting equipment, scaffolding, access equipment, or for making good surrounding works.

Where remedial works require specialist access equipment or additional labour due to site conditions, restricted access, or subsequent building works, the cost of such equipment and additional labour shall be the responsibility of the Customer.

Any repair or replacement shall be covered only for the remainder of the original guarantee period. Where repair work and replacement parts are supplied outside the original guarantee period, a **three-month guarantee shall apply to the repair work and replacement parts only.**

8. CONDITIONS OF GUARANTEE

This guarantee is conditional upon:

- Full payment of all sums due

- Compliance with IDSystems' care, maintenance, and operating instructions
- Defects being reported in writing within a reasonable time of discovery
- IDSystems being given reasonable access to inspect and remedy any defect
- The Goods not having been subjected to abnormal environmental conditions or loading beyond their intended design parameters
- Where applicable, completion and return of any guarantee registration documentation within 28 days of installation or transfer of ownership, as required by IDSystems

IDSystems reserves the right to suspend performance of any remedial works under this guarantee where any sums due under the Contract remain unpaid. Where Goods or installations are altered, repaired, or interfered with by any unauthorised third party, this guarantee shall become void.

9. EXCLUSIONS

This guarantee does not cover defects or damage arising from:

- Fair wear and tear or cosmetic changes
- Lack of maintenance or incorrect cleaning
- Misuse, accident, storm, flood, or third-party acts
- Building movement, subsidence, timber shrinkage, lintel deflection, or site conditions
- Third-party installation, alteration, or post-installation building works
- Environmental exposure not suited to the specified finish or coating
- Minor imperfections within accepted industry tolerances
- Condensation or weather performance occurring where environmental conditions exceed the tested performance of the system
- Variations in appearance, colour, tone, reflectivity, gloss level, or texture of powder coated or anodised finishes that

fall within accepted industry tolerances or arise due to lighting conditions, natural weathering, UV exposure and environmental factors

- Continued use of the Goods after a defect has been identified and notified, where such use contributes to or worsens the defect
- Exact matching of replacement components to existing materials, finishes, or colours including glass cannot be guaranteed
- Any defect arising from drawings, specifications, or design information supplied by the Customer or their agents
- Differences in the Goods resulting from changes made to comply with applicable statutory or regulatory requirements
- Use of the Property by a third party as tenant, licensee, or otherwise, where the Property Owner ceases to occupy the Property as their residential dwelling

Product-specific limitations

For certain Goods, including where products are oversized or under-sized, or manufactured outside of IDSystems' recommended manufacturing guidelines at the Client's request, specific inclusions, limitations, or exclusions may apply.

Any such product-specific limitations will be clearly identified in writing within the Client's Order Specification, drawings, or supporting technical documentation issued by IDSystems and shall form part of this Contract.

Where product-specific limitations are identified, the guarantee shall apply only to the extent expressly stated in the Order Specification.

10. LIMITATION OF LIABILITY

Except as expressly set out above, IDSystems shall have no liability for the Goods' failure to comply with this guarantee. All other warranties, conditions, or terms implied by statute or common law are excluded to the fullest extent permitted by law.