



EST. 1993

ADVANCE
IT'S ALL IN THE MAKING

Enjoy Peace of Mind with Advance's Guarantees

Advance has built an unrivalled reputation for supplying and installing high-quality windows, doors and conservatories, and is recognised as one of the UK's leading window and door specialists. Advance will replace any product or component within a ten-year period from the original date of installation should any of the following conditions occur:

Window & Door Profiles (All Materials)

White & Woodgrain Profiles: Failure in colour stability, shape retention, or impact strength. **(10 YEARS)**

White Door Panels: Colour degradation. **(10 YEARS)**

Composite Door Slabs & Cassettes: Materials defects and surface finish degradation. **(10 YEARS)**

Woodgrain Door Panels: Bubbling or delamination. **(10 YEARS)**

Glass

Sealed glass units are guaranteed against material defects or moisture penetration into the sealed unit cavity.

The guarantee does not cover damage or breakage and applies only where the unit has been manufactured, installed, and maintained in accordance with BS626, BS7412, and the Glass and Glazing Federation (GGF) guidelines. **(5 YEARS)**

Hardware

Window and door handles, along with stainless steel furniture, are covered against deterioration in durability or surface appearance. Shootbolts, espagnolette bars, door locks, and friction stays are guaranteed against material defects or mechanical failure. **(1 YEAR)**

Conservatories and Roofs

Conservatory Roof Components: Material defects. **(10 YEARS)**

Conservatory Roof Glass Sealed Units: Material defects or moisture penetration into the sealed unit cavity. **(5 YEARS)**

Warm Roof Components: Material defects. **(10 YEARS)**

Exclusions

This guarantee does not cover damage caused by accident, neglect, misuse, or general wear and tear.

This guarantee is issued by Advance as an addition to the customer's statutory rights and does not affect those rights in any way. It applies only to installations within the UK.

Advance's liability under this guarantee does not extend to any consequential loss, however caused.

Advance reserves the right to recover reasonable costs incurred in dealing with false claims.

What to Do if You Have an Issue

If your product isn't performing as it should, don't worry, we're here to help.

Please contact us as soon as possible by calling 01432 800 963 or by completing the contact form on our website: [**Contact Us Form**](#)

Once we receive your request, our service engineer will be notified and will get in touch promptly to arrange a convenient appointment. They'll inspect the product, identify the issue, and ensure it's resolved quickly and efficiently, leaving you with complete peace of mind.