

Warranty –

Roof Access Hatch – Residential (RAH-R)

This Sertus Product, when installed and maintained in accordance with manufacturer's instructions, is guaranteed against any defective material or workmanship in manufacture as follows:

5 years:

Upstand, Aluminium or Polycarbonate Cover & Weathering Cowl

2 years:

Gas Struts, Opening Frame, Electrical Actuator if fitted



This warranty is subject to Sertus Terms, Conditions and Exclusions of Warranty included in this Warranty Document and as published on the Sertus Website at sertus.uk/terms-of-service which are updated from time to time.

Sertus holds Professional Indemnity Insurance, covering our designs and recommendations. Full details are available on request.

Terms & Conditions

The Warranty:

Sertus Limited, registered in England and Wales with company number 10210275, ("**Sertus**") warrants its products to be free from defects in workmanship and materials under normal use and conditions when installed and maintained in accordance with manufacturer's instructions ("**Warranty**"). This Warranty exists in addition to any statutory rights that are unaffected by this Warranty. The Warranty period and specific coverage varies from product to product. Every Sertus product comes with a Warranty document to which these Warranty terms and conditions ("**Terms**") relate. You are referred to the product specific Warranty document for specific details of the Warranty provided for your product, in additions to these Terms which apply to all Sertus product Warranties.

How to Make a Claim:

In order to make a claim please contact Sertus at: 01483 269999 or hello@sertus.uk

Conditions of the Warranty:

The Warranty is subject to the following conditions:

1. This Warranty will apply only to products which have been judged by Sertus to have been installed and maintained according to the manufacturer's instructions.
2. The validity of any claim under the Terms of this Warranty will be conditional upon Sertus inspecting of the faulty product at its discretion.
3. Whether a successful claim is processed by way of refund, repair or replacement is at the absolute discretion of Sertus.
4. If, at the time of repair or replacement the Sertus product is no longer in production or is no longer made in the same version (form, colour, covering, finish etc.), Sertus reserves the right to repair or replace it with a similar Sertus product.
5. Sertus reserves the right to request that the defective product is returned without cost to Sertus.
6. Sertus reserves the right to claim compensation for the costs of service visits if the Warranty claim is not covered by this Warranty.
7. This Warranty is available only to a customer, defined as the person who first owns and benefits from the Sertus product who has not acquired it with a view to reselling it or installing it ("the **Customer**"). This Warranty is not transferrable to a third-party by the Customer.
8. The Customer agrees always to mitigate and minimise water damage or any other damage that a Sertus product may cause whether by failure or otherwise.
9. The Customer must provide proof of purchase and installation upon request.
10. The start date of the Warranty period will be the date of purchase as per the Customer's proof of purchase. If a claim is accepted without proof of purchase the start date will be the date of manufacture.

Exclusions:

The Warranty excludes the following (subject always to such exclusion not limiting or excluding liability which statutory rights would make unenforceable):

1. This Warranty excludes liability for any loss of profit, or any indirect or consequential loss arising under or in connection with any claim made under this Warranty.
2. This Warranty excludes liability for product liability.
3. This Warrant excludes losses caused directly or indirectly by incidents beyond the control of Sertus, including but not limited to industrial disputes, fire, war, terrorism, import restrictions, political unrest, unusual natural occurrences, vandalism, or other force majeure.
4. This Warranty excludes damage which occurs to persons or to property, including the covered Sertus product itself, caused by any unauthorised attempt to repair or replace the Sertus product.
5. This Warranty excludes products for which Sertus have not been fully paid.
6. This Warranty does not include for the cost and expense resulting from dismantling and reinstallation of a Sertus product or for any covering with a tarpaulin or other temporary protection measures arising while repair or replacement works are undertaken (the costs of which Sertus reserves the right to charge separately if Sertus carries out a repair or replacement itself or by way of subcontractor).
7. This Warranty excludes defects directly or indirectly caused by the following:
 - a. Installation of the product including (but not limited to) installation carried out contrary to manufacturers installation instructions or contrary to good workmanship standards;
 - b. Wear and tear;

Terms & Conditions

- c. Installation of the product outside recommended installation areas;
 - d. Operation of the product contrary to standard operation, or misuse;
 - e. The use of incompatible spare parts, wearing parts or accessories or the incorrect power supply or power supply voltage;
 - f. Modifications or changes made to the product;
 - g. Any form of inappropriate handling including during transportation;
 - h. Any other factors than those which relate to the product's manufacture or the materials used in its manufacture.
 - i. Neglect including (but not limited to) a failure to maintain or carry out regular testing and/or servicing, or due to neglect in maintenance of the product as described in the user/maintenance instructions or directions for use, or where the defect could have been prevented through maintenance as described in the user/maintenance instructions or directions for use. All such instructions or directions for use may be obtained from Sertus or may be downloaded from www.sertus.uk.
- 8. This Warranty excludes damage caused by accident. This includes but is not limited to accidental glass or dome breakage.
 - 9. This Warranty excludes damage caused by corrosion.
 - 10. This Warranty excludes damage caused by exposure to sanding, sand blasting, etching, or any other surface treatment.
 - 11. This Warranty excludes discolouration or change of colour and fading caused by sunlight, condensation, acid rain or any other conditions producing such effect.
 - 12. This Warranty excludes problems relating to water penetration not resulting from a defect in a Sertus product.
 - 13. This Warranty excludes damage caused by faulty building design or construction, malfunction or reduced or restricted function or water leakage resulting from the build-up of ice, snow, twigs, etc.
 - 14. This Warranty excludes movement in adjoining structures or similar.
 - 15. This Warranty excludes problems resulting from use in areas of high humidity and areas without proper or adequate ventilation and/or humidity control.
 - 16. This Warranty excludes products subjected to conditions outside of their design limitations.
 - 17. This Warranty excludes alterations or modifications to Sertus products including the addition of non-approved components.
 - 18. This Warranty excludes the effects of extreme weather conditions including lightning or severe hail.
 - 19. This Warranty excludes variations in the colour of glass or polycarbonate or other damage caused by adverse conditions including corrosive environmental factors such as acid rain.
 - 20. This Warranty excludes glass corrosion resulting from standing water or debris on glass.
 - 21. This Warranty excludes condensation on or in glass or polycarbonate Roof Opening Vents and any water damage which may have occurred as a natural result of humidity inside or outside of a building or the variation between indoor and outdoor temperatures.
 - 22. This Warranty excludes claims relating to insulated glass Roof Opening Vents where any film has been applied to the glass surface.
 - 23. This Warranty excludes any product software which Sertus cannot guarantee the error-free or uninterrupted operation of, nor that such software will be able to be upgraded to be compatible with new or replacement Sertus Products.
 - 24. This Warranty excludes other conditions similar to the above, irrespective of these being characterised as defects.

Additional Terms:

- 1. Sertus may, at its option, refuse to provide any or all remedies under this Warranty if any unauthorised attempt to repair or replace a covered Sertus product causes further damage. We advise not to attempt to repair or replace the Sertus product without authorisation by Sertus and without which any claim regarding a defect which arises as a result will not be accepted.
- 2. Whether or not you make a claim under this Warranty, if you have concerns regarding your Sertus product or its installation, please contact Sertus customer service department directly. Sertus will seek to provide the best response and service possible.
- 3. Trained customer service team members are available to talk over on the phone any concerns that you may have, and which may then resolve matters without the necessity of having to arrange for an on-site visit.
- 4. Sertus reserves the right to repair, replace or refund a product that may not be covered under this Warranty. This is not to be treated as any admission of liability or create any obligation on Sertus to apply its decision to all or any other claims.