



How to get
the most
from your
new Vufold
ROOF
GLAZING.



Homeowner manual for all Vufold ROOF GLAZING products.

Thank you for making a wise decision and choosing to buy a Vufold ROOF GLAZING product. This Homeowners' Manual is designed to help you get the best from your new ROOF GLAZING. It has important advice for you at every stage from preparing your room and exterior opening, to installation itself and caring for your ROOF GLAZING with regular cleaning and maintenance.

It also sets out the guarantees that will protect you when using our product in your home. Many guarantees and warranties offered to customers are complicated and full of legal jargon and 'get out clauses' which are designed to confuse people. We've made ours simple and straightforward as possible. We hope you find this refreshing and a different approach from the team at Vufold.

All Vufold ROOF GLAZING products are guaranteed for a full ten years against the occurrence of manufacturing faults.

The powder coating is guaranteed for 10 years providing the ROOF GLAZING is installed at least 1 mile away from the sea.*

The guarantee covers the original purchaser only and proof of the date of purchase is required to validate it.

The guarantee is conditional upon complying with the Vufold instructions and recommendations for installation, care and maintenance set out in the Homeowner's Manual. This guarantee covers replacement of faulty parts only and does not cover incidental expenses.

Failure to comply with the installation, finishing and maintenance instructions will invalidate this guarantee. We recommend that a competent tradesperson installs this product.

You will find full instructions supplied with each ROOF GLAZING product. This can also be downloaded from our website at www.vufold.co.uk.

* For coastal locations, marine grade powder coating is required.

Our guarantee means that:

All aluminium, glazing and components will be free of manufacturing defects when they arrive at your home. No manufacturing defect will appear during the ten-year period of this guarantee, subject to regular maintenance and cleaning by you on site.



What to check when your new Vufold ROOF GLAZING product arrives at your home.

When your delivery arrives and before you accept it, please check all items to confirm there has been no obvious damage to the goods or the packaging by the courier/delivery company. If any damage is found please follow the procedure below.

If any packaging damage is evident please contact our Customer Service Helpline immediately on **01625 442 899** while the delivery company is still there. We will then advise you on the best course of action.

If you have taken delivery outside of our normal working hours and it is not possible to contact our Customer Service department and there is damage to the packaging, please clearly record on the courier/delivery company paperwork that there is damage. Accept delivery of your order and contact our Customer Service department within 72 hours of receipt of the goods.

PLEASE NOTE you should never sign delivery documents as 'UNCHECKED' if you do this we cannot accept claims for damaged or missing items.

If any damage or missing items are noticed it is important that this is noted down on any courier/delivery company documentation. If you fail to record this on the delivery documents we cannot accept claims for damaged or missing items.

If everything is satisfactory with the delivery, you should fully unpack the ROOF GLAZING product and check for manufacturing defects or missing parts within 72 hours of receiving delivery.

You'll find a full list of the items you should have received in the assembly instructions included with the ROOF GLAZING.

If there are any faults, defects or missing parts, please contact our Customer Service Helpline on 01625 442 899.

Please note: there is no need to return the full product if a component is found to be defective or missing.

We cannot accept claims for damage, scratched glass or scratched aluminium after 72 hours following delivery or after installation.

Handling and storage

ROOF GLAZING products are heavy and can weigh from 20kg – 90kg each. They will therefore need two or more people to carry them. When storing the ROOF GLAZING before installation, after inspection, they should be kept in their packaging, handled with care and stored in dry, ventilated building.

They should be stored flat on a level surface – not on edge or on end.

Please note: glass should not be stored directly onto a screed / bare floor and should be stored on a carpeted surface or a raised wooden stand.

Installation

Please follow the installation instructions we have provided. All Vufold ROOF GLAZING products are manufactured with all components pre machined and pre sized, ready for assembly and fixing into the roof. No trimming or adjustment is needed and the ROOF GLAZING must be fitted as supplied.

Vufold will not accept any responsibility for products which have been cut down or machined or otherwise changed from the original, standard product specification we supplied to you.

ROOF GLAZING maintenance

To maintain the external aluminium powder coated finish, wash regularly with soapy water and then dry off with a soft lint-free cloth. As a minimum, the external surfaces must be washed at least every 3 months and monthly if within five miles of the sea or an industrial area.

Our general recommendation would be to wash the external aluminium every time you clean the glass, which should normally be more regularly than the minimum requirement.

Need technical help with installation?

If you have any technical questions or need advice on installation please call our Customer Service Helpline on **01625 442 899**.

Low E Tempered glass double glazed sealed units

To reduce carbon emissions from the home and to keep heating and cooling bills down, the government has recommended that all manufacturers use special Low E thermal glass within the double glazed sealed unit in order to comply with building regulation Part L.

Tempered glass means it has been toughened to be up to five times stronger than normal glass. It is unusual to break such strong glass, but sharp objects hitting the glass at certain points can cause breakage.

Tempered glass is also known as safety glass. This means if it breaks it will shatter like a car windscreen into smaller fragments which are less likely to cause injury, unlike non-tempered glass which breaks into large, sharp fragments.

Glass must be regularly maintained and cleaned to stop break down of the glass or seals. This can be done using a mild solution such as washing-up liquid diluted in water.

Do not use abrasive cleaning solutions as this may cause scratching and break down.

What to do if you have any problems

Our aim is to operate our customer service system as efficiently as possible. So that we can respond quickly to any customer problems, our customer service department is based in the UK as an integral part of our business.

What's more, whichever member of our team starts to handle your problem or claim will see it through to completion, wherever possible.

If you have a problem or need to make a customer claim, please telephone our Customer Service Department on 01625 442 899 or email aftercare@vufold.co.uk.

If you send us an email, it would also be helpful if you could attach pictures of the problem area, as well as a picture of the full Roof Glazing Installation, this will help us to solve the problem quickly and easily for you.

From time to time, we may ask to visit your home to inspect the Roof Glazing and discuss any problems with you in person. Naturally, this will be conducted in a professional and friendly manner and by appointment with you.

For any agreed claim, our liability will be to replace any component parts in the condition as originally supplied by us. We will not be liable for any other losses incurred by our customers whether direct, indirect or consequential, arising from any failure in the performance of our products.

This guarantee is non-transferable and is only valid while the purchaser remains in occupation of the installation address. This guarantee does not exclude any statutory rights of the purchaser.



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