



AFTER SALES INFORMATION

Contents

1. <u>Warranty - all products</u>	Page 2-5
<ul style="list-style-type: none">- Product Warranty- Notification of damage, incorrect and/or incomplete order- Snagging T&C's- Ironmongery & Seals- Profile & Surface – Timber	
2. <u>Glass – Quality, maintenance & cleaning</u>	Pages 6-7
3. <u>Care, Protection & Maintenance</u>	Pages 8-14
<ul style="list-style-type: none">- General Maintenance recommendations on all products- Protection of Products- Timber Specific Maintenance- Window & Door Fitting Maintenance- Teknos Paint Finished Maintenance- GRP Composite Door Maintenance- Palladio Door Maintenance	
4. <u>Delivery, Handling & Storage</u>	Page 15-16
5. <u>Exclusions of Warranty</u>	Pages 17-18

PRODUCT	GUARANTEE
PVCu Frames	10 years*
Aluminium Frames	10 years*
Alu-Clad Frames	10 years*
Timber Frames	25 years*
Timber Door	25 years*
Ironmongery	5 years*
Glazing	10 years*
Door & Surrounding Glass Inc. sidelights and fanlights	5 Years*
Fully Finished Paint Systems	Up to 8 years*
Fully Finished Stain Systems	Up to 6 years*
**Nan Ya Distinction® Composite Door Range	Surface: Up to 10 years* Nan Ya Distinction® Fiberglass Door Slab: Up to 10 Years*
Palladio Door Range Products	10-year warranty on Slab* 1 year on moving parts* 5 years on glass*

***Terms & Conditions apply. The following document outlines the correct care, protection, and maintenance. Non-compliance may void your warranty.**

****Nan Ya Distinction® Composite Door Range:**

Nan Ya Surfaces warrant that in the course of normal use, the surface finish of pre-pigmented, solid colour doors will not blister, crack, chip, flake, or peel, for a period of 10 years. The following Nan Ya colour finishes are covered: Red/Green/Blue/Black/ Snow White/Chartwell and Anthracite Grey.

All hand-stained finishes e.g., Rosewood and Gold Oak have a surface warranty of 5 years.

Nan Ya Distinction® Fiberglass Door is guaranteed free from defects in material, or workmanship that might unreasonably affect its performance. The terms of the LIMITED WARRANTY extend from the first date of purchase for 10 Years and guarantees the structural system of the door in which directly attributable to defective manufacturing of the unit. This warranty is for the original user(s) and is non-transferable.

NOTIFICATION OF DAMAGED, INCORRECT AND/OR INCOMPLETE ORDER

- On receipt of your products please ensure all items are in good condition and match your order exactly.
 - For all orders, visual faults or defects must be reported to Compass in writing with supporting video and images, within **3 working days** of delivery.
 - For Supply Only Orders, all functional faults or defects must be reported with supporting video and images, by the Compass Customer in writing within **3 working days** of installation.
- Any replacement part supplied will be covered by the warranty period activated from the original point of supply and not extended.
- Do not remove any of the CE/Qmark labels until you are happy with product, these identify your item, and it may incur a charge or invalidate your warranty if you do.
- In orders where glass protection has been applied by Compass prior to delivery, the glass has passed all quality checks-any faults flagged after installation will not be covered under warranty.

SNAGGING TERMS & CONDITIONS

Supply & Fit Orders

- The warranty period for adjustments/re-fitting on products which Compass have installed at your property is 1 year from the date of installation.
 - *Following request for Adjustment Service Call, we are limited to 1 snagging appointment per plot within 1 year of completion date.*
 - *It is the responsibility of the customer to check the function of all Compass products prior to this adjustment service call as subsequent visits are at the discretion of Compass and may be charged for.*
- Compass cannot be held responsible for normal 'Wear and Tear' or accidental damage, misuse, or failure by the customer to comply with routine maintenance.
- Any discontinued product will be replaced with an alternative.
- We cannot guarantee consistency of colour match on replacements on factory finished products.

Supply Only orders

- Compass are **not** responsible for any adjustment or fitting requests on Supply Only projects.
- All functional faults or defects must be reported with supporting video and images, by the Compass Customer in writing within **3 working days** of installation.
- The warranty period is with the Customer of Compass, if you are a home-owner who has not bought product directly from Compass please refer to your Builder / Contractor directly.

- Compass shall supply any item free of charge proven to be faulty within warranty. The Company will not pay the cost of any additional work or labour required to install replacement items for supply only items.
- Compass cannot be held responsible for normal 'Wear and Tear' or accidental damage, misuse, or failure by the customer to comply with routine maintenance.
- Any discontinued product will be replaced with an alternative.
- We cannot guarantee consistency of colour match on replacements on factory finished products.

IRONMONGERY AND SEALS - Warranty

- Compass warrants hinge systems and handles for a period of 5 years against functional failure.
- Replacement ironmongery will be supplied and fitted under warranty within one year of delivery after which replacements are supplied for the customer to fit.
- The standard lifespan of surface coatings is affected by extreme climate. We recommend the use of stainless-steel hardware where possible in the likes of coastal areas to delay corrosion as best as possible.
- Surface finishes for ironmongery are covered by the Warranty for 1 year.
- Any replacement part supplied will be covered by the warranty period activated from the original point of supply and not extended.
- In the event of a component or part failing on products/items supplied only which are due to defects caused by manufacturing, materials or workmanship, our liability is restricted to the supply only of a replacement product/part or providing a factory authorised repair to the returned product. No liability is accepted for any charges for installation, painting or storage or any other consequential costs.

PROFILE SURFACE WARRANTY - TIMBER

*Shorter periods for lighter translucent shades e.g., Pine & Light Oak

	Moderate: typically, non-coastal areas at low altitude	Harsh: exposed inland locations and areas within 0.5 miles of the coast	Extreme: areas of high altitude and exposed coastal sites
Sheltered e.g., beneath porch or large roof overhang	8 years for opaque coatings, 6 years for translucent coatings	7 years for opaque coatings, 5 years for translucent coatings	7 years for opaque coatings, 5 years for translucent coatings
Partly sheltered, e.g., window built back in reveal	8 years for opaque coatings, 6 years for translucent coatings	6 years for opaque coatings, 4 years for translucent coatings	5 years for opaque coatings, 3-4* years for translucent coatings
Not sheltered, e.g., face of building	7 years for opaque coatings, 5 years for translucent coatings	5 years for opaque coatings, 3-4* years for translucent coatings	4 years for opaque coatings, 2-3* years for translucent coatings

GLASS

INSULATED GLASS UNITS

- Compass assures that the glass will comply with the standard visual quality standards. **
- Compass warrants that the seal on double glazed units will be free from failure (failure is taken to mean failure of the insulated glass resulting in penetration of moisture on the glass inside the airspace) for a period on ten years from delivery.
 - If a failure occurs in the first five years, Compass will be responsible for the supply and fitting of the replacement glass units.
 - If failure occurs in the second five years, Compass is limited to supplying the units only.

Vistatherm Glass

Compass Windows and Doors are a fully accredited VistaTherm agent.

Rigorous Testing & Stringent Quality Standards

VistaTherm are committed to providing the best insulated glazed units meaning they continually invest in the latest machinery, regularly and thoroughly test their processes, maintaining standards of quality that exceed all industry requirements for quality & performance.

Processing Standards	Other Glass Standards	Certifications
EN 972 Glass for Glazing	EN 1863 Heat Strengthened Glass (Conform only no Kitemark can be given)	ISO 9001:2008 Quality Management system
1279 Insulating Glass Units	EN 14179 Heat-Soaked Glass	ISO 1400:2004 Environmental Management System
(BS) EN 12150 Thermally Toughened Soda Lime Silicate Glass	EN 12543 Laminate Safety Glass	BS OHSAS:18001 H&S Management System
(BS) EN 12600 Pendulum & Impact	EN 14449 Laminate Safety Glass	BS 5000-1 Energy Management System

**Glass visual quality standards

- Clear and Flat: It is important to check your glass within 3 working days of delivery, before any rendering, plastering or other works adjacent to the glass takes place.
- Standing 3 meters away or as far as you can if 3 meters is not possible, look directly through the glass, not at it, in natural light but not direct sunlight with no visible moisture on the surface of the glass at a 90° Angle to the window.
- It is acceptable to see bubbles/ blisters, fine scratches not more than 25mm long or minute particles providing they are neither obtrusive nor bunched.
- Toughened glass due to the process of toughening may show some visual distortions, this will not affect the window performance and
- Laminated glass is made up of several layers so may have a few more blemished than clear flat glass.

- Low emissivity coating can in some conditions look like the glass is hazed or cloudy, this is normal.

Cleaning Glass

- Glass labels should be removed as soon as possible after installation. Whilst these are low tack, long exposure to sunlight can increase the glue bond making removal more difficult at a later date.
- Soften any labels on the panes of glass with water to remove more easily. Glue residue on the pane may be removed with a solvent cleaner, avoid profile.
- Please follow product use guidelines (attached).
- Use the minimum amount of water with a very small amount of mild detergent, for example washing up liquid or pure soap flakes, when cleaning the units for the first-time following installation. Fine/invisible dust particles and debris can cause scratches so must be removed before wiping surface. (Maintenance guide included in pack)
- Give a final wipe with a damp cloth or leather to remove all water from the surface.
- Never hose down or use large quantities of water for cleaning as this is an unnatural application and will create moisture imbalance within the products.
- Subsequent movement because of same will not be covered by the Company's Warranty.
- Foiled PVCu Products has a fine acrylic finish therefore **NO** solvent-based products are to be used.

CARE & MAINTENANCE

Maintenance recommendations on all products

- Check & clean your window and door products twice a year using water and mild household soap. Use minimal pressure to protect the products
- If glass cleaning product touches the frame or gaskets, wipe clean immediately
- Inspect GRP Doors annually. If there is any evidence of coating wear repaint with two coats of high-quality exterior paint to the door leaf only
- Avoid plaster & render splatters touching the frame/door
- Do not use any aggressive cleaning products on the frames.
- Never paint PVCu windows or doors, ironmongery, or rubber gaskets
- Use little product and little pressure for best results
- Never allow the paint stripper or a blow lamp to come in to contact with products.
- It is highly important with Alu-Clad products that the building is kept dry, and well-ventilated during building development
- Warranty does not cover damage caused by aggressive cleaning/products and/or wet trade materials

PROTECTION OF INSTALLED WINDOWS & DOORS

- Windows and doors must be always protected from continuing construction processes which may produce dust and other pollutants that will affect the product's finish and glazing tapes, as well as interfere with hardware operation.
- Particular attention is required for construction operations that produce abrasive grit, such as angle grinding or rendering, which will pit or scratch glass, paint surfaces and hardware finishes.
- Please treat your window & door products as you would items of furniture.

Timber Specific Maintenance:

With proper care & attention, Compass' factory finished doorsets & windows will give extended life between redecoration cycles. To achieve this performance, the following should be observed:

- At least once per year, all coatings should be washed with mild detergent and water to remove any surface pollution
- All hinge mechanisms and handles should be checked at least biannually for ease of operation and lubricated with light oil suitable for the purpose, as required
- Weather seals should be cleaned at least once per year to remove any dust or grime in accordance with the manufacturer's instructions
- Ventilators should be cleaned at least once per year to remove any dirt or grime in accordance with the manufacturer's instructions

- See Teknos maintenance guidelines within this booklet, for further information

Maintenance of Window & Door Fittings:

- The friction hinge should be free from dirt, debris, and any other obstructions, in particular the pivots and sliding shoes.
- These should be adjusted sufficiently to ensure the window remains open in the required position so that undue force must be used to open the window.
- Handles should be cleaned with warm water and a mild detergent using a damp cloth.
- Espagnolette locking mechanisms should be examined on an annual basis. All moving parts should be lubricated with light oil. Keeps should be checked to ensure that they have not moved and if necessary, they should be re-aligned to ensure adequate engagement and compression on the perimeter seals.
- Keep ironmongery, hinges, locks etc. clean from dirt and grit by cleaning regularly
- Apply petroleum jelly or silicone lubricant such as Vaseline to moving parts annually. (Avoid balance channel on Timber Sliding Sash windows)

Care & Protection of Teknos painted products

First and subsequent re-decoration

All areas to be redecorated should be washed down with a mild detergent solution & rinsed with clean water to remove dust, insects, and other contaminants, which can form a base for algae and fungi growth.

Where the coating system is intact but requires a cosmetic coat, the following procedure should be followed:

- Using a good quality, long haired, synthetic brush, designed for use with acrylic paints, apply one or two coats of Aquatop 2600 in the appropriate shade, colour & gloss level. Allow to dry for four hours between coats.

Where minor flaking affects small areas of the topcoat surface, but the timber substrate is not exposed, the following procedure should be followed:

- Abrade the damaged area with a fine grade abrasive paper to remove all unsound coating & feather out.
- Clean down & wash down the abraded area to remove dust and allow to thoroughly dry.
- Using a good quality, long haired, synthetic brush, designed for use with acrylic paints, apply a coat of Aquatop 2600 in the appropriate shade, colour & gloss level to the damaged area. Allow to dry for four hours then apply a second coat.
- If the damaged area is widespread, it is recommended that the whole frame is lightly abraded and repaired as described above with the second coat applied to the complete frame.

Where moisture has penetrated joints, end grain, nitrates or natural movement of the timber has opened shakes, treat as follows:

- Abrade the damaged area with a medium and then fine grade abrasive paper.
- Clean down and wash the abraded area to remove dust and allow to thoroughly dry.
- Treat bare wood, where appropriate, with a surface preservative, such as Teknos Aqua 1410 and allow to dry.
- Prime with Aqua Primer 2900 base coat stain in the original colour for translucent systems or Anti Stain Aqua 2901 for opaque systems.
- Seal any open joint with Teknoseal 4001 joint sealer applied by mastic gun. Wipe with a damp cloth or spatula to give a smooth joint and allow to dry to a clear finish.
- Seal any Exposed end grain with Teknoseal 4000 and grain sealer and allow to thoroughly dry.
- Using a good quality, long haired, synthetic brush, designed for use with acrylic paints, apply a coat of Aquatop 2600 in the appropriate shade, colour & gloss level to the damaged area. Allow to dry for four hours then apply a second coat.

Where damage has affected the full depth of the coating system, i.e., deep cut or gouge, the full system requires a repair:

- Abrade the damaged area with a medium and then fine grade abrasive paper.
- Clean down & wash down the abraded area to remove dust and allow to thoroughly dry.
- Treat bare wood, where appropriate, with a surface preservative such as Teknos Aqua 1410, and allow to dry.
- Prime with Aqua Primer 2900 base coat stain in the original colour for translucent systems or Anti Stain 2901 for opaque systems.
- Using a good quality, long haired, synthetic brush, designed for use with acrylic paints, apply a coat of Aquatop 2600 in the appropriate shade, colour & gloss level to the damaged area. Allow to dry for four hours then apply a second coat.

Where resin has exuded through the coating (milking)

- The best remedial treatment is to allow it to weather until it dries and oxidises, forming a white crystalline powder. The dried resin can then be removed with a stiff nylon or natural bristle brush and any remaining residues washed off with a cloth.
- Water based coatings with their relatively high degree of moisture vapor permeability often allow the passage of resin to the surface without damage to the coating. If the finish is not damaged by over-vigorous scrubbing during crystal removal, recoating is often unnecessary.
- Although it may be unsightly, it is better not to remove the fresh sticky resin. In practice, this can be very difficult, and the presence of sticky resin indicates that the exudation is continuing.
- The remedial work for resin exudation is often best left until the first maintenance period is, by which time the resin has normally fully crystallised. After removal as described above, the overall application of one maintenance coat finish restores the general appearance of the timber and maintains its protection.

- When carrying out any coating work, do not attempt to paint when the temperature outside is below 5 degrees Celsius, or if the relative humidity exceeds 80% as the curing and performance of the coating may be impaired.
- If there is any doubt about the substrate or underlying paint film, apply the appropriate Teknos products to a small inconspicuous area, allow to dry for 24 hours & then inspect for appearance and adhesion to substrate, Repair products can be obtained from Teknos (UK) Limited, and can be stored in frost free conditions for up to six months in sealed packaging.

Find more information and images on avoiding paint problems here:

<https://www.teknos.co.uk/pdf/decorators/teknos-avoiding-paint-problems.pdf>

<https://www.teknos.co.uk/pdf/decorators/teknos-avoiding-paint-problems.pdf>

Care & Protection of GRP Nan Ya Door Range



How to Customer Care & Maintenance

How to look after your product

Thank you for investing in our products. Your products have been designed, manufactured and installed to the highest possible standards and are virtually maintenance free. However, to retain their smart appearance and ease of operation a small amount of care and attention is necessary. Please take a few moments to read the guidelines outlined in this Product Maintenance Guide to ensure you receive many years of trouble free service.

To prolong the life of the door surface finish, it is recommended that the GRP composite door is cleaned regularly. This should be completed at least once per month but will depend upon the doors location and exposure to contaminants such as dirt and salt etc.

- It is recommended that the door is cleaned with specially formulated door wipes which are available from Distinction Door Solutions. Alternatively, the door surface can be washed with warm soapy water (washing up liquid is suitable) and wipe dry with a soft cloth.
- When the door is closed always ensure top and bottom locking points are engaged to assist in the reduction of thermal movement.
- To sustain the gloss finish, apply 2 - 3 coats of Konig Maintenance Lacquer every 6 - 12 months.



Do Not;

- Use aggressive cleaning methods, abrasive cleaners or scouring pads on the surface of the door.
- Use high pressure of steam cleaners.
- Use any type of bleach, solvent (eg white spirit, methylated spirit, cellulose thinners or acetone/nail varnish remover).
- Use adhesives of any type or tack for providing temporary protection, for the temporary fixing of seasonal or other decorations etc.
- Use excessive length key chains, please try and avoid contact with these and any other sharp objects you may be carrying.

A repair system is available to deal with accidental damage such as dents or scratches. For details please contact Distinction Door Solutions.



Care & Protection of Palladio Door Range



The maintenance of a composite door tends to be minimal and is just another benefit of choosing one for your front door. However, in order to ensure that your Palladio door remains stunning as ever, we present to you a few tips that would help you maintain the look over the years-

- To maintain your Palladio door and door frame, clean using a nonabrasive soft sponge and warm soapy water i.e., hand soap or washing up liquid.
- Dry using a soft lint free cloth.
- After cleaning and drying, we recommend using Mr. Sheen multi-surface spray to give your entrance door an added sheen and a more polished finish.
- The glass can be polished with any traditional glass cleaner.
- We suggest avoiding the use of harsh chemicals or solvents as they have the potential to damage the surface of the door.

Maintaining door hardware

To ensure you maintain a high-quality finish cleaning should be carried out regularly using the appropriate care and maintenance method below.

Before you start

- **Check and Test**

Harsh chemicals could damage your stainless-steel product, before using any chemicals a trial should be conducted on a small, hidden surface area to check that the resulting finish matches the original.

Cleaning Methods

- **Routine Cleaning and Fingerprints**

Do use warm soapy water with a lint free cloth. Rinse with clean water. Wipe dry with a soft, clean cloth.

- **Stubborn Stains and Discolouration**

Do use mild cleaning solutions such as CIF or a specialist stainless steel care kit.

- **Oil and Grease Marks**

Do use hydrocarbon solvents such as, WD40, methylated spirit or acetone to polish the steel and remove oil or grease residue.

DON'T use abrasive cleaners or scouring pads, bleach, or solvents.

Lubricating your Palladio Door

- Begin by opening the door and placing dust sheet underneath the door to protect flooring.
- Apply 3 in 1 oil or silicon spray to the lever handle, cylinder and multi point locking system and hinges. You can also add a small amount of Vaseline to the hooks, deadbolts, and rollers to ensure lubrication for smoothness of movement.
- Lift the handle up and down 6-8 times to ensure that the lubricant has worked its way through all parts of the mechanism.
- Alternatively, you can wind the key multiple times if you do not have a door with lever handles.
- You can repeat this process twice a year to ensure lubrication.

Source: <https://palladiodoorcollection.com/uk/palladio-maintenance-guide/>

HANDLING AND STORAGE

- The customer is responsible for supplying the necessary labour or mechanical handling to unload and store the goods in a safe and correct manner without risk of injury or damage.
- Delivery documentation and labels will state product weights to assist in determining the correct procedures.
- On supply only jobs our obligation is limited to delivery at a point on a safe hard road surface nearest to the delivery address.

Delivery, Storage & Handling on site

- Windows and Door sets should be lifted by the outer frame, not by the opening sashes, ironmongery, or decorative/ solid glazing bars.
- They should be carried vertically to avoid any tendency to twist or distort the outer frame and cause damage to the connecting joints.
- Particular care should be taken when handling large or composite frames. The use of metal containers for site storage is not advised as this can lead to extreme conditions being created within, which will be detrimental to the performance of our products. Where containers are used, ensure that adequate air circulation can be allowed to flow freely to all products on the pallet and avoid storage in direct sunlight.
- Stack inside on at least 3 level, full-width, evenly distributed bearers in a dry shaded area and keep clear of ground.
- If our products are required to be stored outside, ensure they are protected from the elements with a waterproof cover such as a heat resistant tarpaulin or equivalent, and allow air circulation clearance between products.
- Where products are supplied on a pallet or shrink-wrapped, ensure that adequate air circulation can be allowed to flow freely to all products on the pallet and avoid storage in direct sunlight.
- Products should not be stored in a room or building where excessive moisture levels will be present. In particular, where plastering work is to be carried out as the drying of the plaster pushes lots of moisture into the atmosphere in the room.
- Avoid storing our products flat as the factory applied surface coatings and factory glazing systems have been developed for vertical or angled drainage away from the wetted surface.
- Any period spent with water lying on a horizontal window or door will cause swelling of the timber, poor operation of opening/closing and will invalidate any warranty of that product.
- Protective wrapping should not be removed until the products are ready for installation or until absolutely necessary.
- Caution must be shown when using sharp objects such as knives etc. to remove packaging so as not to cause damage to or from projecting to the product or paint finish.
- Regularly inspect the products whilst in storage to ensure the correct conditions are being met and to check the base coat, primer or finish coats are in good condition.
- Remove products from pallet by lifting not dragging and avoid damage to or from projecting ironmongery or fittings.

- Our joinery products are manufactured to carefully controlled moisture content in line with the requirements to BS 942. Should additional moisture come into contact with our products whilst in storage or during installation, this may result in distortion or the operating mechanisms, or components, leading to long term or lasting damaged and possible degradation of the overall appearance/finish and voiding warranty.

Exclusion conditions of Warranty:

At Compass, we manufacture all our products in our state-of-the-art factory, ensuring each product is made to rigorous quality standards. The installer has full responsibility to guarantee the products are fit for the intended use and they will be properly installed, adjusted, used, and maintained.

- Where the defect is due to normal wear and tear or misuse of the whole or any part of the products. Damage to the surface coating has occurred by physical damage, for example damage caused by window cleaner's ladders, damage to cill extension joints by handling or installation, pet damage, chemical damage caused by bad maintenance or poor design of building.
- Where damage or malfunction has occurred due to the product being incorrectly stored and/or installed or repaired, altered or work processed or pollution from surrounding area in whole or in part to standards as set by Compass and good practise of installation
- Where any maintenance of the products has been carried out other than that detailed in the maintenance instructions.
- The Guarantee/Warranty excludes glass breakage, damage, or faults due to accident, misuse or negligence, excessive cleaning processes or hosing down of product.
- Where the customer fails to give written notice of the defect to Compass within 3 working days of delivery/installation.
- Where products have been stored in an unventilated or damp area prior to fitting or areas that have been unventilated during the construction process or exposed to the elements.
- The benefits of this document are not available to the Purchaser until all monies payable by the Purchaser to the Vendor are paid in full.
- Where damage that is caused by external causes outside the control of the company which shall include, accident, fire, natural disaster, or burglary.
- Where products have been exposed to unusual physical conditions or where surface wear has been caused by natural elements.
- Where there is exudation of resin or extractive staining around knots. See maintenance instructions.
- Damage to outward opening doors due to being left open in windy or breezy conditions
- The products have been damaged during transit customers modes of transport.
- Any alteration or repair by you or by a third party who is not one of our authorised fitters.

- From initial point of sale, the customer/contractor should inform Compass of any severe climatic locations where it would not be reasonable to expect the Product to withstand such weather without damage.
- Compass recommends that for coastal, high altitude or exposed areas that stainless steel hardware is specified to avoid corrosion.

NOTE

- Reported defects: we will send out our Fabricator as soon as possible on agreement with our customer.
- Compass will only action/log repairs or replacements directly through our customer or their customer care team.
- Compass will not engage in direct communication with homeowners other than to arrange access to property for service calls.

The following costs will be incurred by customer if the product has been poorly fitted by others or badly/maintained:

- **£25.00 per hour** from the time of leaving the factory to returning to the factory.
- If a product has been fitted correctly and just needs a slight adjustment there will be no charge.
- We would advise all products especially doors must be plumb, level, straight and square; frames must not be over screwed or distorted for the lock and keeps to work.
- In situations where a product or component is not functioning properly due to manufacturing issues, or materials, our responsibility is limited to the supply of a replacement product or part only.
- Compass are not liable for any installation or other costs.

Warranties are only valid on products that have been fully paid