

# Mila Product Guarantee Terms & Conditions

Mila guarantees the performance of its products provided that they are properly installed, used and maintained. Depending on the individual product, Mila provides differing types of product guarantee. Full details of individual product guarantees are shown on their respective product page within the Mila catalogue.

## **5 Year Mechanical Guarantee**

For 5 years from date of supply by Mila subject to terms and conditions stated on pages 2 and 3. Mila will replace any defective parts or at Mila's sole discretion issue a credit note not exceeding the original value of the parts.

## **10 Year Mechanical Guarantee**

For 10 years from date of supply by Mila subject to terms and conditions stated on pages 2 and 3. Mila will replace any defective parts or at Mila's sole discretion issue a credit note not exceeding the original value of the parts.

## **25 Year Mechanical Guarantee**

For 25 years from date of supply by Mila subject to terms and conditions stated on pages 2 and 3. Mila will replace any defective parts or at Mila's sole discretion issue a credit note not exceeding the original value of the parts.

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## **5 Year Surface Finish Guarantee - Plated products including PVD**

The surface of products protected with a plated finish is guaranteed for 5 years from date of supply by Mila subject to terms and conditions stated on pages 2 and 3. Provided these are adhered to, the hardware has been correctly fitted and operated, and has not been subjected to abuse Mila will replace any defective parts or at Mila's sole discretion issue a credit note not exceeding the original value of the parts. This guarantee applies solely to products supplied with a plated finish and identified as such within the Mila catalogue or product Mila's product literature.

## **10 Year Surface Finish Guarantee - Powder coated products**

The surface of products protected with a powder coated finish is guaranteed for 10 years from date of supply by Mila subject to terms and conditions stated on pages 2 and 3. Provided these are adhered to, the hardware has been correctly fitted and operated, and has not been subjected to abuse Mila will replace any defective parts or at Mila's sole discretion issue a credit note not exceeding the original value of the parts. This guarantee applies solely to products supplied with a powder coated finish and identified as such within the Mila catalogue or product Mila's product literature.

## **25 Year Surface Finish Guarantee - Supa Stainless Steel (Grade 316)**

The surface of Supa stainless steel products is guaranteed for 25 years from date of supply by Mila subject to terms and conditions stated on pages 2 and 3. Provided these are adhered to, the hardware has been correctly fitted and operated, and has not been subjected to abuse Mila will replace any defective parts or at Mila's sole discretion issue a credit note not exceeding the original value of the parts. This guarantee applies solely to Supa stainless steel (grade 316 only) products identified as such within the Mila catalogue or product Mila's product literature.

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- a) The customer must supply proof of the date of purchase of the parts concerned.
- b) This guarantee shall not apply to any part which has been incorrectly fitted, adjusted or operated, nor to any part which has been subjected to stresses and operating forces beyond the recommended levels.
- c) Parts shall not be subject to abuse and shall be maintained and lubricated at least twice per annum, as recommended on page 3.
- d) Stainless steel screws must be utilised with stainless steel hardware.
- e) Where Mila is responsible for replacement of defective parts only, Mila will provide the labour required to remedy the failure on site and said labour will be chargeable to the customer at the prevailing Mila Maintenance labour rate. This charge will be in respect of time spent on site only, no charge will be made in respect of traveling time. At Mila's sole discretion, it may elect to allow the customer to replace the defective parts.
- f) Mila reserves the right to invoice the customer for all reasonable costs which may be incurred in handling claims which prove not to be covered under this guarantee.
- g) This guarantee applies to Mila products supplied on or after 1<sup>st</sup> January 2001.
- h) Mila will not accept responsibility for claimed defective parts where Mila have not been provided with the opportunity to inspect the parts concerned on site.
- i) Mila will not accept responsibility for claimed defective parts where Mila has not been paid for said parts (unless payment is not yet due under the Mila Terms of Trade).
- j) This guarantee applies solely to Mila branded products, and does not apply to other products supplied by Mila from time to time which will be supplied with the relevant manufacturers guarantee only (details of which are available on request).
- k) This guarantee does not apply to decorative finishes, or to surface corrosion which does not impair the normal functioning of the parts supplied. Certain products are supplied with separate guarantees regarding surface appearance.
- l) This guarantee does not apply to Mila products which are installed in highly aggressive/corrosive atmospheres unless it is a Mila Supa product Grade 316. If there is any doubt over which areas are deemed highly aggressive/corrosive the Mila Technical department should be contacted for their recommendations.
- m) The 'Customer' is defined as the party with whom Mila contracted for the sale and purchase of the parts concerned, and this guarantee is enforceable only by the customer.
- n) This guarantee is only applicable to hardware directly purchased from Mila UK. Therefore any goods supplied by other Mila companies or subsidiaries thereof and/or any third party sales will not be covered by Mila UK's guarantees.

## Mila Product Guarantee Maintenance Guidelines

Mila recommend twice yearly (Spring and Autumn) maintenance of all window and door hardware. Regular maintenance of mechanical components will reduce wear and tear and prolong serviceable life.

The below recommendations assume that the window/door has been made and installed to a standard not less than that set out in the appropriate standard code/code of practice and that all operations function correctly.

### Adjustment

In order to maintain correct cavity dimensions or weather-seal compression, adjustment is provided within most hardware.

### Friction Stays – Twice Yearly Maintenance

All friction stays with sliding shoes, which travel along a track, must be kept clear of dirt, debris and obstructions at all times. Use a soft, damp cloth with a mild solution of warm soapy water to clean the friction stay, then dry thoroughly afterwards. For optimum performance lubricate all pivot points with a light (low viscosity) engineering oil.

### Window and Door Handles – Twice Yearly Maintenance

Window and door handles can be cleaned with a soft, dry cloth. If further cleaning is required use a mild solution of warm, soapy water on a soft cloth and dry thoroughly afterwards.

### Locking Mechanisms\* – Twice Yearly Maintenance

Locking mechanisms and strikers should be wiped down with a soft cloth, and a smear of petroleum jelly should be applied to locking points (ie. mushroom cams and strikers). Silicone spray should be applied to all moving parts.

\*inc. espags, shootbolts, multi-point door locks and TBT/TNT gearing

### Caution

To prolong the serviceable life of your hardware, care must be taken not to scratch or damage the surfaces of the hardware, particularly decorative furniture, during maintenance/cleaning. Always use soft cloths for cleaning - do not use wire wool or scouring agents. Never use solvent based lubricants (such as WD40) or abrasive cleaning agents. All residues of old lubricants should be removed prior to maintenance.

### Remedial Maintenance

Remedial maintenance resulting from mechanical or operational difficulties should only be undertaken by an approved maintenance engineer. Unauthorised remedial maintenance may invalidate guarantees. A check on the tightness and security of all fixing screws by an approved engineer is recommended every 5 years.