



TRUFRAME **PROTECTION** PROMISE

Secured by Sac Hardware
October 2019

The TruFrame Protection Promise guarantee assures you that your windows have the highest levels of security protection.

Register your TruFrame Protection Promise guarantee within 28 days of installation at
www.truframe.co.uk/protectionpromise



Terms

We are happy to offer you the following TruFrame Protection Promise guarantee.

In the unlikely event of a break-in taking place at your home due to the failure of any Sac Hardware locking component, TruFrame offers up to £7,500 of cash compensation, subject to the terms and conditions outlined in this Protection Promise guarantee.

Compensation Breakdown

1. Up to £2,500 towards your home insurance excess. In the unlikely event of a successful break-in, TruFrame will pay up to £2,500 towards your home insurance excess. We don't want you to incur any costs that you shouldn't have to.
2. Up to £2,500 towards repairs or replacements. Our products are always designed with high security in mind. If any Sac Hardware locking component fails, and a successful break-in occurs because of this, TruFrame will pay up to £2,500 towards any repairs or replacements required.
3. £2,500 compensation if a break-in occurs due to a direct failure of any Sac Hardware locking component. This is offered as a direct apology for any distressed caused.

TruFrame will issue the above payments within 28 days of any claim being approved.

In the event of a break-in

- Call the police and obtain a crime reference number.
- Arrange for the property to be secured and obtain a valid receipt for any professional call-out charges, including any reasonable temporary security measures taken to protect your home. Do not remove the window(s) or window components and take photographic evidence of any damage.
- Complete an online claim form at www.truframe.co.uk/protectionpromise within 7 days of the break-in. You will need to provide your crime reference number, a copy of a valid insurance certificate and receipts for any call-out charges. Please also include photos and any supporting files such as CCTV footage.
- Contact the company that installed your window within 7 days of the break-in, to advise that that you will require a repair or replacement of the window(s).
- TruFrame will organise for an Engineer from Sac Hardware to visit the property within 10 working days of receiving the online claim form. The Engineer will inspect which Sac Hardware locking component(s) failed during the break-in, and whether the terms and conditions of this guarantee have been met.
- Please provide access for the Sac Hardware Engineer to assess the claim between 9.00am - 4.00pm, Monday - Saturday. Please ensure there is someone over the age of 18 present during the inspection.

Conditions

The TruFrame Protection Promise guarantee is only valid when the following terms and conditions are met in full:

- The TruFrame Protection Promise guarantee must be registered at www.truframe.co.uk/protectionpromise within 28 days of the installation being completed.
- All components directly related to window security (i.e. lock, keeps, handle(s), hinges, hinge protectors) must be either supplied by or approved for use by Sac Hardware.
- The property must have been broken into via forced entry through a window which is PAS 24:2016 certified (demonstrated through Secured by Design accreditation). Only products manufactured to this standard are covered by the TruFrame Protection Promise guarantee.
- The window must have been installed by a company or individual that is an approved member of a government recognised "Competent Persons Scheme", such as FENSA, Certass or Assure. Please visit the www.gov.uk for an up-to-date list of recognised schemes.
- The TruFrame Protection Promise guarantee does not extend to components that have not been supplied by Sac Hardware. If the break-in is reasonably judged to have occurred due to the failing of any another component (e.g. broken glass or window frame), this guarantee will be void.
- The TruFrame Protection Promise guarantee will not apply if the goods have not yet been paid for in full (i.e. there is an outstanding balance for supply and installation).
- The benefits of the TruFrame Protection Promise guarantee only apply where forced entry is gained to the property through the failure of a Sac Hardware component covered by this guarantee.
- The TruFrame Protection Promise guarantee will be void if:
 - The window(s) or Sac Hardware components have not been correctly fitted, adjusted, or operated.
 - The window(s) have not been properly maintained. Sac Hardware recommends that the moving parts of your window(s) are lubricated at least twice a year. Please ask your installer for advice on maintenance.
 - The window(s) or Sac Hardware component has been subjected to abuse, vandalism, and negligence or subjected to forces and stresses beyond recommended levels prior to the break-in.
 - The window(s) have been modified, repairs or alterations have been made without prior approval by either TruFrame or Sac Hardware.

The decision of the Sac Hardware Engineer, with respect to the above, is final.

- When the break-in occurred, the windows must have been securely closed and locked. Windows must not be left in the Air-Mode™ (aka night vent) position.
- All claims are subject to the property being occupied on a full-time basis and fully furnished.
- The guarantee is applicable to residential properties in the United Kingdom and Republic of Ireland only.
- Commercial (including rental) properties are excluded from the TruFrame Protection Promise guarantee.
- Any window repair or replacement will be made on a like-for-like basis.
- The claim and all supporting documentation must have been notified and submitted to TruFrame within the time limits noted above. Failure to comply with these time limits will invalidate the claim.
- Subject to the conditions above, this TruFrame Protection Promise guarantee is valid for the entire lifetime of the Sac Hardware components. Lifetime is the number of years that the lock is reasonably expected to last, determined through industry standard testing and the length of time that the materials used to create the product are expected to last.
- The guarantee is non-transferable to a new owner if the property is sold.

The following Sac Hardware components are PAS 24:2016 security tested and must be used as part of a complete Secured by Design accredited window:

- Sac Hardware H2 Shootbolt Locking System

Sac

Smart Ready Certified Hardware

Sac Hardware is pleased to partner with TruFrame to secure your home.