

AFTERCARE



 **West Port**
Bespoke Timber Windows, Doors & Fire Doorsets
AFTERCARE



TESTIMONIALS

"We had a visit from your technician today who refinished the stable door in question. I will just start by quickly saying thank you very much for a very prompt response to our little issue here in Tetbury. The technician was here this morning and carried out the flawless repair in a very short time and should be commended for his professional, courteous attitude and skill. He is another example of the great team you have at West Port, that I have had great pleasure in dealing with."

- *Jeremy Duignan, Assistant Site Manager*

"Not very often I write emails like this - I have come off site with one of your technicians, and wanted to tell you that in my 5 years it was the best service I've seen from another company. It was nice having someone on site who actually worked with all 3 - the supplier, customer and end user - all walked away happy!"

- *Jason Smith, Depot Manager*

"Could you please pass on my thanks and gratitude to Alan regarding the fitting of the French window yesterday. The skill and eye for detail is quite outstanding, a very professional job well done. I would also like to thank you as well Susannah again for you professionalism in the management of my account."

- *John Williamson*

"Michael did a very good job of the painting so thank you for organising."

- *Surinder Wynne*

"Thank you for sorting out a replacement panel. Your engineers were most proficient and very patient answering my questions about fit and materials. All three a credit to you, only sorry that they had to make such long journeys."

- *Alan Hughes*

WELCOME PACK

Inside your welcome pack you should find;

- 1 x Sample of Mild Cleaning Agent
- 1 x Sample of Care Balsam
- 1 x Touch-up Paint Pot
- Warranty Card

CLEANER DIRECTIONS:

Soak a cotton cloth with the detergent sample and clean the coated surfaces. Avoid intense rubbing, and allow to dry for approx 30 minutes.

BALSAM DIRECTIONS:

Use a second cloth to apply a thin layer of care balsam. Apply uniformly by moving rapidly in one direction. Do not polish or rub.

DISPOSAL:

Dispose of leftover product in the original container. This product may not be disposed of together with household waste. Do not allow to reach the sewer system.

CARE SET (pictured):

For windows & doors coated with an opaque or translucent coating. Regular use leads to extend the renovation intervals or life cycle of the surfaces. Refreshes the colour effect/shine on your doors and windows, as well as added protection from the elements.

Set contains 250ml cleaner, 250ml balsam and specialist cotton cloth.



COMMISSION & ANNUAL INSPECTIONS*

Commission and Annual inspections are essential and key factors that must always be carried out with any timber product. Minor amendments are always required over time, as the products will settle within a new environment. The products also require maintenance and care on an annual basis.

Why not take advantage of West Port's Aftercare services, these benefits are for our customer's peace of mind, and to also ensure all of our products are given the best treatment to prolong their lifespan.

- The Commissioning Service is set in place to help sites with a smooth, faster and effective handover; therefore, no delays are incurred. Our team take over the responsibility of commissioning all products which includes, repairs, adjustments, ordering and replacing any products.
- The Annual Inspection Service is set in place for our team to attend site once a year. This has been proven to prolong the quality of the products, keeping your warranty in place and also helping customers understand the guidelines of the maintenance schedules which are to be carried out for each product.

If you are interested in becoming part of any of the services offered, please contact the aftercare team.

**Chargeable Services*

The Annual Inspection Service can include:

- One visit to site per year
- Maintenance adjustment
- Full inspection report detailing the condition and functionality of each product, including recommendations
- Cleaning
- Product operational checks
- Recoating the external face of the products
- Glazing inspections

Prior to the visit you will be contacted by our aftercare team who will gather any information that might be relevant to the service visit. This will then enable our team to pre-order the necessary parts to complete the works during the one visit. On the day of the agreed visit, the aftercare team will contact you to confirm the time of arrival, the technician will then fully assess all products including operation.

We offer comprehensive inspection services throughout the UK and we provide a range of inspection & maintenance programmes that are designed around the exact requirements of each client, this means you only pay for exactly what you need.



PAINT & PAINTING

Surface damage to the face of your product can happen, it's how you rectify them that matters. To help we are offering touch up paints for customers to be able to cover minor scratches themselves with the help of a step by step guide. To order paint please contact the aftercare team with the RAL and Order number printed on the side of your paint tin included in the Welcome Pack. If you aren't confident carrying out your own repairs or the recoating cycle, we can arrange a fully trained technician to visit your home. Our technician will repair and recoat your door or window to factory finished conditions.



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Thank you for purchasing West Port Timber products.

West Port offers a full aftercare service to all customers, which allows you to protect your investment by having our skilled joinery and paint technicians complete all required maintenance for you.

It is important that all products are inspected at least annually (depending on building/locations). By identifying any potential problems early enough, the solutions become much more straightforward and your guarantee is not at risk.



WARRANTIES

- All finishing warranties are subject to the environmental conditions of the site location, and adherence to the care and maintenance procedures laid down by manufacturers under the conditions.
- Colour variations in timber may occur as it is a natural product.
- Any alteration or modification to your product following delivery must be authorised by ourselves as failure to seek authorisation may result in your warranty being invalidated.



Timber

For a period of 10 years from the date of supply, West Port warrants that the goods will be free of rot or fungal infection under normal conditions, and that every reasonable effort has been made to ensure the use of good quality materials, and where care and maintenance as per this document has been carried out satisfactorily.



Glazed Unit

For a period of 10 years from the date of supply, West Port warrants that double glazed sealed cavity units, supplied factory fitted shall be fit for purpose for which goods of the type are normally used under normal conditions, and that every reasonable effort has been made to ensure the use of good quality materials, and where care and maintenance as per this document has been carried out satisfactorily.



Hardware

For a period of 10 years* from the date of supply, West Port warrants that all hardware that is supplied factory fitted shall be fit for purpose for which goods of the type are normally used under normal conditions, and that every reasonable effort has been made to ensure the use of good quality materials, and where care and maintenance as per this document has been carried out satisfactorily.



Craftsmanship

For a period of 10 years from the date of supply, West Port warrants that all goods supplied will be free from defects as a result of manufacturing processes when used under normal conditions, and where care and maintenance as per this page has been carried out satisfactorily.



Paint

For the decorative finish on products supplied factory finished, the West Port warranty shall be 8 years for opaque coated items and 6 years for translucent coated items from the supply date, in normal use and moderate weather conditions, and where care and maintenance as per this document has been carried out satisfactorily.



Take the Tour

Come and visit us and take the factory tour and understand why our customers choose West Port.

Visit our website

Visit our website to learn more about our products, services, accreditation and what makes West Port stand out from our competition www.west-port.co.uk



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