

Titon Hardware

Extended Warranty

for Titon Hardware Products



Introduction

Titon Hardware Ltd (“Titon”) is committed to providing high-quality hardware products designed for durability and performance. We offer the following extended warranty in respect of certain of our hardware products to the original purchaser (“Purchaser”) of our products for a period of 10 years from the invoice date, subject to the terms and conditions outlined herein (the “Extended Warranty Terms”). No third party, e.g. a subsequent owner of the Product, may assert any claim based on these Extended Warranty Terms.

The date of issue of these Extended Warranty Terms is 1st September 2025. Only Products invoiced on or after 1st September 2025 are eligible to be covered by these Extended Warranty Terms.

Warranty Coverage

This extended warranty covers the mechanical functionality of the following hardware products (the “Products”):

- Titon Capture Window Restrictors.
- Titon Adventure Friction Hinges.
- Titon Venture Friction Hinges.
- Titon Terminus Espagnolettes.
- Titon Hexalok Sliding Door Lock.
- Titon Overture Stainless Handles and Letterplates.
- Titon Overture DH Handles and Letterplates.
- Titon Overture E Espagnolette Handles.
- Titon Key Releasable Restrictor.
- Titon SF Xtra Sound Attenuator (Acoustic) Vents.
- Titon SF Xtra Vent.
- Titon Trimvent Select Xtra S13 Vents & Canopies.
- Titon Trimvent Select Xtra S16 Vents & Canopies.
- Titon Trimvent Select Xtra R16 Vents & Canopies.
- Titon Trimvent SM Vents & Canopies.
- Titon Trimvent 90 Hi Lift Vents & Canopies.
- Titon Trimvent 4000 Hi Lift Vents & Canopies.
- Titon Gas Regulations Ventilators & Canopies.
- Titon Maxiglaze Vents & Canopies.
- Titon Trykvent Vents & Canopies.

A warranty claim is deemed to be valid if the Product can no longer be operated for the purpose originally intended by Titon by reason of product failure, within 10 years of purchase, and where all applicable warranty prerequisites listed herein have been met. For the purpose of determining whether mechanical functionality has become limited and a warranty claim is valid, the standard of the state of the art on the date of Product manufacture shall apply.

In the event of a conflict between these Extended Warranty Terms and any other terms and conditions between Titon and the Purchaser, these Extended Warranty Terms shall apply to the qualifying Products.

Making a warranty claim

To make a warranty claim according to these Extended Warranty Terms, the Purchaser must:

1. Notify Titon in writing within thirty (30) days of discovering the defect, providing a detailed description of the issue and proof of purchase.
2. Provide proof of installation date.
3. At Titon's discretion, return the defective Product for inspection or make appropriate arrangements for a Titon representative to conduct an on-site examination to determine the cause of failure.

Titon reserves the right to reject a warranty claim where the warranted Product has not been returned to Titon for inspection and Titon have not been given the opportunity to inspect the claim on site.

Warranty Pre-requisites

This extended warranty is granted only where the Purchaser can provide demonstrable proof that the following prerequisites have been met. The Purchaser shall:

- have used the Product appropriately and in accordance with applicable Titon installation and use instructions.
- have complied with all safety, safe-use and warning information provided by Titon.
- have had the hardware installed by a professional and competent person.
- have correctly installed and adjusted the Product.
- provide evidence that regular maintenance obligations have been met as instructed by Titon.
- have used only Titon-approved ancillary products (including, but not limited to, screws, packers etc.)

Warranty Exclusions

Claims based on the following elements or events are excluded from this extended warranty:

- Surface finishes.
- Normal mechanical wear and tear.
- Hardware that has not been correctly fitted according to Titon's installation guidelines.
- Products that have been modified or altered without prior written consent or approval from Titon.
- Damage caused by exposure to corrosive environments, including but not limited to coastal areas, proximity to industrial settings, swimming pools, chemically hazardous environments, livestock pens or sustained exposure to adverse weather conditions.
- Damage caused by environmental substances, including but not limited to salt, sand, standing water, soot, industrial dirt or air pollutants.
- Damage resulting from improper installation, intentional or accidental misuse, abuse, or failure to carry out regular maintenance as detailed in the appropriate product maintenance manual.
- Damage resulting from improper maintenance or use of inappropriate cleaning methods, substances or materials.
- Damage resulting from forced entry or vandalism. Damage caused by extreme temperatures, howsoever caused.

Warranty Exclusions cont/d

- Damage or other problems resulting from installation into a condition that exceeds product design standards and/or certified performance specification, (including the anticipated number of operational cycles during its service life).
- Damage caused as a result of the installation being unsuitable for the specific environmental, access or weather conditions at the installation site.
- Damage caused as a result of extreme operating forces.
- Damage caused by factors beyond the scope of normal use (including but not limited to subsidence, flooding, fire, arson, explosion etc.)
- Costs associated with the removal, installation or reinstallation of the affected Product.

Remedy if a warranty claim is upheld

If a warranty claim is confirmed by Titon to be valid, and no ground for exclusion of the warranty applies, Titon will, at its sole discretion, either:

- Repair or replace the defective Product free of charge; or
- Credit the original purchase price of the defective Product.

The total liability of Titon under the performance of a warranty claim under these Extended Warranty Terms shall not exceed the original purchase price of the applicable Product.

Where Titon accepts a warranty claim according to these Extended Warranty Terms, the liability shall be limited to providing a replacement part or Product only; installation of replacement parts or Products is to be carried out by the Purchaser at their cost.

The warranty period for replaced or repaired Products under these Extended Warranty Terms will continue to be warranted under the original warranty period.

Whilst Titon makes every effort to ensure the continued availability of its products, Titon cannot guarantee that a product may not be discontinued. In the event that a Product covered by these Extended Warranty Terms is no longer available, Titon reserves the right to offer a part or a Product that is at least equivalent and has the same functionality as the Product warranted hereunder.

Jurisdiction

The laws of England and Wales shall apply to all matters arising under these Extended Warranty Terms.

Limitation of Liability

This extended warranty is the sole and exclusive remedy provided by Titon for a Product failing the warranty specified in these Extended Warranty Terms.

Titon shall not be liable for any incidental, consequential, special or indirect damages arising from the circumstances of any warranty claim.

This extended warranty does not restrict the Purchaser's statutory rights.

For further information or assistance, please contact Titon Hardware Ltd technical customer services:

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