



Roof Maker Ltd. Product Warranty

All Reflex® & Reflex+ Double and Triple glazed performance units feature a 20-year unit seal warranty from the date of invoice.

If a unit seal should fail within the 20-year period it will be replaced free of charge provided that the original glass unit is returned or made available to us first for full in-house examination and provided that the seals have not been damaged during fitting or that the rooflight itself has been fitted incorrectly and not as per our instructions.

Roof Maker Ltd. has a credit on return policy which means payment of the replacement glass unit or rooflight is made first and then if the faulty unit is returned and upon investigation it is agreed that a seal failure has occurred a refund for the cost of the unit and delivery charge will be made.

Roof Maker Ltd is not responsible for any consequential costs arising from the failure of its products which includes deglazing and re-glazing of the faulty unit, only the replacement unit itself.

Internal condensation within the cavity inside the sealed unit 'misting up' is what constitutes a unit seal failure.

Rooflight and Roof lantern aluminium frame glazing components are covered by a 10-year guarantee against bending, cracking, shape retention and component failure. Colour coded roof lanterns are not covered if they have been subject to aggressive chemical cleaning of any sort or incorrect installation.

Aluminium profiles are guaranteed against bending, cracking and breakage under normal use within normal environments.

Installation, sealing and waterproofing are not covered by the guarantee and are the responsibility of the installer or roofer who installed the products.

Electrical items within the rooflights such as chain actuators, motors, switches, rain sensors and climate control units have a 1-year guarantee for replacement within that time period.

If a component fails within the guarantee period, we reserve the right to either repair the component or replace it, consequential costs are not covered in any event.

Our Standard Terms & Conditions of sale apply to all products supplied which are listed on our website (roof-maker.co.uk).