



Letterplate Guarantee Details

UAP Ltd distribute a wide range of letterplates, with flaps made from aluminium and Nanocoast 304 or 316 grade stainless steel.

The letterplates are available in a range of colours, and we guarantee the letterplates and finishes against the following:

Surface Coating Failure

Coating Guarantee = the sooner of "the guarantee supplied for the door or window from the manufacturer" or "5 years inland" on aluminium based flap letterplates or "Lifetime" on Nanocoast 304 or 316 grade stainless steel based flap letterplates.

We guarantee that the letterplates will not tarnish on the door for the guarantee period given above subject to;

1. The letterplates are applied to a door or door panel, and no item of door furniture on the door or door panel are sealed or fixed using any form of silicone sealant or the like.
2. The letterplates are fixed correctly and the right way around with the brushes facing to the outside using the correct fixings, and are not scratched or damaged at any time during the installation process or thereafter.
3. Nanocoast 304 or 316 grade stainless steel based letterplates are cleaned with a lemon based very mild soap solution and a soft cloth once a month, or every 2 weeks in areas of high sea salt such as coastal areas. At no point should any form of cleaning agents be used.
4. Aluminium based letterplates are installed inland (defined as 25 miles from the coast or 5 miles from highly populated industrial areas) and are cleaned monthly with a moist cloth. At no point should any form of cleaning agents be used.
5. No claim will be accepted for any letterplate that is scratched or mutilated or fitted incorrectly.
6. The guarantee only applies if the letterplate is fixed to the original door for which it was bought and fitted by the installer. The guarantee will cease immediately if the letterplate is removed from the original door or door panel.

Mechanical Failure

Mechanical Guarantee = the sooner of "the guarantee supplied for the door or window from the manufacturer" or "5 years inland" on aluminium based flap letterplates or "10 years" on Nanocoast 304 or 316 grade stainless steel based flap letterplates.

We guarantee that the letterplates will not fail mechanically the door for the guarantee period given above subject to the conditions outlined above.



Claiming Under the Guarantee

Every product must be inspected before they are fitted on to a door, window frame or door panel for any defects. If any defects are found then the product must not be fitted and the fault reported immediately to UAP Limited. Any product fitted is assumed to have been inspected and approved as being fit for purpose.

To make a claim under the guarantee, UAP Limited must receive in writing the product code of the item, the full details of the problem, the date the product was purchased, the date of manufacture of the unit in question and the address of the installation.

We will require all 'faulty' items to be sent to ourselves at the address below by first class recorded delivery post. We will then examine the item in question and confirm whether the item is covered by the guarantee. If it is not covered by the guarantee we will advise you, the customer, in writing of the reason for rejecting the claim.

Limitations of the Guarantee

UAP Limited's guarantee will be limited solely to the replacement of the item purchased from UAP. There is no liability whatsoever for consequential damages or costs, howsoever calculated or incurred. UAP Limited will enforce and rely fully upon their terms and conditions of sale in all aspects other than the limitation set out above. UAP will also pay for the cost of the recorded delivery, if and only if, the product is deemed to be covered by the terms of the guarantee set out above.

Payment of the Guarantee

UAP reserve the right to discharge the guarantee claim in the form of replacement products at the customer's normal buying price at the time of the complaint being received by UAP Limited.

Time Limit on Guarantee Claims

UAP will only be liable for claims made within a maximum period of 10 years from the date of purchase of the products from UAP Limited.

Correspondence Address for all Guarantee Claims

Any guarantee claim must adhere to the system set out above in all respects and must be made in writing to: UAP Limited, Unit 1 Albert Close Trading Estate, Whitefield, Manchester, M45 8EH.

The terms of this guarantee may be varied by UAP Limited at any time at our own discretion. Please see www.uapcorporate.com for up to date product guarantees.

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