Freefoam Guarantees

peace of mind for homeowners

Freefoam
LIFETIME
Guarantee

freefoam
The Complete Roofline Solution

The Freefoam Guarantee

BACKED BY LEADING EDGE TECHNOLOGY

Freefoam products are all manufactured using an advanced environmentally lead-free formulation that guarantees long life and maximum protection. The range is made in two parts: a strong PVC-UE foam 'core' is protected with a top coating of rigid PVC-U, giving a smooth, strong, hard wearing skin.

Freefoam products are produced with extra Titanium Dioxide, a natural mineral commonly found in sun block that we all use to protect our skin from the sun. This means that Freefoam products are also protected from UV damage so they last and look good for longer.

COLOUR GUARANTEED

Guarantees on all colour fascia, soffit and rainwater products are backed by Freefoam's innovative Colormax technology which provides ground-breaking colourfastness, colour variety and colour matching.

Guarantees on woodgrain products are backed by market-leading Renolit EXOFOL MX foil incorporating Solar Shield Technology (SST). Built in sun reflection which reduces heat absorption, minimising profile temperature and expansion.

YOUR GUARANTEE

All Freefoam white roofline products are automatically covered by our manufacturers guarantee of 20 years.

50 YEAR EXTENDED GUARANTEE

Extend your Guarantee to 50 years by choosing Freefoam fascia, soffit and gutter fitted by a Freefoam Registered Installer.

Product	Guarantee White	Guarantee Colour
Fascia	20: Can be extended to 50 years*	10
Soffit	20: Can be extended to 50 years	10
Cladding	10	10 (5 years colour guarantee on dark colours)
Rainwater	20: Can be extended to 50 years	10

*only when fitted with Freefoam rainwater system

YOUR GUARANTEE CERTIFICATE

Your manufacturers Guarantee Certificate will be emailed or printed and posted to you by your Freefoam Registered Installer. If you decide to move house then the guarantee can be transferred to the new owners.

Why choose Freefoam?

- Guaranteed not to warp, crack, discolour** or blister.
- Resistant to air pollution.
- 50 year extended lifetime guarantee on white roofline and rainwater products.*
- 10 year guarantee on all cladding products.**
- 10 year guarantee on woodgrain products.
- 10 year guarantee on coloured roofline and rainwater products.
- Fully transferable guarantee to new homeowners.

*Terms and conditions apply. See pages 4-7 for details.

** Please consult the guarantee table.

Freefoam **LIFETIME** Guarantee

freefoam
Building Products

Extended Guarantee
Against Warping, Cracking & Discolouration

This is to certify that the following property has been registered for the Freefoam Extended Guarantee, subject to the Terms & Conditions of acceptance:

77 - 83 St James Mill Road
Northampton
Northamptonshire
England
NN5 5JP

Extended Guarantee applies to the following Freefoam products in accordance with specified terms & conditions of the guarantee scheme:

Freeflow® Rainwater:	Black	10 Years
Fascia:	White	50 Years
Soffit:	White	50 Years

Freefoam products installed by:
Freefoam

Installation Date: 01/10/2012
Certificate #: 42251-57/20121008

Signed:
Aidan Harte, Managing Director, Freefoam Plastics

Freefoam Plastics, Central Commercial Park, Centre Park Road, Cork, Ireland, Tel: +353 21 4966311
Email: sales@freefoam.com Web: http://www.freefoam.com

Getting the work done

FREEFOAM REGISTERED INSTALLERS

Installing or repairing fascia, soffit, cladding and guttering is not an easy job to do yourself. It's inaccessible and needs a level of skill that comes through experience and training. We would recommend you get it done professionally BUT tracking down a reliable and trustworthy installer can be a daunting and difficult task.

The Freefoam Registered Installer Scheme can help take the guess work out of finding the right person for the job. What's more, when you use a Registered Installer and the work is registered online your 20 year Freefoam Guarantee is automatically extended – to 50 years!

- Independent professionals backed up by years of experience.
- Roofline and cladding experts who know our product range inside out so can advise you on what's best for your home.

To find a local Registered Installer contact Freefoam on 0800 002 9903 or email ukmarketing@freefoam.com.

To get a free quote from a local Freefoam Registered Installer for your roofline go to www.myrooflinematters.co.uk

myroofline matters

To get a free quote from a local Freefoam Registered Installer for cladding go to www.mycladding.com

my cladding

What Freefoam customers say

Every year thousands of homeowners choose from the Freefoam roofline range because they feel confident in the product guarantees. But don't just take our word for it!

"Our local installer explained the product really clearly and we chose to go with a product that was guaranteed"
Mr Teal, Windsor

"We had several quotes and decided to go with our local installer instead of a larger company. We are very pleased with the work, he did an excellent job"
Mrs Duncan, Fife

"I live on my own so maintenance is an issue for me. My new UPVC roofline has given me real peace of mind to know that I don't need to worry about it again"
Mrs Sanger, Evesham

FREEFOAM LIFETIME GUARANTEE TERMS AND CONDITIONS

Freefoam manufactured white PVC-UE roofline and PVC-U rainwater products ("Freefoam Products") are guaranteed upon and subject to the following terms and conditions:

1. The period of the standard guarantee ("the Guarantee period") is 20 years from the date of installation of the Freefoam products and is extended to a Lifetime Guarantee of 50 years, from that date if (but only if) no other brand is used in any of the following installations: 1. fascia + rainwater; 2. soffit; 3. rainwater; and the installation is duly registered with Freefoam Plastics through their website www.myfreefoam.com within one month of its completion.
2. The period of the guarantee ("the Guarantee period") from the date of installation of FORTEX and other non-embossed cladding products in respect to warping, splitting or cracking is 10 years.
3. The period of the guarantee ("the Guarantee period") in respect to the discolouration of FORTEX and other non-embossed cladding products ("the Guarantee period") from the date of installation for colours White, Pale Gold, Sand, Pale Blue, Cement Grey and Misty Grey is 10 years, while the discolouration guarantee for darker colours -Cappuccino, Argyl Brown, Storm Grey, Slate Grey and Colonial Blue - is 5 years. The discolouration guarantee applies to defects in FORTEX and other non-embossed cladding products appearing within the guarantee period which consist of discolouration which does not exceed Grey Scale 2 as measured in accordance with EN 20105-A02.
4. The guarantee applies to defects in Freefoam Products appearing within the guarantee period which consist of warping splitting or cracking or of discolouration which in the case of roofline profiles and mouldings is not in conformity with the colourfastness and weathering criteria defined in BS EN 13245-3:2010, BS EN 13245-2:2008, BS7619:2010 and in the case of rainwater profiles and mouldings is not in conformity with the colourfastness and weathering criteria defined in BS EN 607:1995 section 10.
5. The guarantee will only apply:
   - If the defects are notified to Freefoam Plastics in writing within 3 months of their appearance together with proof of purchase.
   - If the Freefoam Products in question were installed and have been used and maintained in accordance with the Instructions contained in Freefoam's Technical & Guidance notes (all of which are available from Freefoam Plastics website www.freefoam.com) or where applicable, in accordance with more specific or supplementary installation instructions issued with the products in question.
   - To Freefoam Products installed in Ireland or the United Kingdom. N.B. Separate guarantees apply elsewhere.
   - Following inspection of the defects and approval by Freefoam Plastics.
6. Exclusions:
   The guarantee does not apply to any of the following:
   - Fair wear and tear, normal aging and damage caused by external physical agents, storms, exceptional weather, accidental damage or other Force Majeure.
   - Fair wear and tear above includes wear to seals in rainwater accessories which may require replacement during the term of the guarantee.
   - Performance outside scope of BS EN 13245-3:2010, BS EN 13245-2:2008, BS7619:2010.
   - Any aspect of the installation of Freefoam Products.

   The application by the householder of any coating, paint or other surface treatment will void the guarantee.
7. Freefoam Plastics liability under the guarantee is limited (at their absolute discretion) to the repair or replacement of defective materials or to the payment in cash of the original cost of the Freefoam Products in question. Freefoam Plastics will not be responsible for consequential loss of any kind. Having regard to the number of years of satisfactory use Freefoam will contribute to the cost in the proportion that the unexpired years of the Guarantee bear to the original Guarantee term, as outlined in the pro-rated schedule below, subject to Freefoam's written agreement. Freefoam will not be liable to contribute to the cost where work is carried out prior to such agreement.

Pro-rated Schedule

From Years	To Years	Percent of Cover for non-compliant material
1	10	100% of Full replacement including labour
11	15	80% of cost of Supply of replacement product
16	20	60% of cost of Supply of replacement product
21	30	40% of cost of Supply of replacement product
31	40	20% of cost of Supply of replacement product
41	50	10% of cost of Supply of replacement product

8. The guarantee may be transferred to second or subsequent owners during the first 10 years from the date of installation only. Every change of ownership within that period must be registered with Freefoam Plastics through their website www.myfreefoam.com within one month of the change for the guarantee to remain in effect.
9. This guarantee does not affect the statutory rights of consumers.
10. The guarantee shall be interpreted only in accordance with English Law and be subject to the jurisdiction of the English courts in respect of
    installations in the United Kingdom, and in accordance with Irish Law and be subject to the jurisdiction of the Irish courts in respect of
    installations in the Irish Republic and elsewhere.
11. These terms and conditions will apply in respect of products fitted on or after the date noted below.

Issued 29/07/16. This supersedes all previous warranties for goods fitted on or after this date.

FREEFOAM COLOURED PRODUCT GUARANTEE

Freefoam manufactured coloured PVC-UE roofline and PVC-U rainwater products (“Freefoam Products”) are guaranteed upon and subject to the following terms and conditions:

1. The period of the guarantee ("the Guarantee period") is 10 years from the date of installation of the Freefoam products. A guarantee certificate may be obtained if the installation is duly registered with Freefoam Plastics through their website www.myfreefoam.com within one month of its completion.

2. The guarantee applies to defects in Freefoam Products appearing within the guarantee period which consist of warping splitting or cracking or of discolouration which in the case of roofline profiles and mouldings is not in conformity with the colourfastness and weathering criteria defined in BS EN 13245-3:2010, BS EN 13245-2:2008, BS7619:2010 and in the case of rainwater profiles and mouldings is not in conformity with the colourfastness and weathering criteria defined in BS EN 607:1995 section 10. This discoloration guarantee excludes the PVC-U rainwater colour Caramel.

3. The guarantee will only apply:
   - If the defects are notified to Freefoam Plastics in writing within 3 months of their appearance together with proof of purchase.
   - If the Freefoam Products in question were installed and have been used and maintained in accordance with the Instructions contained in Freefoam’s Technical & Guidance notes (all of which are available from Freefoam Plastics website www.freefoam.com) or where applicable, in accordance with more specific or supplementary installation instructions issued with the products in question.
   - When fitted in a northern European climate i.e. <100 KLY.
   - Following inspection of the defects and approval by Freefoam Plastics.

4. Exclusions:
   - The guarantee does not apply to any of the following:
     (i) Fair wear and tear, normal aging and damage caused by external physical agents, storms, exceptional weather, accidental damage or other Force Majeure.
     (ii) Fair wear and tear above includes wear to seals in rainwater accessories which may require replacement during the term of the guarantee.
     (iii) Performance outside scope of BS EN 13245-3:2010, BS EN 13245-2:2008, BS7619:2010.
     (iv) Any aspect of the installation of Freefoam Products.
   - The application of any coating, paint or other surface treatment will void the guarantee.

5. Freefoam Plastics liability under the guarantee is limited (at their absolute discretion) to the repair or replacement of defective materials or to the payment in cash of the original cost of the Freefoam Products in question. Freefoam Plastics will not be responsible for consequential loss of any kind. Having regard to the number of years of satisfactory use Freefoam will contribute to the cost in the proportion that the unexpired years of the Guarantee bear to the original Guarantee term subject to Freefoam’s written agreement. Freefoam will not be liable to contribute to the cost where work is carried out prior to such agreement.

6. The guarantee will apply in the same terms to second or subsequent owners provided every change of ownership is duly registered with Freefoam Plastics through their website www.myfreefoam.com within one month of the change.

7. This guarantee does not affect the statutory rights of consumers.

8. The guarantee shall be interpreted only in accordance with English Law and be subject to the jurisdiction of the English courts in respect of installations in the United Kingdom, and in accordance with Irish Law and be subject to the jurisdiction of the Irish courts in respect of installations in the Irish Republic and elsewhere.

9. These terms and conditions will apply in respect of products fitted on or after the date noted below.

Issued 12/07/17. This supersedes all previous warranties for goods fitted on or after this date.

FREEFOAM WOODGRAIN PRODUCT GUARANTEE

Freefoam foiled woodgrain PVC products (“Freefoam products”) are guaranteed upon and subject to the following terms and conditions:

1. The period of the guarantee ("the Guarantee period") is 10 years from the date of installation of the Freefoam products. A guarantee certificate may be obtained if the installation is duly registered with Freefoam Plastics through their website www.myfreefoam.com within one month of its completion.

2. The guarantee applies to defects in Freefoam Products appearing within the guarantee period which consist of warping splitting or cracking or of discolouration which in the case of roofline profiles and mouldings is not in conformity with the colourfastness and weathering criteria defined in BS EN 13245-3:2010, BS EN 13245-2:2008, BS7619:2010.

3. The guarantee will only apply:
   - If the defects are notified to Freefoam Plastics in writing within 3 months of their appearance together with proof of purchase.
   - If the Freefoam Products in question were installed and have been used and maintained in accordance with the Instructions contained in Freefoam's Technical & Guidance notes (all of which are available from Freefoam Plastics website www.freefoam.com) or where applicable, in accordance with more specific or supplementary installation instructions issued with the products in question.
   - When fitted in a northern European climate i.e. <100 KLY.
   - Following inspection of the defects and approval by Freefoam Plastics.

4. Exclusions:
   - The guarantee does not apply to any of the following:
     (i) Fair wear and tear, normal aging and damage caused by external physical agents.
     (ii) Performance outside scope of BS EN 13245-3:2010, BS EN 13245-2:2008, BS7619:2010.
     (iii) any aspect of the installation of Freefoam Products
   - The application of any coating, paint or other surface treatment will void the guarantee

5. Freefoam Plastics liability under the guarantee is limited (at their absolute discretion) to the repair or replacement of defective materials or to the payment in cash of the original cost of the Freefoam Products in question. Freefoam Plastics will not be responsible for consequential loss of any kind. Having regard to the number of years of satisfactory use Freefoam will contribute to the cost in the proportion that the unexpired years of the Guarantee bear to the original Guarantee term subject to Freefoam's written agreement. Freefoam will not be liable to contribute to the cost where work is carried out prior to such agreement.

6. The guarantee will apply in the same terms to second or subsequent owners provided every change of ownership is duly registered with Freefoam Plastics through their website www.myfreefoam.com within one month of the change.
7. This guarantee does not affect the statutory rights of consumers.

8. The guarantee shall be interpreted only in accordance with English Law and be subject to the jurisdiction of the English courts in respect of installations in the United Kingdom, and in accordance with Irish Law and be subject to the jurisdiction of the Irish courts in respect of installations in the Irish Republic and elsewhere.

9. This guarantee is limited to end use of the products at elevations below 1800 metres above sea level.

10. The Freefoam products are also guaranteed to perform in accordance with BS2782 and DIN 53455.

11. These terms and conditions will apply in respect of products fitted on or after the date noted below.

Issued 21/04/15. This supersedes all previous warranties for goods fitted on or after this date.

FREEFOAM FORTEX CLADDING GUARANTEE

Freefoam manufactured white and coloured FORTEX cladding products and other non-embossed cladding products are guaranteed upon and subject to the following terms & conditions:

1. The period of the guarantee ("the Guarantee period") from the date of installation of FORTEX and other non-embossed cladding products in respect to warping, splitting or cracking is 10 years.

2. The period of the guarantee (“the Guarantee period”) in respect to the discolouration of FORTEX and other non-embossed cladding products ("the Guarantee period") from the date of installation for colours *White, Pale Gold, Sand, Pale Blue, Cement Grey* and *Misty Grey* is 10 years, while the discolouration guarantee for darker colours - *Cappucino, Argyl Brown Storm Grey, Slate Grey , Colonial Blue* and *Sage Green* - is 5 years. The discolouration guarantee applies to defects in FORTEX and other non-embossed cladding products appearing within the guarantee period which consist of discolouration which does not exceed Grey Scale 2 as measured in accordance with EN 20105-A02.

3. The guarantee will only apply:
   - If the defects are notified to Freefoam Plastics in writing within 3 months of their appearance together with proof of purchase.
   - If the FORTEX or other non-embossed cladding products in question were installed and have been used and maintained in accordance with the instructions contained in Freefoam's technical and installation documents which are available for download from Freefoam Plastics website www.freefoam.com.
   - To FORTEX and other non-embossed cladding products installed in a moderate climate (European Zone /< 100KLY).
   - To FORTEX and other non-embossed cladding products installed in Ireland, The United Kingdom and other European countries where their sale has been approved Freefoam.
   - Following inspection of the defects and approval by Freefoam Plastics.

4. Exclusions:
   - The guarantee does not apply to any of the following:
     (i) Fair wear and tear, normal aging and damage caused by external physical agents, storms, exceptional weather, accidental damage or other Force Majeure.
     (ii) Performance outside scope of EN13245-2: 2008.
     (iii) Any aspect of the installation of Freefoam Products.
   - The application of any coating, paint or other surface treatment will void the guarantee.

5. Freefoam Plastics liability under the guarantee is limited (at their absolute discretion) to the repair or replacement of defective materials or to the payment in cash of the original costs of the Freefoam Products in question, subject to clause 6. Freefoam Plastics will not be responsible for consequential loss of any kind.

6. Having regard to the number of years of satisfactory use, Freefoam will contribute to the material costs in the proportion that the unexpired years of the Guarantee bear to the original Guarantee term, subject to Freefoam’s written agreement. Freefoam will not be liable to contribute to the cost of any such material where work is carried out prior to such agreement. For the avoidance of doubt the liability of Freefoam will be based on the applicable proportion of the original costs as confirmed by original invoice(s).

7. The guarantee will apply in the same terms to second or subsequent owners.

8. This guarantee does not affect the statutory rights of consumers.

9. The guarantee shall be interpreted only in accordance with U.K. Law and be subject to the jurisdiction of the U.K. courts in respect of installations in the United Kingdom, and in accordance with Irish Law be subject to the jurisdiction of the Irish courts in respect of installations in the Irish Republic and elsewhere.

10. These terms and conditions will apply in respect of products fitted on or after the date noted below

11. The English language version of this guarantee takes precedence over versions in any other language.

Issued 17/09/18. This supersedes all previous warranties for goods fitted on or after this date.

FREEFOAM X-WOOD PRODUCT GUARANTEE

Freefoam manufactured X-WOOD PVC-UE 'Renolit foiled and embossed woodgrain' cladding products are guaranteed upon and subject to the following terms & conditions.

1. The period of the guarantee ("the Guarantee period") from the date of installation of Freefoam manufactured X-WOOD cladding products in respect to warping, splitting or cracking is 20 years.

2. The period of the guarantee ("the Guarantee period") in respect to discolouration ("the Guarantee period") from the date of installation for Freefoam manufactured 'Renolit' foiled woodgrain X-WOOD and embossed cladding products in colours White, Pale Gold, Misty Grey and Cement Grey is 10 years. The discolouration guarantee applies to defects in Freefoam X-WOOD Products appearing within the guarantee period which consist of discolouration which does not exceed Grey Scale 2 as measured in accordance with EN 20105-A02.

3. The guarantee will only apply:
   - If the defects are notified to Freefoam Plastics in writing within 3 months of their appearance together with proof of purchase.
   - If the Freefoam Products in question were installed and have been used and maintained in accordance with the instructions contained in Freefoam's Technical documents which are available for download from Freefoam Plastics website www.freefoam.com.
   - When fitted in a northern European climate i.e. <100 KLY.
   - To Freefoam manufactured X-WOOD Cladding Products installed in those countries subject to written approval.
   - Following inspection of the defects and approval by Freefoam Plastics.

4. Exclusions:
   The guarantee does not apply to any of the following:
   - Fair wear and tear, normal aging and damage caused by external physical agents, storms, exceptional weather, accidental damage or other Force Majeure.
   - Performance outside scope of EN13245-2: 2008.
   - Any aspect of the installation of Freefoam Products.
   - The application of any coating, paint or other surface treatment will void the guarantee.

5. Freefoam Plastics liability under the guarantee is limited (at their absolute discretion) to the repair or replacement of defective materials or to the payment in cash of the original cost of the Freefoam Products in question. Freefoam Plastics will not be responsible for consequential loss of any kind. Having regard to the number of years of satisfactory use, Freefoam will contribute to the material cost in the proportion that the unexpired years of the Guarantee bear to the original Guarantee term subject to Freefoam's written agreement. Freefoam will not be liable to contribute to the cost of any such material where work is carried out prior to such agreement.

6. The guarantee will apply in the same terms to second or subsequent owners.

7. This guarantee does not affect the statutory rights of consumers.

8. The guarantee shall be interpreted only in accordance with UK Law and be subject to the jurisdiction of UK courts in respect of installations in the United Kingdom, and in accordance with Irish Law and be subject to the jurisdiction of the Irish courts in respect of installations in the Irish Republic and elsewhere. The guarantee shall be interpreted only in accordance with Irish Law and be subject to the jurisdiction of the Irish courts in respect of installations in the Irish Republic and elsewhere.

9. This guarantee is limited to end use of the products at elevations below 1800 metres above sea level.

10. These terms and conditions will apply in respect of products fitted on or after the date noted below.

Issued 01/05/20. This supersedes all previous warranties for goods fitted on or after this date.

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BBA APPROVAL INSPECTION TESTING CERTIFICATION
CERTIFICATE 99/3585

SYSTEM CERTIFICATION ISO 9001 SGS
SYSTEM CERTIFICATION ISO 14001 SGS
SYSTEM CERTIFICATION BS OHSAS 18001 SGS