

ABOUT MILA LIFETIME

The MILA Lifetime range comprises specially selected, high specification, high performance products that have been rigorously tested to the latest industry standards.

In addition they are manufactured from materials and with surface finishes which provide enhanced corrosion resistance - thereby improving long term performance.

These high performance products are then backed by the unique MILA Lifetime Guarantee.

The MILA Lifetime guarantee is unique in that it provides a mechanical guarantee period of 25 years on the products to which it applies. This means that the mechanical performance of the products is covered for the expected "Lifetime" of the window or door to which they are fitted. Uniquely MILA Lifetime also provides an element of Labour cover for the first 2 years of the guarantee period - something which no other hardware supplier currently offers.

MILA Lifetime products ideally lend themselves to Commercial applications where specifiers wish to procure on the basis of "whole life cost" and wish to satisfy the demands of Best Value.



LIFETIME PRODUCTS

A full range of MILA Lifetime products are currently available for the following applications:

Caseмент Windows

- Stainless steel shootbolt espagnolettes
- Stainless steel espagnolettes
- Stainless steel friction stays to suit all applications including:

Security
Egress
Restricted

- High performance, zinc-diecast espagnolette handles

Doors

- Stainless steel multipoint door locks
- One-piece door strikers
- Adjustable door hinges
- Door handles

For a complete MILA Lifetime specification please contact your Commercial Projects Manager or your MILA Sales contact.





Mila guarantees that, subject to the conditions listed opposite, it will accept responsibility for the following in the event of Mila **LIFETIME** branded products causing a door or window failure as a result of defective manufacture or design :-

1. FOR TWO YEARS FROM DATE OF SUPPLY BY MILA

Mila will provide all parts and labour required to remedy the failure on site.

2. FOR TWENTY FIVE YEARS FROM DATE OF SUPPLY BY MILA

Mila will replace any defective parts or at Mila's sole discretion issue a credit not exceeding the original value of the parts.



CONDITIONS

- a) The customer must supply proof of the date of purchase of the parts concerned.
- b) This guarantee shall not apply to any part which has been incorrectly fitted, adjusted or operated, nor to any part which has been subjected to stresses and operating forces beyond the recommended levels.
- c) Parts shall not be subject to abuse and shall be maintained and lubricated at least twice per annum, as recommended in the Mila catalogue.
- d) Stainless steel screws must be utilised with MILA Lifetime branded stainless steel hardware.
- e) Where Mila is responsible for replacement of defective parts only, Mila will provide the labour required to remedy the failure on site and said labour will be chargeable to the customer at the prevailing Mila Maintenance Department labour rate (currently £12.50 per hour excluding VAT). This charge will be in respect of time spent on site only, no charge will be made in respect of travelling time.
At Mila's sole discretion, it may elect to allow the customer to replace the defective parts.
- f) Where Mila is responsible for providing parts and labour to remedy a defect it may, at Mila's sole discretion, elect to allow the customer to replace the defective parts in which case Mila will accept a labour charge from the customer for time reasonably spent on site remedying the defect at the prevailing Mila Maintenance Department labour rate (currently £12.50 per hour excluding VAT). This charge will be in respect of time spent on site only, no charge will be accepted in respect of travelling time.
- g) Mila reserves the right to invoice the customer for all reasonable costs which may be incurred in handling claims which prove not to be covered under this guarantee.
- h) This guarantee applies to MILA Lifetime branded products supplied on or after 1st January 2001.
- i) Mila will not accept responsibility for claimed defective parts where Mila have not been provided with the opportunity to inspect the parts concerned on site.
- j) Mila will not accept responsibility for claimed defective parts where Mila has not been paid for said parts (unless payment is not yet due under the Mila Terms of Trade).

NOTES

- (i) This guarantee applies solely to Mila Lifetime branded products, and does not apply to other products supplied by Mila from time to time which will be supplied with the relevant manufacturers guarantee only (details of which are available on request).
- (ii) This guarantee does not apply to decorative finishes, or to surface corrosion which does not impair the normal functioning of the parts supplied. Certain products are supplied with separate guarantees regarding surface appearance.
- (iii) This guarantee does not apply to MILA Lifetime products which are installed in highly aggressive/corrosive atmospheres. If there is any doubt over which areas are deemed highly aggressive/corrosive the MILA Technical department should be contacted for their recommendations.
- (iv) The 'Customer' is defined as the party with whom Mila contracted for the sale and purchase of the parts concerned, and this guarantee is enforceable only by the customer.
- (v) This guarantee is only applicable to hardware directly purchased from MILA UK Ltd. Therefore any goods supplied by other MILA companies or subsidiaries thereof and/or any third party sales will not be covered by MILA UK's guarantees.