



## Synseal Warmcore - Fabricator Registration Form

Please complete with full details and either send to ERA, Straight Road, Short Heath, Willenhall, West Midlands, WV12 5RA or email to [registration@erafivestar.com](mailto:registration@erafivestar.com)

Company -----  
Address -----  
Town ----- County -----  
Postcode ----- Tel. -----  
First Name ----- Surname -----  
Position -----

We hereby confirm that upon our registration of the ERA Five Star Guarantee we will use:

**Warmcore Bi-Fold Doors from Synseal**

### Terms and Conditions

I hereby agree to undertake and promote the ERA Five Star Guarantee whereby ERA approved components are fitted to Bi-Fold Doors manufactured/supplied by Synseal to meet their recommendations of the system/profile/hardware. We understand the conditions of the scheme and through our sales efforts will promote accordingly. We will also ensure that all hardware is fitted and adjusted correctly. If circumstances arise which may lead to the abuse of the ERA Five Star Guarantee, we will contact 0800 0833 302 without delay. In the event of a claim from one of our customers we will follow the ERA Five Star Guarantee claim procedure and we understand that all/any replacement/repair to windows/doors must be invoiced at our cost. We understand that ERA reserves the right to withdraw or amend the ERA Five Star Guarantee and/or a company's registration in this guarantee promotion without obligation and under any circumstances.

Please tick this box to confirm you have read and agreed to our ERA Five Star terms and conditions (full copy attached)

Signature -----  
(Duly authorised signatory i.e. Owner/Partner/Director)

Date of Application -----

Please retain a copy of your application form as a record. Address for all correspondence is ERA, Straight Road, Short Heath, Willenhall, West Midlands, WV12 5RA or email to [registration@erafivestar.com](mailto:registration@erafivestar.com)



## ERA Five Star Security Guarantee Terms & Conditions

### General Conditions

The ERA Five Star Guarantee is only valid when the following terms and conditions are met in full:

- The ERA Five Star Guarantee registration form has been fully completed online at [www.erafivestar.com](http://www.erafivestar.com), within 14 days of the doors or windows being fitted.
- Or an ERA Five Star Guarantee registration form has been fully completed and delivered to ERA (ERA Five Star Freepost RSCU-BXYK-CYEB, ERA Five Star, Straight Road, Short Heath, Willenhall, WV12 5QY) within 14 days of the doors or windows being fitted
- Windows and doors must be securely closed (not in night vent position) and locked with the keys provided.
- The benefits of ERA Five Star guarantee only apply where entry is gained to the property through the failure of an ERA Five Star component covered by The ERA Five Star Guarantee. For a complete list of components covered by the ERA Five Star Guarantee please contact your installer or visit [www.erafivestar.com](http://www.erafivestar.com). This ERA Five Star Guarantee does not cover components from other suppliers that may have been used on the window or door. If you are in any doubt which components used on the window or door are covered by the ERA Five Star Guarantee the homeowner should contact their window or door installer.
- The ERA Five Star products must have been fitted by a registered installer and adjusted according to ERA Five Star's approved fitting instructions. A list of approved installers is available online at [www.erafivestar.com](http://www.erafivestar.com). Approved fitting instructions are available upon written request from the above ERA address.
- The ERA Five Star Guarantee will only be valid provided no modification, repair or alteration of the product has been made without our approval.
- Claims are subject to the property being occupied and furnished.
- Claims are subject to the window or door being maintained according to care and maintenance instructions. If not supplied, a copy of our window and door care instructions are available on request from the above address.
- Only one claim per household can be made during the guarantee period.
- Notification of any claim must be made to ERA within 7 days of the break-in. Any supporting documentation must be supplied to ERA within 30 days of the break-in.
- The ERA Five Star Guarantee will be valid for as long as the homeowner continues to live at the registered address or for a period of 10 years from registration, whichever is lessor (i.e. the earliest date). The ERA Five Star Guarantee is non-transferable, therefore it cannot be transferred to a new owner if the property is sold.
- The ERA Five Star Guarantee is applicable to residential properties in the UK and Eire only. Commercial properties are excluded from this guarantee.
- The decision of the ERA Expert engineer is final in respect of the above qualifying criteria (i) whether the window/door has been maintained according to care instructions (ii) whether any modification/repair has been made to the window or door and (iii) whether entry has been gained to the property through failure of an ERA Five Star component.
- The guarantee will not apply if the goods have not yet been fully paid for (i.e. there is an outstanding balance for the supply and installation of the windows or doors).



- This guarantee replaces the warranty provided by the general ERA terms and conditions of sale (available on request).

#### Home Insurance Saving

- To access the opportunity of reduced home insurance premiums, the homeowner must 'opt-in' to be contacted by our preferred home insurance broker at the time of registration. The homeowner will do this by ticking the box marked "I want to be contacted to see if I can save money on my home insurance" and fill in the "Home Insurance Renewal Date" field on the online registration form. The contact details will be held in confidence by Gallagher Heath and only used once to contact the homeowner regarding their home insurance renewal. The details will not be passed to any other organization.

#### 24/7 Call Out Service – Tel: 0800 0833 442

- The 24/7 call out service to secure the property following a break in is only valid where a homeowner has been broken in to via forced entry through a window or door. If the homeowner uses this 24/7 call out service to secure their property for any other reason, ERA reserve the right to pass on the costs of this service to the registered homeowner.

#### Payment of Home Insurance Excess, Repair or Replacement of the Window or Door £1000 Inconvenience Payout

To claim these three benefits after a break-in the following conditions must be met:

- The homeowner must contact their installer within 7 days of the break in to notify them of a claim.
- The homeowner must submit a written claim to ERA Five Star (claim form available online) within 7 days of the break in, including a crime reference number.
- ERA will send a service engineer within 10 working days of receiving the claim form to visit the property and assess which components failed on the window or door during the break-in. The homeowner must provide access and cooperation in order for the service engineer to assess the claim, between Monday – Friday in the hours of 09:00 – 17:00.
- If on investigation it is found that ERA Five Star products were correctly fitted, adjusted and maintained, but that one of these components failed during the break-in, we will then issue the following payments within 30 days of the claim being approved:
  - a) Up to £1,000 to the homeowner to refund the home insurance excess paid by the homeowner for any contents insurance claim related to the break in. To claim this benefit the homeowner must provide a copy of the insurance claim form, plus a copy of a payment receipt showing their payment of the contents insurance excess. This amount will then be reimbursed via a cheque sent to the homeowner, up to a maximum of £1,000.
  - b) Up to £1,000 to the original window and door supplier (or equivalent) to cover their costs to remake and install the replacement window or door, or repair the damaged window or door caused by the break-in. This amount will be paid by ERA directly to the window and door supplier and will cover the cost of the components, plus a nominal sum to cover the costs of installation (£50 per window, £100 per door), up to a maximum of £1,000. To claim these costs the fabricator will be asked to provide an itemised invoice for the cost of the components used in the remake.
  - c) A £1,000 cheque sent to the registered householder to compensate for the inconvenience of the break-in.
- If the break in to the property is judged to have occurred due to the failing of any other component on the window or door (for example broken glass, a broken PVC panel) none of the above benefits will be paid.

Any queries concerning this guarantee should be made in writing to ERA Five Star, Straight Road, Short Heath, Willenhall, West Midlands. WV12 5RA, or by calling: ERA Five Star 0800 0833 302