

SILENTDOOR

Open the doors to endless possibilities



Supply Only & Supply + Install Policy

SilentDoor Timber

Defines the difference between Supply Only and Supply & Install, and how each service applies to SilentDoor Rw® orders.

1. Scope of Service
2. Installation Responsibility
3. Warranty Conditions
4. Warranty Activation Requirements
5. Liability & Limitations

Supply Only and Installation Via Non-Approved agreement

Under a Supply Only agreement, SilentDoor Rw[®] products are manufactured and supplied in accordance with agreed specifications. Responsibility for installation rests entirely with the purchaser or their appointed contractor.

What comes with a Supply Only agreement?

- **Responsibilities**

- SilentDoor is responsible for:
 - Manufacturing the doorset to the agreed specification
 - Ensuring products meet declared acoustic and/or fire performance (**when installed correctly**)
- The customer/installer is responsible for:
 - Correct installation in accordance with SilentDoor Rw[®] T Install Guide (Installation Guide)
 - Structural opening suitability
 - Tolerances, sealing, and finishing
 - Certification of the doorset via third party - unless otherwise approved by SilentDoor.

- **Installation & Workmanship**

- SilentDoor accepts no liability for performance issues arising from:
 - Incorrect installation
 - Deviation from installation guidance
 - Misuse of the doorset
- Any site visits requested to investigate issues found to be installation-related may be:
 - Chargeable
 - Not covered under warranty

- **Warranty Limitations**

- Product warranty applies to manufacturing defects only (Not misuse - full exceptions found in SilentDoor Warranty Activation and Conditions)
- Acoustic and fire performance are only valid if installed in accordance with SilentDoor guidelines (SilentDoor Rw[®] T Install Guide (Installation Guide) and completion of SilentDoor Rw[®] T Warranty Pack & Activation
- No responsibility is accepted for remedial works due to installation errors

Supply and Install agreement

Under a Supply & Install agreement, SilentDoor provides a complete solution, including installation carried out either: Directly by SilentDoor, or Via an approved and authorised third-party installer

What comes with a Supply and Install agreement?

Guaranteed Installation

- Installation is carried out in accordance with SilentDoor specifications and best practices
- Full system integrity is maintained in accordance with SilentDoor Rw[®] T O&M (Operations & Maintenance) document including:
 - Acoustic sealing
 - Frame alignment
 - Correct fixing methods

Performance Assurance*

- Acoustic and/or fire performance is guaranteed, subject to:
 - Correct surrounding construction
 - No subsequent site alterations affecting the doorset
 - Misuse and ongoing maintenance of the doorset as per SilentDoor Rw[®] T O&M (Operations & Maintenance)

Liability

- SilentDoor assumes responsibility for:
 - Product supply
 - Installation workmanship
- Any defects arising from installation will be:
 - Investigated and if required, rectified where necessary under warranty

Approved Third-Party Installations

Under a Supply & Install agreement, SilentDoor provides a complete solution, including installation carried out either: Directly by SilentDoor, or Via an approved and authorised third-party installer

What comes with a Supply and Install via Third-Party agreement?

Where installation is carried out by an approved third party:

- Installers are vetted and authorised by SilentDoor
- Installation follows SilentDoor standards and specifications
- The installation is treated as a controlled and approved process
- Performance and workmanship are covered under SilentDoor assurance

Approved installers are added to the SilentDoor approved list following the successful completion of multiple installations across a range of product types, with workmanship consistently vetted and approved, all of their installations are subsequently vetted and monitored to ensure compliance with our SilentDoor Rw[®] T Install Guide (Installation Guide).

Key Distinction

Highlights the main differences between Supply Only and Supply & Install, including responsibilities, liability, and warranty coverage, so clients can easily understand the implications of each option.

Scope	Supply Only (non approved)	Supply & Install
Installation Responsibility	Customer / Contractor	SilentDoor / Approved Third-Party Installer
Workmanship Liability	Not covered	Fully covered
Performance Guarantee	Conditional	Performance Assurance*
Site Issue Rectification	Chargeable (if install-related)	Covered

Choosing **Supply Only** places full responsibility for installation quality on the contractor.
 Choosing **Supply & Install** ensures a **fully accountable, performance-backed solution**.

These measures are in place to ensure consistent installation standards and to protect the performance of SilentDoor Rw® products, following instances where below-standard workmanship has impacted outcomes on site.