

Whether you are set to live here happily for 5, 10 or 20 years, at Spacepro Contract we want you to be able to get the best out of your sliding wardrobe throughout that time.

Below is advice on how to make sure your sliding wardrobe doors continue to glide as smoothly as the day you moved in.

## Maintenance

The Glass can be cleaned with any household glass cleaner. The tracks and frames can be cleaned with any silicone-based polish. A build up of debris must not be allowed to form in the bottom track as this can reduce the lifespan of the wheels. If the doors need to be removed from the tracks, the anti-jump feature must be released prior to door removal.

To adjust the wheels, use the screw at the top of the wheel housing and turn clockwise or anti-clockwise with a Phillips screwdriver, this will re-align the door. Care must be taken to avoid shelf and hanger bar overloading and that stored items do not snag the back of the doors or running gear.

**DO NOT** use any solvents on any Spacepro Contract wardrobe.

## Product warranty

A Spacepro Contract wardrobe is covered by a 10 year warranty covering running gear and mirror silvering. Installation defects (this only applies to systems installed by Spacepro Contract) are covered for 1 year, with the following exclusions: improper handling, scratched or broken glass, any post installation panel adjustment due to settling, overloading of shelves and interiors and impact from foreign objects.

All our aluminium profiles are an architectural alloy manufactured in the Grade 6063. All of our aluminium is manufactured to the European standard EN755.

## Soft Close

When installing a wardrobe with a soft close mechanism on top of carpet or in a new-build house, there are occasions where the bottom liner and track on the wardrobe may eventually drop or compress over time. This may be due to the carpet and underlay further compressing under the weight of the wardrobe, or in the case of a new-build property, the floor settling over time, particularly when the room is full of furniture and possessions. This may mean that your soft close may no longer engage and function as it should. If on the rare occasion this happens, the soft close mechanism can easily be adjusted to drop down the soft close pin. We have a video and self-help guide to do this which can be provided by our Customer Support team, if required.

Soft close remedials that are caused by floor settlement and/or installations on top of carpet are not covered under our installation warranty. Any visits required to re-engage or re-set the soft close mechanism may be chargeable to either the homeowner or housebuilder.

Our 10 year product warranty covers the soft close mechanism functionality. We would still replace any soft close mechanism that has functionally failed where floor and/or carpet settlement has not occurred.

## Installation warranty

In the unlikely event that there is any defect with the installation service provided please contact us and tell us as soon as possible and we will endeavour to use every effort to repair or fix the defect as soon as reasonably practicable.

Installation defects (this only applies to systems installed by Spacepro) are covered for 1 year, providing the wardrobe has been subjected to normal use during this period with the following exclusions:

- Issues caused by natural or excessive wear during normal use.
- Issues caused by improper handling, misuse, abuse or neglect on the part of the buyer or third party after sale.
- Use in contravention of the instructions, or where the product has been the subject of unauthorised modifications or alterations.
- Where the product has been the subject of commercial use.
- Scratched or broken glass.
- Post-installation adjustment due to floor settlement.
- Overloading of shelves and interiors beyond the permissible upper weight limits.
- Impact from foreign objects.
- Damage caused by exposure to moisture/humidity or extreme dryness.
- Changes in surface finishes due to over exposure to light.
- Accidental damage or staining from incorrect cleaning methods or products.
- Issues caused by improper adjustment and failure to follow the manufacturer's instructions.
- Failure to carry out the recommended instructions for decorating, sealing, adjustment or any other Installer's advice given that may impair product performance and will invalidate the guarantee.
- Failure to clean running gear and tracks in line with manufacturer's instructions.

*Warranty does not cover consequential or incidental damages. Please be aware that any damage must be notified in writing at the time of installation. Installation Warranty begins upon sign off by consumer after complete and satisfactory installation.*



Scan the QR code to watch any of our trouble shooting videos on issues that can easily be dealt with by your team, or visit '[spaceprocontract.com/troubleshooting](https://spaceprocontract.com/troubleshooting)'.

Contact **0114 293 3042** or visit [spaceprocontract.com](https://spaceprocontract.com) for more information.

# Installation warranty - Procedures

Compliance with the following is very helpful to ensure the quickest possible assistance in the case of an Installation Warranty claim.

To make a claim under your warranty you must contact our Customer Support team at [support@spaceprocontract.com](mailto:support@spaceprocontract.com) or **0114 2933042** as soon as possible.

Detailed below is the information we will require to process your claim:

- Plot number, site name and housebuilder.
- Type of product installed.
- Detailed documentation/description of the defect(s), including the actual/presumed cause.
- At least 3 photos of the damaged/defective item, taken from different perspectives, along with a video if possible if it is an issue with moving parts.
- A close-up of the defect from a distance of about 70cm using a reference object (i.e a coin).

## After a claim has been made

Following a claim, Spacepro will investigate the case and if we believe there is a defect or fault covered by the Installation Warranty, we will decide on the best course of action.

On receipt of the photo and/or video evidence we may request that you consult our comprehensive self-help guides on how to rectify the issue for items that are excluded from the Installation Warranty. Our Customer Support agents can guide you through this process.

If that doesn't resolve the issue then we may require a visit by an installer with material to repair or replace the defective item. Installation dates will be agreed by both parties for all installation or remedial works. We will schedule an AM or PM slot for attendance and will require two contact telephone numbers. Should we attend and access cannot be gained then a call out charge of £100 may be applied.

## Re-booking fee

In circumstances where we are unable to complete the works on the agreed date due to cancellation within 3 days of the booking, limited or unachievable access to the property, room or location of product, we reserve the right to charge you a £100 re-booking fee.

## Call out charges

Please be aware that should we conduct a customer care visit to your property to inspect the issue and it is deemed that our product or installation services are not at fault then there may be a call out charge of £100 applied.

Please visit our trouble-shooting page to see if any minor issues can be dealt with by yourself or team first. Visit '[spaceprocontract.com/troubleshooting](http://spaceprocontract.com/troubleshooting)', before an installation team comes out, which may be chargeable.

## Invalidation

If you do not allow a Home Decor GB Ltd installer/representative to review the item which is subject to the warranty claim you will invalidate the warranty in respect of that claim.

## Repaired/replacement parts

Any repaired or replacement parts shall be guaranteed on the terms of this warranty for the unexpired portion of the warranty period only.

*This warranty is non-transferable and is personal to the original purchaser/home-owner as shown on the invoice. Nothing in these conditions will affect your legal rights as a consumer if the installation services that are faulty or not as described. Advice about your legal rights is available at your local Citizen's Advice Bureau or Trading Standards office. Any loss suffered by the purchaser as a result of not being able to use the product will not be covered.*

A house warming  
gift from...

**spaceslide**<sup>®</sup>  
sliding wardrobes

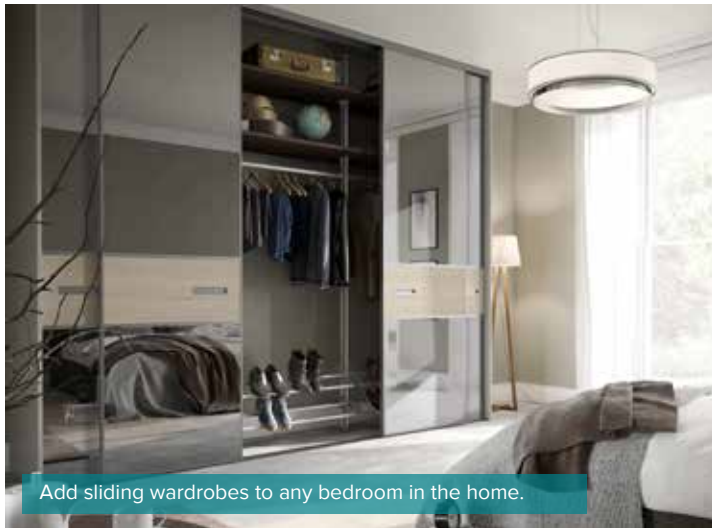
*We're offering you an exclusive discount so you can get even more space out of your new home! Spaceslide provides bespoke solutions at affordable prices, for any room in the home.*

*Please call **0800 980 3499** quoting **SPC10**.*

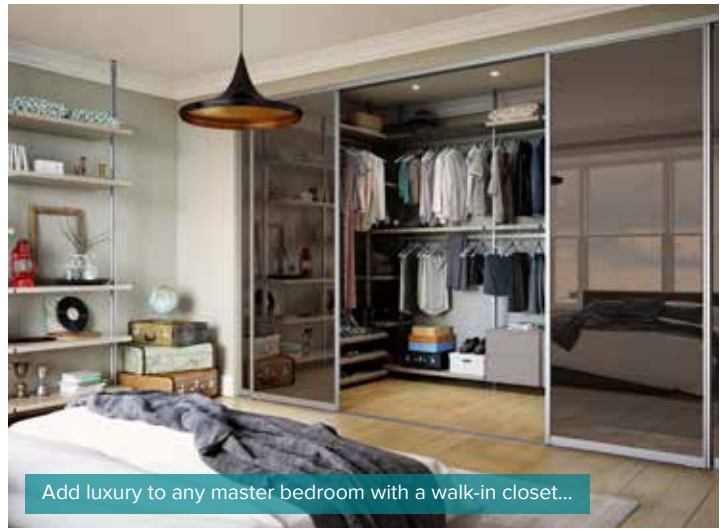


# EVERY ROOM *every home*

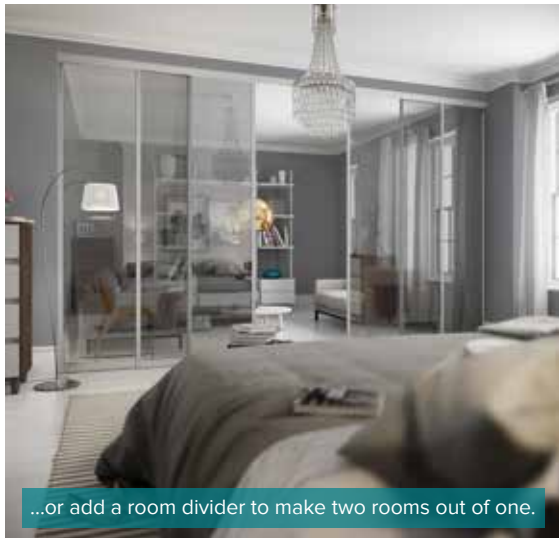
Whatever the room, Spaceslide has an inspiring storage solution for you. Our space saving sliding doors and fully customisable interiors maximise any space within the home.



Add sliding wardrobes to any bedroom in the home.



Add luxury to any master bedroom with a walk-in closet...



...or add a room divider to make two rooms out of one.



Compliment your wardrobe with our free-standing furniture.



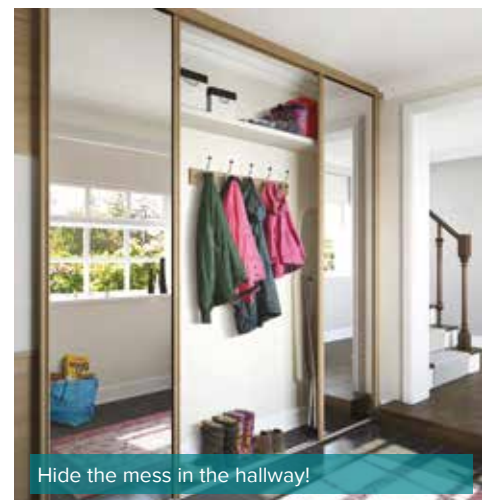
Perfect home-office storage.



Modular storage systems that fit any space.



Save space with sliding door utility rooms.



Hide the mess in the hallway!

**spaceslide**<sup>®</sup>  
sliding wardrobes

[spaceslide.co.uk](http://spaceslide.co.uk)  
0800 980 3499