Maximum reliability. Minimum fuss.

FIXFAST

Warranty and Product Liability Insurance

We've Got You Covered

With You Every Step Of The Way

PRODUCT INSURANCE COVER

£20,000,000

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Warranty and Product Liability Insurance

We've Got You Covered

Fixfast have been supplying accessories for the whole building envelope since 1975, building up a wealth of experience in each sector as the industry has developed.

Vision and Values

Reliability

Fixfast products will do what you need them to do, because long-lasting performance is our top priority in design and manufacture. You can depend on us to get them to you where you want, when you want.

Service

We do everything we can to deliver the best products at a competitive price, in the right place at the right time. Our staff can answer your questions quickly and knowledgeably and we will always provide a solution.

Decency

We treat our customers, suppliers and staff as anyone would like to be treated: with respect, honesty, cooperation and care.

Collaboration

We believe the best way to meet our customers' needs is to listen to them and that the most productive relationships are those that are fair to both sides. It is by working together that customers, suppliers and staff can help develop the products and service to take the industry forward.

Simplicity

We make it easy to get the fasteners and components you need. We can deal with the technical complications, we supply the right product for your job and we are straightforward to deal with.

Progress

We believe in striving for constant improvement, individually and as a company. We enjoy working with companies who want to move ahead.

Quality

Fixfast currently works to ISO standards 9001 for quality assurance, 14001 for environmental management and BS OHSAS 18001 for occupational health and safety. We are very aware of the ever-increasing drive towards higher quality, best practice and better working conditions, and we do everything possible to promote this.

Specifiers of components for the functional building envelope need to consider the following:

+ What is the design life of the building?

+ Have you considered the location and intended use of the building?

+ How will you ensure that the correct components are specified?

+ Do all the individual components offer a suitable life expectancy?

+ Will the warranty offered only apply to the individual components concerned, or will it also make good any immediately associated installation that is affected by a failure?

Fixfast have long recognised that there is a liability "gap" between manufacturers of proprietary building envelope systems and the manufacturers of the fasteners used to attach and secure these systems. Drawing on our 40 years' experience in the industry, we have moved to close this gap for complete peace of mind for specifiers, contractors and ultimately the building owner.

Fixfast work closely with manufacturers of building envelope systems to understand the inherent design requirements placed on the fastening components. This collaboration, coupled with the technical expertise we can bring to each project, enables us to purpose design and precision manufacture components to suit every application.

The Qualicoat Class 1 accredited coating used on the Fixfast range of powder-coated fasteners gives a proven minimum colour stability of 15 years.

What does the Fixfast Warranty cover?

As you would expect, when you purchase components from Fixfast you can be assured that, in the unlikely event of any product defect, you are covered by an industry-leading warranty.

We're covering the product to perform effectively for the life of that warranty – in other words against manufacturing defect causing breakdown, and consequentially the failure of the building envelope.

What is not included in the Warranty cover?

The main things not covered are damage caused by accidents, poor workmanship or misuse. No damage resulting from any attachment, extension, modification, alteration, repair or maintenance work to the installation is covered. We would always advise that Fixfast are consulted at the specification stage to ensure that the correct products are selected.

If the product is installed in the prescribed way and it fails to perform its primary function, then we will fully replace our affected components and remediate any consequential damage to the building envelope caused by the failure.

How do I apply for Warranty cover?

Simple. Just contact Fixfast and request an application form. Complete the application and return to our Technical team by email on **tech@fixfast.com** or by post. We will process the application and forward our certificate of warranty.

What insurance backing does Fixfast provide?

The Fixfast Product and Public Liability insurance being structured in a triple layer to provide the full cover of £20,000,000.00. (£20 Million), in addition to Professional Indemnity cover of £5,000,000 (£5 Million).

The insurance covers legal liability for legal costs and damages arising from:

1. Injury to third party persons.

2. Loss of or damage to third party property as a consequence of the supply/sale of products.

The Terms & Conditions of Warranty are available on request. The prescribed application of each product is set out in the relevant Technical Data Sheet, and is a condition of warranty.

Corrosivity Classes

The table below gives the Fixfast environmental classifications, which should be read in conjunction with the warranty duration table below, and the relevant product datasheet(s).
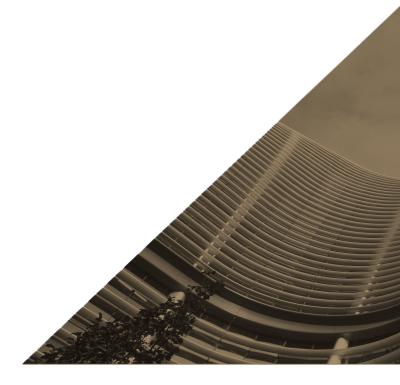
Category	Corrosivity	Typical Environments - Examples
C1	Very Low	Internal heated buildings, with low humidity and insignificant pollution wholly unaffected by the external location, e.g. offices, schools, museums.
Semi-interior	Low	The atmosphere and conditions within the building, sufficiently sealed and insulated from the external environment so they would normally be expected to be unaffected by it, e.g. fasteners installed beneath external waterproofing membrane. **This does not apply to C5 & Swimming pool environments, where the relevant conditions take precedence.**
C2	Low	Unheated spaces with varying temperature and relative humidity. Low frequency of condensation and low pollution, e.g. storage, sport halls. Temperate zone, atmospheric environment with low pollution, e.g. rural areas, small towns.
C3	Medium	Spaces with moderate frequency of condensation and moderate pollution from production process, e.g. food-processing plants, laundries, breweries, dairies. Temperate zone, atmospheric environment with medium pollution e.g: urban areas.
C4	High	Highly humid and polluted industrial areas or an aggressive environment with high frequency of condensation, between 2km and 10km from the sea and coastal regions, e.g. wind-blown salt spray and atmospheres containing chlorides.
C5	Very High	Marine areas up to 2km from the sea containing chlorides and very high levels of salinity, including highly polluted industrial areas with near permanent condensation (outside the splash zone).
Swimming Pool & Chemical Plants	Extremely High	Swimming pool areas or chemical plants that are exposed to chlorine vapour.

Warranty Duration

The table below gives the warranty duration per material class and environment. This is a guide to selecting suitable fixings, but we would always recommend involving Fixfast at an early stage to ensure correct product specification.

	Years / Environment						
	Interior	Semi-interior	Rural	Urban	Industrial / Coastal	Marine	Swimming Pools & Chemical Plants
Fastener Material / Corrosivity Category	C1	–	C2	C3	C4	C5	–
Multi-layer Organic Coated Steel	20	20	12	N/A	N/A	N/A	N/A
A2 Stainless Grade 304	30	25	25	25	15	N/A	N/A
A4 Stainless Grade 316	40	40	40	40	30	25	N/A
HCR Stainless Grade 1.4529	40	40	40	40	35	25	20

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