

Make sure your Imagine Bi-Fold doors are covered by the UK's most comprehensive home security guarantee



**Five Star Guarantee**



The VEKA UK Group

**Security, peace of mind,  
and £5,000 worth of benefits**

# Securing Britain's homes since 1838



The Imagine Bi-Fold Door is brought to you by The VEKA UK Group - the UK's leading designer and manufacturer of PVC-U window and door profile systems.

Established in the UK in 1986, the VEKA UK Group is a part of the Worldwide VEKA Group - the World's largest and most stable window & door profile company.

*imagine*  
BI-FOLD DOORS  
  
The VEKA UK Group

At ERA, we've been designing and manufacturing the hardware that secures Britain's homes for over 175 years. With all that knowledge and experience built into our innovative products, it's no wonder ERA is the expert's choice.

Because we are confident that our hardware is the best in class, we offer the UK's most comprehensive home security guarantee.

Security, peace of mind, and  
£5,000 worth of benefits.

**ERA**



**Five Star Guarantee**

# Five major benefits of having the ERA Five Star Guarantee

## ★ **Savings on the cost of your home insurance**

By choosing to fit a Bi-Fold door with the highest levels of security, the majority of homeowners can save money on their home insurance, year after year.

ERA's recommended insurance broker and many other insurance providers recognise that having high security door hardware fitted on Imagine Bi-Fold doors reduces the risk of forced entry - so they can reduce your premiums.



# The ERA Five Star Guarantee also provides you

## ★ 24/7 help when you need it

If you've chosen a Imagine Bi-Fold door that's covered by the **ERA Five Star Guarantee**, you will be given access to a FREE call out service that operates 24 hours a day, 365 days a year.

So you will have the reassurance of knowing that in the unlikely event of a forced entry through a guaranteed door, that someone will come to secure your property.



**★ Up to £1,000 home insurance excess paid**

At ERA we are so confident of the quality and reliability of our components and the security provided by them, that we guarantee them against forced entry for 10 years.

We will even pay the excess on any home insurance claim due to the failure of one of our products - so you can rest assured that you're covered.



# Security and peace of mind are always included

## ★ Up to £1,000 towards a repair or replacement

Our research and development team are so confident that our products will outwit would be burglars, that if the **ERA Five Star Guarantee** approved component fails we will pay up to £1,000 towards the cost of repairing or replacing your Imagine Bi-Fold door.



★ **A £1,000 cheque to  
compensate you**

In the unlikely event of a break-in succeeding through the failure of a component covered by the **ERA Five Star Guarantee**, you will be given a cheque for £1,000 to compensate you for the inconvenience caused.





## How to register your **Five Star Guarantee**

Activating your ERA Five Star Guarantee couldn't be easier, just follow these simple steps:

Once your door/s have been installed

Log on to [www.erafivestar.com](http://www.erafivestar.com)

Click on **Register Your Guarantee Now**  
fill in your details, remembering to include your email address

Click **send**

We will send you a confirmation email with a certificate showing your unique Registration Number should you ever need it.

For easy reference, we suggest that you make a note of your Registration Number here:

### To take advantage of lower home insurance premiums...

When registering your guarantee there is a section that asks you to confirm that you would like to be contacted by our preferred home insurance broker (they may be able to reduce your home insurance premiums).

Please tick "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.

Your contact details will be held in confidence by our recommended insurance broker and will only be used to contact you for your renewal quote. Your details will not be passed to any other organization.

If you don't have email access, you can register by calling: FREEPHONE 0800 0833 302 for an ERA Five Star Guarantee registration form.



## How do I make a claim?

If your home has been broken into through a Bi-Fold door covered by the ERA Five Star Guarantee:

- **Immediately call the police** to report the crime. Ask them for a Crime Reference Number.
- **Telephone our 24/7 helpline on 0800 0833 442** (someone is there to help 24 hours a day, 7 days a week) They aim to be with you within 2 hours of your initial call to secure your property.
- **Contact your installer or call our FREEPHONE claim line on 0800 0833 302** (during office hours) to let us know about the incident. We will then guide you through the next steps.  
  
Please have your ERA Five Star Guarantee Registration Number handy.

Once reported, all claims are assessed by an ERA Expert engineer who will visit your property to assess which elements of the door have been compromised, during the break-in.

If it's found that components covered by the ERA Five Star Guarantee have failed during the break-in, you will be entitled to:

£1,000 towards the repair or replacement of the damaged Imagine Bi-Fold door;

A refund of up to £1,000 to cover your home insurance excess;

and, to compensate you for the inconvenience of the break-in, we will give you a cheque for £1,000.

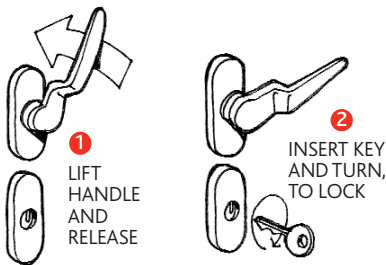
# Bi-Fold Doors

## Operation Guidelines

### To lock the door

Ensure the door is fully closed, then lift the handle lever in an upwards direction to engage ALL the security bolts (this will secure all locking points into the keeps).

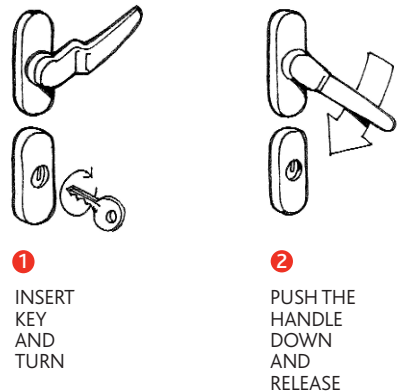
Allow the handle to return to the horizontal position.



**To deadlock**, turn the key one full turn towards the edge of the door. This will secure all the bolts. In this condition the handle cannot be pushed down. Remove the key and place in a safe location.

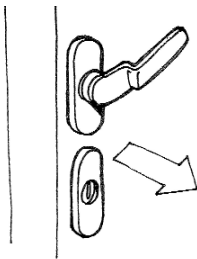
### To unlock

Turn the key one full turn away from the edge of the door; this will disengage the deadlocking security. In order to retract the security bolts push the handle lever in a downwards direction (approximately 45°) the door is then free to open.

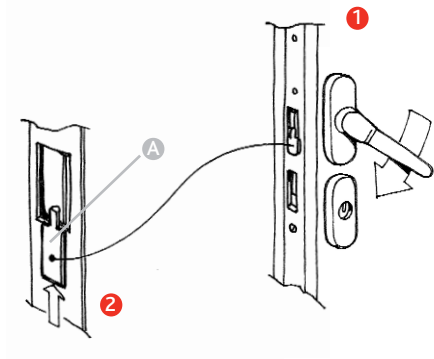


### Using the snib

To use the snib (A) on the lock please lower the handle, slide the snib up over the latch bolt and release the handle. To remove snib function lower the handle, slide the snib down and release the handle.



3  
OPEN  
DOOR



Please ensure that you use the key at all times to lock the door securely. The use of the handle to engage the locking points does not completely lock the door; you must use the key to fully secure the door.

# Bi-Fold Doors

## Care and Maintenance

### General

Wipe the frame and sill of **PVCu doors**, periodically, with warm water and a mild detergent to remove any surface grime.

Difficult stains may be removed using a gentle cream cleaner. For **composite doors** maintenance is normally minimal but the surface should be periodically wiped with a soft cloth to remove any dirt.

For **timber or aluminium doors** please refer to the care instructions from your installer.

**Glass** should be cleaned using a branded glass cleaner.

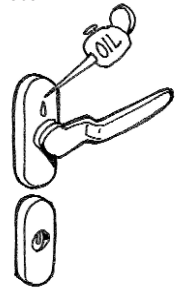
### Hinges

Should be lightly lubricated using a light non-acidic mineral oil (e.g. "3 in 1") twice per year and the surface cleaned with a soft damp cloth. The hinges should be periodically adjusted and the fixings tightened to ensure a satisfactory operation.

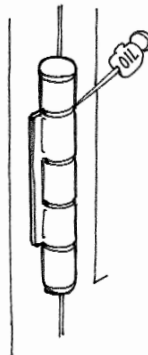
### Handles

Please check and operate the door handle every three months, ensuring that the handles return to the horizontal position.

Handles should be lightly lubricated twice per year and cleaned with a soft damp cloth to remove any dust or grime, taking care not to scratch the surface.



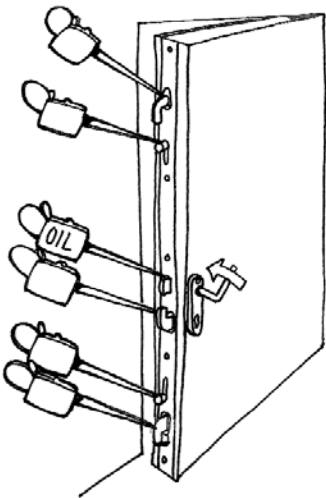
Check all fixings of the handle and tighten if necessary. Do not use any harsh or abrasive cleaners or aerosol sprays as they may affect the surface finish of the handle.



### Locks

All exposed moving parts should be lightly lubricated using a light non-acidic mineral oil, twice per year, and the surface cleaned with a soft damp cloth.

The door may need to be adjusted and fixings tightened to ensure a satisfactory operation.



### For stainless steel furniture

We recommend that all exposed stainless steel surfaces should be wiped over with a clean cloth and warm water with a mild detergent on a frequent and routine basis. Cleaning should always be immediately followed by rinsing with clean hot water and wiping completely dry with a towel.

For more stubborn dirt or stains use mild, non-scratching abrasive powders such as typical household cleaners. These can be used with warm water, bristle brushes, sponges or clean cloths. For more aggressive cleaning a small amount of vinegar can be added to the powder.

Avoid using carbon steel brushes and steel wool as they may leave particles embedded in the surface, which can lead to rusting.

To maintain your stainless steel product in it's best condition, clean once a month and more often in areas subject to heavy soiling or frequent use.

# ERA Five Star Guarantee

## Terms & Conditions

### General Conditions

The ERA Five Star Guarantee is only valid when these 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 door/s 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 door/s being fitted
- Doors must be securely closed (not in night vent position) and locked with the keys provided
- The benefits of the ERA Five Star Guarantee only apply where entry is gained to the property through the failure of a 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 door/s. If you are in any doubt which components used on the door/s are covered by the ERA Five Star Guarantee the homeowner should contact their 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 providing 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 door/s being maintained according to care and maintenance instructions provided in this brochure
- 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 lesser (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 following qualifying criteria:
  - (i) whether the door has been maintained according to care instructions
  - (ii) whether any modification/repair has been made to the door and
  - (iii) whether entry has been gained 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 door/s)
- 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 on 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 door covered by the ERA Five Star Guarantee. 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 Door; and £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 within 7 days of the break-in, including a Crime Reference Number
- ERA will send an ERA Expert engineer within 10 working days of receiving the claim form to visit the property and assess which components failed on the 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 components covered by the ERA Five Star Guarantee were correctly fitted, adjusted and maintained, and one of these components failed during the break-in, we will 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 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 door supplier (or equivalent) to contribute to the remake and installation of a replacement door, or repair of the damaged door caused by the break-in. This amount will be paid by ERA directly to the door supplier
  - 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 of the 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: 0800 8833 302

## How can we provide such a valuable guarantee on our products?

At ERA we've been designing and developing hardware to secure Britain's homes since 1838.

Our team of experts work with local manufacturers to ensure the components fitted on your doors offer the highest levels of security possible and bring peace of mind.

### Imagine Bi-Fold door

ERA's multi-point locks use heavy duty bi-directional hooks that grip the door firmly into the frame,

for high security and enhanced anti-jemmy resistance. In addition, ERA approved hinges give the door exceptional strength and stability.

It's easy to register your ERA Five Star Guarantee, just follow the simple steps on page 8 of this brochure.

**Our products meet, and regularly exceed, the latest British Standards for security and safety.**

Ask your Imagine Bi-Fold door installer to confirm which of the products they supply come with the cover of the ERA Five Star Guarantee.

Installer details:



**Five Star Guarantee**

**24/7 Helpline (to secure your property): FREEPHONE 0800 0833 442**

For all other enquiries: FREEPHONE 0800 0833 302

ERA Five Star, Straight Road, Short Heath, Willenhall, West Midlands WV12 5RA  
erafivestar.com