

Aftercare & Warranty Information

Supporting you after your installation

Our support doesn't stop once your installation is complete. We're here to help you feel comfortable, safe, and confident in your home, now and in the future.

Your Warranty

Your installation is covered by a manufacturer-backed warranty, giving you peace of mind that everything has been built and fitted to last.

Your warranty includes:

- Faults in materials or workmanship
- Manufacturing defects
- Installation issues identified after completion

Please note: warranty periods may vary depending on the product.

Looking After Your Products

A little regular care can help keep everything working well for longer.

General care

- Clean with warm, soapy water and a soft cloth
- Avoid harsh or abrasive cleaners

Moving parts

- Open windows and doors regularly to keep them working smoothly
- Lightly oil hinges, handles and locks once a year

Ventilation & seals

- Keep vents clear to help reduce condensation
- Check seals are clean and in good condition

Reporting an Issue

If something doesn't seem right, we're here to help.

You can contact our social housing and community team:

- 0345 146 7023
- homefulfilment@evander.com

We'll talk through the issue with you and arrange the right support—whether that's advice, an inspection or a follow-up visit.

Urgent Repairs

If your issue is covered under warranty, we'll arrange for it to be resolved as quickly as possible.

If the issue is not covered (for example, new damage or repairs outside of the installation), you'll need to contact your housing provider directly, as we're unable to raise repair requests on your behalf.

For urgent situations affecting security, such as a locking issue:

- Call 0345 146 7023
- Select the emergency option (available 24/7)

Ongoing Support

We're here to make things simple and straightforward, so you always know who to contact and what to expect.

Our goal is to help keep your home safe, secure and working as it should—long after the work is complete.

Supporting you after your installation

Our work doesn't end when your installation is complete. We're here to ensure your home remains safe, comfortable and working as it should, giving you confidence in your new windows, doors or glazing.

Your Warranty

Your installation is covered by a manufacturer-backed warranty, providing reassurance that the products are built and fitted to last.

Your warranty covers:

- Faults in materials or workmanship
- Manufacturing defects
- Installation issues identified after completion

Warranty periods may vary by product.

Looking After Your Products

Simple care helps maintain performance, safety and longevity.

General care

- Clean with warm soapy water and a soft cloth
- Avoid abrasive cleaners or harsh chemicals

Moving parts

- Open regularly to keep mechanisms working smoothly
- Lightly oil hinges, handles and locks annually

Ventilation & seals

- Keep vents clear to reduce condensation
- Check seals remain clean and undamaged

Reporting an Issue

If you notice a problem, we're here to help.

Contact our social housing and community team:

- 0345 146 7023
- homefulfilment@evander.com

We'll assess the issue and arrange the right support—advice, inspection or follow-up visit.

Urgent Repairs

If the issue is covered, we will proceed with the replacement. If it is not covered under the warranty and is a new issue, you will need to contact your housing provider directly, as we are unable to raise a repair request on a tenant's behalf. This applies to seized locking mechanisms that result in the premises being insecure. Issues such as broken windows are not covered and must be reported separately through the housing provider.

Call 0345 146 7023

(Select the emergency option – available 24/7)

Ongoing Support

We provide clear, ongoing support after installation—so you always know who to contact and what to expect.

Our aim is simple: to keep your home safe, secure and working as it should, long after the work is complete.