

-secure  
SECURITY; **GUARANTEED**



## What is Q-secure?

At VBH we are so confident in the strength and performance of our greenteQ and associated hardware that we have come up with the Q-secure security guarantee. The Q-secure guarantee pays your customers directly if they are successfully broken into via your windows or doors as a direct result of the failure of a hardware product covered by the guarantee.

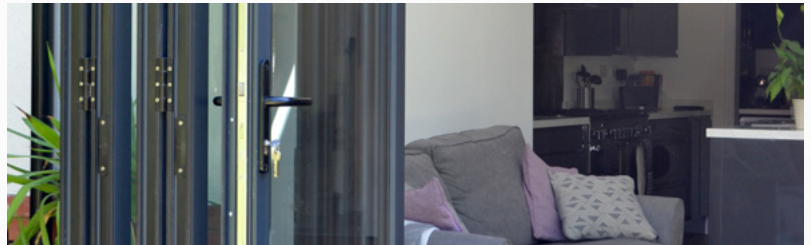
Choosing a supplier for new windows and doors is a major decision and we believe that by offering a FREE security guarantee for the general public, this will give Q-secure approved manufacturers and installers a real edge over their competition.

Q-secure covers the whole door or window where Q-secure approved hardware has been correctly fitted.

## Real choice for manufacturers

Q-secure is the industry's only MULTI-BRAND guarantee.

This gives Q-secure manufacturers choices of which products to use, so they are not restricted to one brand only.



## What does Q-secure give the consumer?

In the event that a successful intrusion has been achieved as a direct result of a failure of the Q-secure approved hardware, VBH will:

- ✓ Pay **up to £1,750** towards the cost of employing an emergency locksmith, glazier or boarding up specialist to gain access and/or secure the property in the immediate aftermath of a break in\*
- ✓ Pay **up to £3,000** towards the cost of repairing or replacing (whichever is cheaper) the door or window. The customer should arrange the repair or replacement directly with the original installer (once the claim has been agreed) and we will cover the cost up to a maximum of £3,000.\*\*
- ✓ Pay **up to £2,000** towards the customer's insurance excess payment. We will pay the customer direct after receiving copies of the relevant paperwork\*
- ✓ Finally, we will make a goodwill payment of **up to £1,250** direct to the end customer which we hope will go some way to alleviating the distress caused by a break in\*

## How does Q-secure work?

We have undertaken a program of security testing on a number of profile systems. From this testing program we have compiled a list of hardware and furniture items that were included on the various door and window test samples, and also a list of profiles that were tested. We offer Q-secure on windows and doors manufactured to those profile systems companies' instructions and which are fitted with hardware in our Q-secure Standard and PREMIUM approved lists. Where the approved hardware is not from our own greenteQ brand, it must have been purchased from VBH.

Q-secure Standard already offers the consumer higher pay outs than any other hardware guarantee on the market, but PREMIUM goes a step further.

Each hardware item is rated as approved to Q-secure Standard or Q-secure PREMIUM. We rate each item as Standard or PREMIUM based on a number of factors, including test results and market feedback. Windows and doors geared up exclusively with PREMIUM hardware and furniture items qualify for Q-secure PREMIUM, which potentially pays out at a higher level even than Q-secure Standard.

### Q-secure Payment Levels

Here are the potential Q-secure Standard and PREMIUM payment levels.

Payment Description	Q-secure Standard	Q-secure PREMIUM
Boarding Up/Access	Up to £1,000*	Up to £1,750*
Repair/Replace	Up to £1,500*	Up to £3,000*
Insurance Excess	Up to £1,500*	Up to £2,000*
Goodwill Payment	£1,000	£1,250

### Which products are included in the Q-secure guarantee?

At the time of writing hardware for the following windows, residential doors and patio doors (Lifestyle elements) is covered by Q-secure Standard and/or PREMIUM.

Windows	Residential Doors	Lifestyle Elements
Outward opening window locking systems	Multi-point door locks	Clearspan bi-fold door hardware
Friction stays	Profile cylinders	Clearlift lift/slide door hardware
Friction stay security devices	Hinges	Inline sliding door hardware
Handles	Handles	Profile cylinders
Tilt & Turn hardware	Letterboxes (where fitted)	
	Knockers & Numerals (where fitted)	



VBH will actively promote Q-secure to drive potential buyers to our network of approved installers and manufacturers.

Visit [www.qsecure.co.uk](http://www.qsecure.co.uk) for details of the hardware and furniture approved for Q-secure and to apply to join the network of Q-secure approved manufacturers and installers.

\*Terms and conditions apply.

Visit [www.qsecure.co.uk](http://www.qsecure.co.uk) for information



greenteQ



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