

**ARCHITECTURAL WINDOWS & DOORS** is a member of the Australian Glass and Window Association and as such conforms to an Industry Code of Conduct designed to protect consumers. is inspected by independent third party AGWA accredited auditors under its NATA inspection agency No. 13739 to validate that the window and door products examined have been manufactured to the relevant Australian Standards and the legislative requirements of the National Construction Code of Australia

## 6 YEAR GUARANTEE

Guarantee additional to legal rights

This Guarantee is provided in addition to any warranty or guarantee imposed by law. Our goods come with guarantees that cannot be excluded in the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. For the purpose of this warranty "the product" means a window or door product ordinarily manufactured and sold by the manufacturer.

Subject to the conditions and limitations **ARCHITECTURAL WINDOWS & DOORS** guarantees that its products are of acceptable quality and free of any defect caused by the manufacturer.

### LIMITATIONS

#### **THIS WARRANTY DOES NOT APPLY TO:**

- a) Moving parts such as lock cylinders; door rollers; lever handles; hinges; activators; springs
- b) Parts supplied by other manufacturers as separate components and where such components are warranted or guaranteed by its manufacturer or supplier those guarantees or warranties whether express or implied are assigned to whom the goods are supplied;
- c) Cosmetic damage;
- d) Damage caused by accident, misuse, transport, installation or any external cause;
- e) Failure to install, use and operate the product in a way that is not in accordance with the manufacturer's instructions, good building practice, relevant building standards or a use for which the product has not been designed or recommended by the manufacturer.
- f) service work that is carried out by other than **ARCHITECTURAL WINDOWS & DOORS** or authorised agents.
- g) Installation: the Window or Door Product was installed, fitted, or operated on by an unqualified installer in trade; or was otherwise installed, fitted or operated on contrary to the applicable industry guide or standards, including the AWA Industry Guide to the Correct Installation of Windows and Doors and the AWA Industry Guide to the Correct Fixing of Windows and Doors;

#### **THIS WARRANTY DOES NOT APPLY IF THE FOLLOWING OCCURS:**

- h) Improper Use: the Window or Door Product was used in a manner not in accordance with the instructions, or for a purpose not specified in the published literature
- i) Alterations: the Window or Door Product has been altered or retro-fitted with parts not supplied by **ARCHITECTURAL WINDOWS & DOORS**
- j) Normal wear and tear: the defect in, or damage to a Window or Door Product was the result of normal wear and tear on the Window or Door Product such as wear of finishes on running guides and tracks
- k) Non-Payment: **ARCHITECTURAL WINDOWS & DOORS** has not been paid in full for the corresponding Window or Door Product supplied

### WARRANTY CLAIMS

Should you wish to make a claim under this guarantee you are required to first notify the manufacturer. Other than as provided by law the manufacture will repair or replace the product to the extent that it is functionally equivalent to the product supplied. Where a product has been repaired or replaced this warranty shall apply to the repaired or replaced product for the balance of the period provided by this guarantee.

### ENQUIRIES AND SERVICE REQUESTS

Visit our dedicated [Support Portal](https://support.windowsdoors.com.au) at support.windowsdoors.com.au for detailed information on our after-sales support, service and warranty processes.

**ARCHITECTURAL WINDOWS & DOORS** products are manufactured from the most suitable materials and finishes available to the specification provided and when properly maintained will give many years of quality service. Failure to maintain may void the warranty.

#### **BUILDERS / HOME OWNERS PLEASE NOTE:**

When installing windows and doors there are some precautions you should take to ensure that the products will retain their ex-factory condition until installation is complete and the job handed over. Refer to the details provided by ARCHITECTURAL WINDOWS & DOORS or the AGWA Installation and Fixing Guides for instructions.

#### **ALUMINIUM AND METAL PRODUCTS**

External window and door frames should be washed with clean water. If the product is exposed to salt air or industrial pollutants it should be washed at least every three (3) months. In rural areas where normally there is very little contaminated moisture you may not need to clean your aluminium fittings more than every six (6) months.

Aluminium requires only minimal maintenance but, like your motor car, the finish may deteriorate if dirt collects on the surface and is allowed to remain unwashed over a period of time. This is because dirt absorbs moisture present in the atmosphere.

To clean aluminium use the mildest treatment you can to produce satisfactory results. Start with warm water and soap or detergent or for anodized material try solvent cleaners (e.g. kerosene, turpentine, white spirit) or non-etching chemical cleaners or a wax based polish cleaner. Keep water free from dirt and grit and ensure that the weep slots in the window and door tracks are clear to allow maximum drainage.

#### **GLASS**

To clean, simply wipe over the surface with a few drops of methylated spirits on a damp cloth and then polish the surface dry with a lint free cloth. Proprietary glass cleaners are not recommended as some can cause damage to the silver backing on mirrors and the interlayer in laminated glass. Ensure that all cleaning cloths are free of any abrasive substances. Avoid causing extreme temperature changes as this may lead to thermal fracture of the glass (do not direct hot or cold water onto glass).

#### **HARDWARE**

Regular maintenance is required for all hardware, even stainless steel, as they are moving parts. In most environments maintenance is recommended every six (6) months and every three (3) months in marine and industrial environments.

Hangers, pivots and brackets should be given a light spray of a corrosion preventative (such as CRC Marine 66, Innox or WD40) followed by a light wipe with a dry cloth to remove excess. Exposed surfaces should first be wiped down with warm soapy water and a soft rag, and then rinsed clean before applying preventative.

Visible surfaces of hinges should be wiped down with warm soapy water on a soft rag and then rinsed off by wiping with a clean damp rag. Application of a thin film of light machine oil or one of the corrosion preventative sprays mentioned above will help to maintain the original lustre of the metal finish. Be careful not to get these compounds on the timberwork itself as they may cause staining.

Drop bolts should be sprayed with a lubricant such as those mentioned above at the sliding pin inside the bolt and to the lock cylinder. A tube attached to the nozzle will help to concentrate the spray where you want it to go.

#### **NAME PLATES AND IDENTIFICATION PLATES**

Please leave name plates, part numbers and rating labels on products for future reference. A permanent performance label is a requirement of the BCA in all states and territories of Australia.