

WARRANTY



The products made by Project Windows and Doors incorporate the finest materials and workmanship. To give you complete peace of mind all our products come with a seven-year warranty.

 **PROJECT**
WINDOWS AND DOORS

WARRANTY

The products supplied by Project Windows and Doors are warranted against defects arising from faulty workmanship or materials and, in the case of timber windows, insect attack and decay, for a period of seven (7) years from the date of delivery by Project Windows and Doors, subject to the following conditions:

GENERAL CONDITIONS

- The product has been installed in accordance with the relevant Australian Standards and Building practice.
- The product has been installed and maintained in accordance with Project Windows and Doors installation and maintenance recommendations (listed below).
- The product has not been subject to misuse, abuse or neglect.
- In respect of insect and safety screen products, this guarantee is void if:
 - The product has not been fabricated by Project Windows and Doors
 - The product has not been fitted by Project Windows and Doors personnel or nominated installers.
- Manufacturing standards and tolerances are not deemed defects, nor are industry variations in colour of aluminium and timber componentry.
- Wire reinforced glass, toughened glass, float glass, laminated glass and mirror glass is warranted against defects and degradation for one (1) year.
- Project Windows and Doors accepts no responsibility for glass breakage (except for faulty workmanship or material).
- Moving parts which wear out as a part of normal use are warranted for one (1) year.
- The Warranty is limited to the repair or replacement of the faulty product at the company's discretion but does not extend to the installation or refurbishing of a replacement product or any other consequential or indirect damage incurred as a result of the defect.
- Only repairs carried out by Project Windows and Doors personnel or authorized Project Windows and Doors agents are covered by the Warranty.
- In respect to all warranty applicable to the products, no claim by the customer, whether for alleged damage or defective goods or any other cause whatsoever need be recognized by Project Windows and Doors (and all such claims shall be deemed absolutely waived by the customer) unless notified in writing and received by Project Windows and Doors within one month of the defect arising in the product. Copies of documentation showing the purchase date of the product should be included with your written claim and forwarded to the nearest Project Windows and Doors office.
- This guarantee is in addition to the above warranties.

PRODUCT SPECIFIC CONDITIONS

Aluminium

- Manufacturing standards and tolerances and industry variations in colour of aluminium components are not deemed defects.
- Product installed within 500m of the seafront should have been specified to have a finish designed for the site. Failure to do so may void the guarantee.

Timber Windows

- Immediately on delivery, the window must be stored in a dry area and not in damp, moist or freshly plastered areas.
- Timber products are to be sealed (within one (1) month of delivery) with two coats of paint, varnish or sealer to both faces and edges including top and bottom. Exterior quality finishes in light reflective colours (NOT dark colours) must be applied to all products exposed to direct sunlight or the elements.
- For the term of the warranty, light coloured finishes must be applied to the window in the manner and frequency specified by the Company for each individual application or the paint manufacturer.

Timber Doors

- Immediately on delivery, the door must be stored in a dry area and not in damp, moist or freshly plastered areas.
- The door must be stored flat on bearers no further than 500mm apart
- When fitting the door, the structural strength of the door must not be impaired when fitting or applying hardware or cutting or altering the door for light, louvres, panels or any other special features. All solid entry doors must be hinged with three (3) appropriately sized hinges and no more than 5mm may be trimmed from any edge of a door.
- Immediately after fitting and before hanging, the entire door, including top and bottom edges, must receive two coats of undercoat and two coats of paint. Enamel colour must be used on entrance doors, acrylic may be used on internals only. If staining, exterior grade varnish or sealer must be used to prevent undue absorption or moisture which may cause warping to occur. Exterior finishes must be used on exterior doors.
- Doors exposed to direct sunlight must be finished with reflective colours to reduce the drying effect of sunlight on the door surface, which may cause warping to occur. Honeycomb core doors should be painted with flat, semi-gloss or satin finishes.

Interpretation of Warp

Warp shall be interpreted as meaning the cupping/bowing or twisting of doors. It refers to distortion within the door itself and not its relationship to the jambs or frame in which it is hung. A warp in a door will not be considered a defect unless it exceeds 5mm.

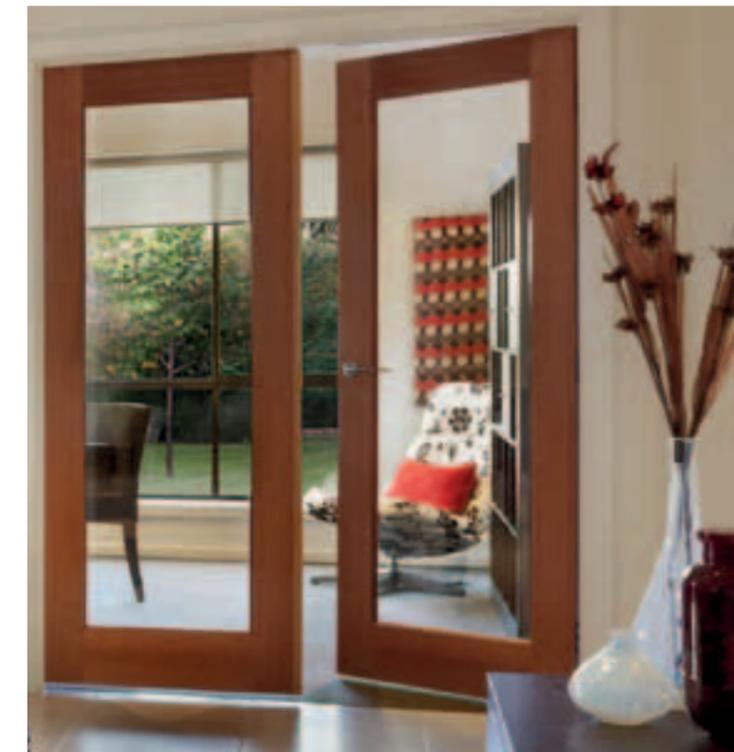
Warp exceeding tolerances noted above shall be considered a defect only:

- When cupping is determined by applying a straight edge to the concave face of the door; or
- When a twist is determined by placing the door face against a true plane surface.

The guarantee against warp does not apply to the following:

- Doors with face veneers of different species or unbalanced construction
- Doors that are improperly hung or do not swing freely.
- External doors which have been painted with dark colours.
- Doors where closers and associated hardware are fixed in a manner that causes undue stress on the door.

Experience has demonstrated that the warp occurs after doors have been delivered to building sites. It is usually due to improper storage or adverse moisture conditions after hanging and not to faulty manufacture. Project Windows and Doors will accept no responsibility for doors where moisture content falls below 12% or exceeds 18%.



ROUTINE MAINTENANCE

All Aluminium Windows & Doors

- External aluminium surfaces of windows and doors should be washed with clean water and a mild detergent at least every three months. A soft sponge or similar should be used to avoid scratching the glass or aluminium.
- In coastal or industrial areas where the environmental conditions are more demanding, the cleaning program should be carried out on a monthly basis.
- Abrasive, chemical cleaners or steel wool should not be used as such methods may result in damage to the glass or aluminium surfaces.
- Flyscreens can be cleaned by vacuuming or washing thoroughly using a soft brush.
- Opening sashes should be operated on a regular basis to ensure the sash hardware continues to move smoothly.
- Drainage slots should be checked on a regular basis to ensure they have not become blocked with residual dirt or grime.

Awning/Casement Windows & French Doors

- With sashes open, the sash and opening perimeter should be cleaned regularly and kept clear of dust and foreign matter.
- All door and window operating hardware should be cleaned and operated regularly to ensure smooth operation.
- Lubricants should not be used on casement stays, as this will affect their operation.

Sliding Windows & Sliding Doors

- Sill recesses should be regularly cleaned and kept clear of dust and foreign matter. A brush and vacuum within the track area may be used to do this.
- Door locks should be checked from time to time for satisfactory operation and may require adjustment to compensate for building settlement.
- Door rollers are factory set and should not require any adjustment. However, if, due to building settlement, an adjustment needs to be made, the door panel must first be lifted to relieve weight from the roller assembly. Adjustment should be made using a Phillips head screwdriver.

Double Hung Doors

- Window jamb tracks should be cleaned regularly and kept clear of dust and foreign matter. Window operating hardware should be cleaned and operated regularly to ensure smooth operation.

Timber Windows

- Use soft, clean cloths and do not use scraping devices or abrasive cleaners
- Wash down with a soft cloth and mild detergent. Rinse off residue with clean water. Do not use solvents.
- Keep bottom tracks clean, wipe with a cloth and use a dry silica based lubricant if required, lightly grease top tracks, oil hinges.
- Light coloured finished must be applied to the window in the manner and frequency specified by the Company for your specific application ,or the paint manufacturer.

Glass

It is recommended that all glass surfaces be kept clean by prompt removal of all dirt or other contaminants. Clean water and, in some instances, a small amount of mild detergent should be used. After washing, any detergent residue must be thoroughly rinsed away with clean water. Under no circumstances is any form of blade, scraper or abrasive cleaner to be used. Stubborn dirt or residue should be lightly sponged off to avoid scratching of the glass.

The frequency of cleaning required will depend on environmental conditions such as proximity to the ocean or industrial areas. As a general guide, glass should be cleaned at least quarterly.

Insect & Safety Screens

- Clean screens 3 to 4 times per year
- Add a small amount of mild detergent to a bucket of warm water
- Carefully remove the screen
- Hose the screen down thoroughly. Dip a soft nylon brush into the bucket of water and gently brush the screen.
- Hose down well.
- Allow the screen to dry before replacing in the window or door.

