

-6 Year Guarantee-

C-VIEW WINDOWS PTY LTD

C-View Windows is a member of the Australian Window Association and as such conforms to an industry Code of Conduct designed to protect consumers.

C-View Windows Pty Ltd is inspected by independent third party NATA accredited auditors 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 and in particular the guarantees implied by the *Competition and Consumer Act 2010 (Cth)*. In no way does this Guarantee seek to exclude or limit any right or remedy you have in law. However to the extent that is permitted by law any other warranties or guarantees are excluded. 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 below **C-View Windows** guarantees that its products are of acceptable quality and free of any defect caused by the manufacturer.

Conditions and Limitations

This warranty does not apply to:

- a) Moving parts such as rollers, which wear out as part of normal use are guaranteed for one (1) year.
- 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) Manufacturing standards and tolerances are not deemed defects, nor are industry variations in the colour of the aluminium surface finish.
- 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 Australian Standards, 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) Only repairs carried out by C-View Windows PL or authorised C-View Windows agents only are covered by this Guarantee.
- g) C-View Windows Pty Ltd assumes no liability for damage caused by cleaning solvents or brick cleaning acids.
- h) C-View Windows Pty Ltd accepts no responsibility for glass breakage (except for faulty workmanship or materials). Toughened glass, float glass and laminated glass is guaranteed against defects and degradation for one (1) year.
- i) This Guarantee is limited to the repair or replacement of the faulty product at the company’s discretion but does not extend to the installation or refinishing of a replacement product. No liability is accepted by C-View Windows for personal injury, loss or claim or property damage, installation costs, material or other costs (whether special, consequential or otherwise) howsoever caused or arising whether direct or indirect.

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WARRANTY CLAIMS

Warranty claims

Claims under this guarantee must be made within one month of the defect arising in the product. Other than as provided by law the manufacture will repair or replace the product to the extent that 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.

Should you wish to make a claim under this guarantee you are required to first notify the manufacturer. Copies of documentation showing the purchase date of the product should be included with your written claim and forwarded to the C-View Windows Pty Ltd office.

INSTALLATION AND MAINTENANCE

C-View Windows 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 installation 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 AWA 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 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).

Low E Glass

Cleaning of Low E Glass requires more specialized cleaning requirements. Use only soft, clean cloth, free from grit or buttons with a mild soap or detergent and water or recommended glass cleaner solution. Make sure to dry off excess water. **DO NOT USE ABRASIVE CLEANING AGENTS.**

Hardware

Regular maintenance is required for all hardware, even stainless steel, as they are moving parts.

	Type of Environment	Definition of Environment	Maintenance Intervals
Mild	Being rural, away from the coast and remote industry and urban activity		6 months
Moderate	Being mainly urban, inland and away from heavy industrial activity		3 months
Tropical / Severe	Being coastal/marine, subject to salt deposition and within 15km of eastern coast or 10km of the western coast of Australia		2 - 4 weeks

Hardware

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 luster of the metal finish.

Tea Staining is a brown discolouration that can be visible on all S/S parts in certain environments i.e Tropical and Coastal areas. It is a cosmetic condition and does not affect the structural integrity of the product. It is recommended that if tea staining is occurring then the hardware should be maintained as per the recommended maintenance intervals.

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.

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.

Window and Door tracks should be cleaned removing any excess dirt or grit either by vacuuming or brushing out. Windows and Doors are designed to allow water into the sill channel, which is then drained through drain holes. The drain holes must be cleared of any obstruction.

Window and Door rollers should be cleaned 3 - 4 times per year. Remove the sliding panel of the product from the inside of the house. With the window or door partly open, lift the sliding panel up into the head while tilting the bottom panel towards you, out over the sill. Slide the panel downwards to remove it from the frame. Use a vacuum clear with a narrow nozzle to clean the track thoroughly. Use a soft rag and water mixed with mild detergent to wipe the track and rollers.

Double Hung Windows have a mechanical adjustable break that should be routinely checked every 6 months and adjusted as required.