

## -6 Year Guarantee-

### C-VIEW WINDOWS PTY LTD

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C-View Windows is a platinum member of the Australian Glass & 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.

Subject to the conditions and limitations below C-View Windows Pty Ltd guarantees its products against defects arising from faulty workmanship or materials for six years from the date of delivery or installation.

### 6 YEAR GUARANTEE

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#### 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) Window reveals which have not been protected from the elements within two weeks of being delivered to site.
- f) Fading, darkening or colour change in aluminium surfaces of Goods, including powdercoated finishes, caused by normal weather conditions;
- g) Glass Goods that have been modified in any way by the addition of a film, tint, privacy or any other finish not authorised by Us;
- h) Discolouration of glass finishes that may occur under certain climatic conditions;
- i) Tea staining to stainless steel hardware;
- j) Defects caused by damage during transport, unless transported by Us or Our agent;
- k) The product is installed in accordance with the relevant Australian Standards and building practice. Unless otherwise specifically confirmed in writing, C-View Windows Pty Ltd accepts no responsibility for waterproofing and/or re-sealing of penetrations and such remains the responsibility of others.



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- l) Only repairs or modification carried out by C-View Windows PL or authorised C-View Windows agents only are covered by this Guarantee.
- m) C-View Windows Pty Ltd assumes no liability for damage caused by cleaning solvents or brick cleaning acids.
- n) 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.
- o) 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.
- p) This guarantee is in addition to all other rights and remedies in respect of this product to which you are entitled under the Competition and Consumer Act 2010 (Cth).

## WARRANTY CLAIMS

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### 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.

## WARRANTY OPTIONS

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The parties acknowledge and agree that this Warranty is limited to one of the following options, to be chosen at Our discretion:

### WARRANTY OPTIONS FOR GOODS

The repair or cost of repair of the Goods; or The replacement or cost of replacement of the same Goods; or The supply or cost of supply of equivalent Goods; or The refund of the original invoice value paid for the Goods

### WARRANTY OPTIONS FOR SERVICES

The re-supply of the same Services; or The supply or cost of supplying equivalent Services; or The refund of the original invoice value paid for the Services. (Except where the original Services were not carried out or contracted by Us)

You acknowledge and agree that We reserve the right to replace Goods of more recent or modern design than the original Goods and/or Services the subject of this Warranty.

You acknowledge and agree that, unless any applicable legislation, regulation or code prescribes otherwise, any repair, replacement or resupply of a Good or Service under this Warranty does not extend or restart the Warranty Terms outlined above.

## 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.

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

### Builders/ Home owners please note:

As of the invoice date, the product maintenance and operation becomes the responsibility of the purchaser of the product/s. 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 AWGA 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.

To clean aluminum 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. Make sure that the surfaces are thoroughly rinsed after cleaning to remove all residues.

### Glass

All glass surfaces should be kept clean by prompt removal of all dirt. Use clean water and soft clean rags as buttons or grit can scratch the glass. In some instances, a small amount of mild detergent may be of some benefit. However, do not use any form of abrasive cleaner or household cleaners. When using detergent make sure that the surfaces are rinsed well after cleaning to remove any detergent residue. Remove the excess water with a 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

Low E glass is an energy efficient product that has a very thin coating applied to one surface during its manufacture. This hard, durable coating provides the improved control of thermal insulation over ordinary float glass. The coated surface, always glazed to the inside of the building requires special cleaning procedures. The following recommended guidelines provide the best results when cleaning the coated surface. Any preferred cleaning method for float glass is acceptable for the external uncoated surface.

### Warnings

- DO NOT use abrasive, powder-based, ammonia-based, or alcohol-based cleaning fluids.
- DO NOT use cleaners that contain Hydrofluoric Acid or Phosphoric Acid.
- DO NOT clean glass when it is hot or in direct sunlight.
- DO NOT allow cleaning fluid to contact the edges of any laminated glass.
- DO NOT use squeegees, razor blades, scrapers, scourers, and metal or abrasive products.
- DO NOT use hot water on cold glass or cold water on hot glass.

### Routine Hand Cleaning

This procedure should be followed as required to remove accumulated dust and fingerprints.

#### Recommended Cleaning Products

- Clean water.
- Clean warm soapy water.
- Solution of one part of vinegar to ten parts clean water.
- Commercially available vinegar based cleaners.
- Clean, lint-free soft towelling or cloth.

#### Recommended Hand Cleaning Procedure

- Flush with copious amounts of clean water to remove dirt and particles.
- Spray with soapy water (and/or the vinegar solution for difficult marks).
- Remove all traces of the cleaner by rinsing with water.
- Remove the excess water with a cloth.
- Repeat this process as necessary

### Spot Cleaning

Used to clean stubborn dirt and foreign materials from the coated surface. Use spot cleaners to remove grease, oil, adhesive, tape residue, crayons, paint, waxy materials and plastic rub-marks.

#### Recommended Spot Cleaning Products

- Acetone.
- Clean, lint-free soft towelling or cloth.

#### Recommended Spot Cleaning Procedure

- Observe all of the chemical manufacturer's handling and safety instructions.
- Soak the cloth in water and apply a small amount of the cleaner to it.
- Rub gently on area needing spot cleaning.
- Wipe clean using a dry cloth.
- Follow with the recommended Hand Cleaning Procedure.

Do not allow the cleaner to make contact with any framing materials.

### Specialized Cleaning

Procedure followed to remove deposits left on the glass by a metallic object when it has rubbed against the coated surface. These are difficult to remove using the previously listed methods.

#### Recommended Specialised Cleaning Products

- Solution of 1% Hydrochloric Acid and 99% clean water.
- Clean, lint-free soft towel or cloth.

#### Recommended Specialised Cleaning Procedure

- Observe all of the chemical manufacturer's handling and safety instructions.
- Soak the cloth in warm water and apply a small amount of the cleaner to it.
- Use a cotton bud instead for thin line marks.
- Rub on the area needing specialised cleaning.
- Wipe clean using a dry cloth.
- Follow with the Recommended Hand Cleaning Procedure.

Do not allow the cleaner to make contact with any framing materials.

## Hardware

- Regular maintenance is required on all hardware such as handles, locks, hinges, catches, closers and the like.
- Use water and a soft, non-abrasive cloth to clean the exterior surface.
- Apply a light spray of lubricant (WD40, RP7 or similar) to keep hardware in good working condition.
- Check screws on hinges and fixings to ensure they have not become loose.

## Window and Door Rollers

- Clean rollers 3-4 times a year
- Remove the sliding panel from the window or door.
- Remove the roller from the sliding panel.
- Refer to <https://c-view.com.au/product-care/> for instructions on correctly removing a sliding panel and roller.
- Use water and a soft, non-abrasive cloth to clean the roller.

## Window and Door Tracks

- Clean tracks 3-4 times a year
- Remove excess dirt or grit from window, door or wardrobe door track by vacuuming or brushing.
- Ensure drain holes for window and door tracks are not obstructed.
- Wipe the track with water and a soft, non-abrasive cloth.

## Double Hung Window mechanical adjustable break

- Routinely check mechanical adjustable break 3-4 times a year.
- Double hung sashes need to be adjusted to ensure proper working order.
- The screw can be found underneath the sashes on each end. By using a Phillips screw driver rotate the screws clockwise to increase resistance or anti-clockwise to decrease resistance.
- Refer to <https://c-view.com.au/product-care/> for instructions on correctly adjusting double hung windows.

## Bifold, Hinged / Pivot Doors and Gas Strut Window Hardware

- Routinely check hardware 3-4 times a year.
- 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.

- 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.
- 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.

### Insect & Safety Screen Mesh

- Remove the screen from the window or door.
- Refer to <https://c-view.com.au/product-care/> for instructions on correctly removing and replacing an insect or safety screen.
- Hose the mesh down thoroughly.
- Clean the mesh with a soft nylon brush, mild detergent and a bucket of water.
- Rinse the mesh thoroughly.
- Allow the screen to dry before returning it to the window or door.
- Clean insect and safety mesh 3-4 times a year.

### Security Screens

These items are manufactured and installed by a separate company, and as such are warranted separately.

Refer to below for details regarding warranty and care and maintenance.

Suburban Security Screens (Licensed Invisi-Gard® Dealer) - all orders from 2021 onwards

<https://www.invisi-gard.com.au/warranty>

Goldco Security Group Pty Ltd (authorised Amplimesh® dealer) - all orders prior to 2021

<https://amplimesh.com.au/warranty-terms-and-conditions/>

	Type of Environment	Definition of Environment	Maintenance Intervals
Mild Environment	Greater than 10km radius from oceanfront or saline bay		every 6 months
Moderate Environment	Within 1km to 10km radius of an oceanfront or saline bay		every 2-3 months
Marine	Within 500m to 1km radius of an oceanfront or saline bay		every 2-4 weeks
Tropical/Severe Environment	Within 500m radius of an oceanfront or saline bay		every 1-2 weeks