

### 5 YEAR WARRANTY

Your Home is fitted with quality Altus Window Systems (the 'Product') as proudly made by us.

1. We warrant that for 5 years from the date of delivery or installation where the Product is installed by us
  - (a) The aluminium joinery in the Product will perform in accordance with:
    - (i) AAMA 2603-05 Performance Standard for Exterior Architectural Aluminium Joinery; and
    - (ii) SFA 3503 03:2005 Window & Glass Association Voluntary Specification for Anodic Oxide Coatings;
  - (b) The doors and windows of the Product will comply with:
    - (i) NZS 4211:2008 Performance of Windows;
    - (ii) NZS 4223 Code of Practice for Glazing in Buildings; Specification 140307:2013 Window & Glass Association Industry Standard for Glazing Blocks;
  - (c) The Product will remain watertight, as required under NZS 4211.
2. Subject to paragraph 3 below, if at any time in the 5 years after delivery or installation if installed by us, the Product becomes faulty, we will, at our election if the fault is not serious but at your election if the fault is serious, replace, repair or fully refund the affected Product, at no cost to you.
3. This warranty only applies subject to the following:
  - (a) You must advise us of a fault in the Product as soon as possible and give us an opportunity to inspect any fault shortly thereafter;
  - (b) You must lodge a warranty claim with us in writing within 7 days of the fault becoming apparent;
  - (c) This warranty only applies:
    - (i) To you, the original purchaser; it is not transferable unless we agree otherwise in writing;
    - (ii) Where the Product has been maintained as specified below;
    - (iii) Where the fault is attributable to the workmanship or the material of the Product; and
    - (iv) Where you have paid in full for the supply (and installation if applicable) of the Product.
  - (d) This warranty does not apply to:
    - (i) Normal wear and tear;
    - (ii) Product purchased outside of New Zealand or second hand;
    - (iii) Defects due to any cause beyond our control including, without limitation:
      - a. defects in the structure in which the Product has been installed;
      - b. defects caused by poor maintenance of the Products as specified below and more comprehensively in the Altus Homeowners Guide.
    - (iv) Materials, hardware or componentry not manufactured by us but covered by any other supplier warranty including fair wear and tear components included in the manufactured Product such as vinyl glazing gasket materials, mohair, moving parts amongst others that are not replaced as required to maintain the integrity of the manufactured Product;
    - (v) Any fault caused by incorrect installation by anyone other than us or one of our authorised agents, including weather tightness issues attributable to a defect in the junction between the Product and the cladding system where we only supply you and do not install the Product (that junction being the responsibility of the builder);
    - (e) We will not be liable for any consequential, indirect or special damage or loss including, without limitation, any loss of profits.

### CUSTOMER COPY

COMPANY NAME

COMPANY ADDRESS

CUSTOMER NAME

CUSTOMER ADDRESS

ADDRESS FOR BUILDING SITE RECEIVING SUPPLY

DATE OF THIS WARRANTY

JOB NUMBER



Supplied Only



Supplied & Installed

Please Note: This warranty is subject to correct installation as outlined in our Installation Details Manual. This document is available on request for you or your builder. This is in addition to, not substitution, and nothing in this warranty will affect any rights the purchaser may have under the Consumer Guarantees Act 1993 or the Building Act 2004.

COLOUR OF JOINERY



Powdercoat



Anodised

SIGNED (Homeowner)

SIGNED (Franchisee)

## CARE AND MAINTENANCE

### POWDERCOATED JOINERY

Your windows are factory pre-finished in long-lasting electrostatically applied powder coating. A combination of painstaking preparation, careful workmanship, and the latest technology have come together to bring you your powder coated Product. Powder coating is one of the most durable colour coatings available, and with very little effort on your part, it will provide you with many years of excellent service. We want you to get the full long-term benefit of choosing low maintenance powder coated windows. So please read the following few simple things you need to do to get maximum satisfaction from your investment.

With powder coated joinery, the metal composition, form and surface texture, as well as the viewing angle, can have a profound effect on the subjective impression of colour.

It is also possible, on close inspection or from certain viewing angles, to observe variations in brightness, banding, streaking and other visual effects on the significant surfaces. These variations seldom impair the performance of the powder coating and as such will not be accepted as grounds for rejecting the Product.

A viewing distance of no less than two meters is required when viewing external architectural applications

### Regular Washing - the Key to Looking Smart Longer

Wash your powder coated aluminium Products all over (i.e. not just the parts that are sheltered from the rain) and regularly to maintain their good looks. Simply use a good quality, soft bristled, window washing brush. Some brushes have in-built detergent dispensers and connect directly to the garden tap. These brushes make it really easy to rinse off the detergent bubbles - which is a very important part of the care process.

If you choose to wash the windows by hand in the traditional way, simply use a diluted solution of mild liquid dish wash mixed the same way you would use to wash your dishes. Be sure to rinse off the window with a gentle spray from the garden hose, and dry the glass to avoid any marks developing.

Regular washing of your powder coated aluminium Product will ensure a long lasting product. We recommend washing your windows as described above:

- At least every six months if you live in a rural area;
  - At least every three months if you live in an urban area or other area with high pollution such as an industrial or geothermal area or within 1 km of the sea. In such areas, you should also wash your windows at least once a month with cold water.
- To restore powder coated surfaces that have lost gloss or are chalking, polishing with a high-quality crème polish in accordance with the manufacturer's instructions is recommended. Avoid polishes that contain cutting compounds.

### WARNING

Never use any other kind of solvent cleaner as it could damage the powder coating or cause it to deteriorate and age rapidly. Common solvents such as petrol, acetates, dilon thinners and Methyl Ethyl Detone (MEK) are very damaging to powder coat and must never come into contact with it. Highly acidic, alkaline, common household solvent or alcohol-based cleaners are not recommended either. These comments apply equally to the other components that make up the window or door - do not use any solvents other than water.

Please read the Altus Homeowners Guide carefully for further cleaning and maintenance recommendations covering the Products.

### ANODISED JOINERY

Anodised Aluminium Joinery is attractive and offers a durable and tough wearing finish. If any deterioration of the anodic oxide coating occurs, this will be mainly as a result of grime deposition and subsequent attack by moisture, particularly when that moisture contains sulphur compounds. Regular cleaning is essential to preserve the finish of anodised aluminium over a long period.

### Regular Washing – the Key to Durability

The anodised aluminium should be washed down all over (i.e. not just the parts that are sheltered from the rain) with warm water and a suitable wetting agent or mild soap solution (like washing a car) regularly. A fine brush may be used to loosen dirt/grime – however anything stiffer or more abrasive may damage the surface. Acid or alkali cleaners must not be used, as these will damage anodic films and may dis-colour coloured joinery.

Where greasy deposits or hard to remove grime is present, first use a soft cloth dipped in white spirit, turpentine, kerosene, or a liquid scourer (like Jiff®) and then wipe with a dry rag. Make sure these solvents only touch the aluminium part of the window and no other parts of the window.

In particular, Solvents must not touch the vinyl glazing gasket materials (the “rubber” seal around the glass). They will otherwise damage that seal.

Rinse thoroughly after cleaning, with copious applications of clean water, particularly in any crevices, and then dry the glass to avoid marks developing.

Regular washing of your anodised joinery will ensure a long-lasting product. We recommend washing your windows as described above:

- At least every six months if you live in a rural area;
- At least every three months if you live in an urban area or other area with high pollution such as an industrial or geothermal area or within 1 km of the sea. In such areas, you should also wash your windows at least once a month with cold water.

### Disclaimer

Anodising is an electrochemical process that converts a metal surface into a decorative, durable, corrosion-resistant, anodic oxide finish.

Anodic treatment may accentuate the visual effect of any differences inherent to the aluminium. As a result, some non-uniformity of appearance may be visible on different areas of a component and/or between different batches of material of the same specification, or where certain welding processes have been used.

With colour anodising in particular, the metal composition, form and surface texture, as well as the viewing angle, can have a profound effect on the subjective impression of colour.

It is also possible, on close inspection or from certain viewing angles, to observe variations in brightness, banding, streaking and other visual effects on the significant surfaces. These variations seldom impair the performance of the anodised coating and as such will not be accepted as grounds for rejecting the Product.

A viewing distance of no less than two meters is required when viewing external architectural applications.

### GLASS

Glass windows and doors should be washed and dried regularly to ensure long-term durability. In urban areas washing should be done every three to six months.

When washing, soak the glass surface with warm water and a mild soap detergent solution or proprietary glass cleaners to loosen dirt and debris. Do not use solvents, especially when washing double glazing and laminated glass as this could damage the edge laminate interlayer or unit sealant.

Use a soft grit free cloth or sponge when washing. Avoid washing in direct sunlight. Do not use scrapers or razor blades.

After washing, rinse with clean water and dry the glass using a clean, grit-free squeegee, cloth, or paper towel. Remember, wet glass is dirty glass.

All water and cleaning solution residue should be dried from the window gaskets, sealants, and frames to prevent water spots.

Avoid cleaning tinted and reflective glass surfaces in direct sunlight;

When washing double glazing and laminated glass, use the same procedure as above but ensure no solvents come into contact with the edge laminate interlayer or unit sealant;

When washing special glass with reflective or Low E coated surfaces, exercise special care- special cleaners may be required as they can be hard to clean. Please refer to the Altus Homeowners Guide for special instructions.

Finally, check that the frame drainage is not blocked as this can affect laminate and insulated glass units.