

WINDOWMAKERS
THE DIFFERENCE IS CLEAR

WARRANTY

At **WINDOWMAKERS**, we stand behind the quality of our products. Our warranty ensures that your windows and doors perform as expected when installed and maintained correctly.

What our warranty covers

- ✓ **Manufacturing defects**
Defects in materials or workmanship
- ✓ **Structural or functional faults**
Issues that affect the normal operation or performance of the product
- ✓ **Sealed double glazing (2+ panes)**
No visible defects or obstructions at 3 metres
- ✓ **Factory-installed hardware**
Failure of hardware components due to manufacturing defects
- ✓ **Operational performance**
Windows and doors not opening, closing or locking correctly due to manufacturing faults
- ✓ **WARRANTY PERIOD**
Applies to issues reported **within 5 years** from the date of delivery

Provided the product has been:

- **Installed as outlined in the Building Code Acceptable Solution Clause E2/AS1 External Moisture or an approved alternative solution.**
- **Installed correctly by a qualified installer**
- **Maintained in line with Windowmakers care and maintenance guidelines**

What the warranty **DOES NOT** cover

- ✗ **Incorrect installation**
Installation that does not meet NZ Building Code requirements
- ✗ **Normal wear and tear**
Expected ageing of materials and moving parts
- ✗ **Colour fading or weathering**
Minor surface changes due to environmental exposure
- ✗ **Hardware wear**
Wear to rollers, fasteners, seals, or weatherpile through normal use
- ✗ **Surface or plated finishes**
Minor visual variations or surface ageing
- ✗ **Glass damage**
Glass breakage after installation
- ✗ **Building or structural movement**
Building settlement or structural changes affecting the product
- ✗ **Drainage or maintenance issues**
Blocked drainage holes or tracks
- ✗ **Product modifications**
Products that have been drilled, altered, or modified after installation location

CUSTOMER RESPONSIBILITIES:

To ensure your windows and doors perform as designed:

- Keep tracks and drainage holes clean
- Regularly clean frames and glass
- Follow Windowmakers care and maintenance guidelines

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CARE & MAINTENANCE

WHAT'S CONSIDERED MAINTENANCE?

Joinery is the builder's responsibility under project handover.

After that it is all on the homeowner.

Maintenance means avoiding problems from use, environment or neglect - **not the products fault.**

Maintenance includes:

- ✓ **Cleaning** of frames, glass, tracks and drainage holes
- ✓ **Removal of debris** from sills and door tracks
- ✓ **Lubrication** of moving parts (e.g. rollers, handles)
- ✓ **Managing rust spots** on stainless steel hardware
- ✓ **Unblocking** drainage holes
- ✓ **Cleaning** door tracks to prevent **sticky rollers**
- ✓ Addressing corrosion in coastal or industrial areas
- ✓ Avoiding scratches by using proper cleaning methods

You should:

- ✓ Clean windows and doors **every 3 months**
- ✓ Clean more often in **coastal or high-risk areas**
- ✓ **Use mild detergent** and **soft tools**
- ✓ **Keep sills** and **door tracks free of debris**
- ✓ Care for **glass** and **hardware** as recommended



www.windowmakers.co.nz/know-how-hub