P 0800 89 49 89 E info@windowmakers.co.nz W windowmakers.co.nz A 909 Haruru Rd, Wainui 0873, Auckland



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.
  NOTE: Electronic products carry a 2 year warranty subject to correct installation, use and mainteance.

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 thorugh 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

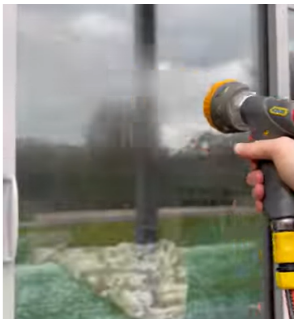
WHAT'S CONSIDERED MAINTENANCE?

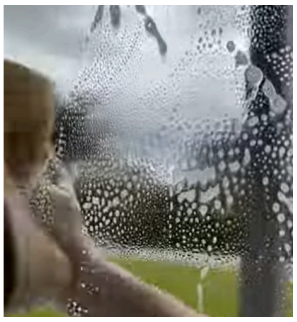
Joinery is the builder's responsibility under project handover.
After that it is all on the homeowner.
Maintenance means avoiding problems from use, environment or neglect - **not the products fault.**

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





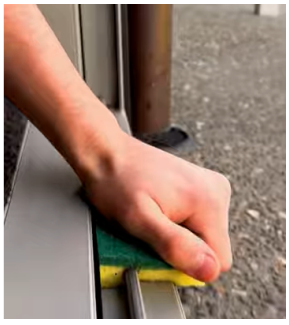


You should:

- ✓ 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

Awesome Attitude. Customer Centric. Epic Ecellence. Greater Good.