



C-VIEW WINDOWS

C-View Windows Pty Ltd
25 Dover Drive
Burleigh Heads, Qld 4220
PO Box 2364 Burleigh BC Qld 4220
Ph: (07) 5520 1200 Fax: (07) 5520 1644
Website: www.c-view.com.au

-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.

Limitations

This warranty does not apply to:

- a) Moving parts such as rollers,
- 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) Cosmetic damage;
- 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 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) Service work that is carried out by other than C-View Windows PL or authorised C-View Windows agents.

Warranty claims

Should you wish to make a claim under this guarantee you are required to first notify the manufacturer. 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.



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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.

uPVC Products

An occasional wipe with a damp cloth or a wash with warm soapy water is all that is required.

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 |



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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.