

**Your Home is fitted with quality Fletcher Window & Door Systems product.**

**5 YEAR WARRANTY**

1. The Fletcher Window and Door Systems manufacturer warrants for a period of 5 years from [the date of supply] that:

- (a) the aluminium joinery used in the manufacture of the Product are finished in accordance with AAMA 2603-05 Performance Standard for Exterior Architectural Aluminium Joinery, and also in accordance with WNZ SFA 3503 03:2005 Aluminium and Aluminium Alloys - anodised coatings for architectural applications; and also in accordance with WNZ SFA 3503-03:2005 Aluminium and Aluminium Alloys - anodised coatings for architectural applications;
- (b) the doors and windows of the Product comply with: NZS 4211:2008 Performance of Windows, and NZS 4223 Code of Practice for Glazing in Buildings; and
- (c) As required under NZS 4211 the product or products specified will remain watertight.

2. If the Product does not perform as warranted, the manufacturer will make good the Product by, at its option, (i) replacing or repairing the affected Product, (ii) supplying equivalent Product, (iii) paying the cost of replacing the affected Product, or (iv) refunding the cost of the affected Product, subject to the following terms:

- (a) that the window manufacturer is advised of and given an opportunity to inspect any fault;
- (b) that any claims under this warranty need to be made in writing to the window manufacturer within 7 days of the fault first becoming apparent;
- (c) that this warranty is not transferable and only applies to the original purchaser, unless the window manufacturer agrees otherwise in writing;
- (d) that this warranty only applies:
  - (i) where the Product has been maintained in accordance with the maintenance procedure specified;
  - (ii) to a defect in the workmanship or a defect that is directly attributable to a defect in the material of the Product; and
  - (iii) where the purchaser has paid in full for the supply (and installation if applicable) of the window joinery;
- (e) that the warranty does not apply to any:
  - (i) glass or glazing materials used in the joinery;
  - (ii) defects due to any cause beyond the manufacturer's control including, without limitation, defects in the structure to which the joinery has been affixed;
  - (iii) materials, hardware or componentry not manufactured by the window manufacturer;
  - (iv) weathertightness - where the contract is one of manufacture and supply only, the junction between joinery and cladding systems is the responsibility of the builder;
- (f) that the window manufacturer will not be liable for any consequential, indirect or special damage or loss including, without limitation, any loss of profits;
- (g) that the warranty does not apply to any fault caused by incorrect installation by anyone other than the window manufacturer or its authorised agents, and/or any installation otherwise than in accordance with the installation guide current at the time of supply.

3. This warranty is given by the manufacturer of Fletcher Window and Door Systems, trading under the Fletcher Aluminium division of Fletcher Building Products Limited

**Customer Copy**

FRANCHISEE

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CUSTOMER NAME & ADDRESS

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ADDRESS FOR BUILDING SITE RECEIVING SUPPLY

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DATE OF THIS WARRANTY

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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 1991.

COLOUR OF JOINERY

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- Powdercoat
- Anodised
- Sheer®

SIGNED (Homeowner)

.....

SIGNED (Franchisee)

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## Care and maintenance of anodised joinery

Anodised Aluminium Joinery is not only attractive, but also offers a durable and tough wearing finish. Some deterioration of the anodic oxide coating occurs but mainly as a result of grime deposition and subsequent attack by moisture, particularly when it is contaminated with sulphur compounds. Regular cleaning is essential if the finish of anodised aluminium is to be preserved over a long period.

### CLEANING

The anodised aluminium should be washed down with warm water and a suitable wetting agent or mild soap solution, in a similar manner to washing a car. Fine brushes may be used to loosen attached dirt/grime - the use of anything stiffer or more abrasive may result in damage to the surface. Acid or alkali cleaners should not be used, as these will damage anodic films and may discolour coloured joinery. Where greasy deposits or hard to remove grime is present, cleaning of the anodising may be by means of a soft cloth dipped in white spirit, turpentine, kerosene, or a liquid scourer (for example "Jiff"® - a Lever Rexona household product available from supermarkets) followed by wiping with a dry rag. Make sure none of these solvents come into contact with other parts of the window.

*Note: All Solvents must be kept from contact with the vinyl glazing gasket materials, as most solvents damage glazing gaskets (the "rubber" seal around the glass).*

It is essential to rinse thoroughly after cleaning, with copious applications of clean water particularly where crevices are present, and then dry the glass to avoid any marks developing. Regular washing of your anodised joinery will ensure a long lasting product. In general the following programme is recommended:

Rural: Every six months

Urban: Every three months

Industrial And Marine Environments:

(within 1 km of the sea): Six monthly warm water detergent wash, as well as monthly cold water washing.

## Care and maintenance of powdercoated joinery

Your windows are factory pre-finished in long-lasting electrostatically applied powdercoating. A combination of painstaking preparation, careful workmanship, and the latest technology have come together to bring you your powdercoated windows and doors. Powdercoating 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 powdercoated windows. So we have prepared this information pack for you that details the few simple things you need to do to get maximum satisfaction from your investment.

### REGULAR WASHING - THE KEY TO LOOKING SMART

To maintain the good looks of your powdercoated aluminium windows, each window and door unit needs regular washing all over - not just the parts that are sheltered from the rain. Unless you are close to the seaside or are in a similar harsh environment, such as near an industrial area, washing down your windows about every three months should be sufficient. Simply use a good quality, soft bristled, window washing brush as sold by general hardware stores. 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 dishwasher 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.

### WARNING

Never use any other kind of solvent cleaner as it could damage the powdercoating 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 powdercoat 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  
- we recommend you do not use any solvents other than water.