

Manufacturer order number: .....

No of invoice: .....

Sale date: .....

Installation date: .....

Stamp and signature supplier / fitter:

### Terms of warranty

Witraz Sp. z o.o. based in Łyski, Warszawska 68, 16-070 Choroszcz provides high quality products, taking into account the long-term and effectiveness of their operations is dependent on the use of products in accordance with their normal purpose, proper installation (compliant with the principles of the company assembling stained glass, construction practices and the relevant technical standards), and regular maintenance and proper use.

### General provisions

#### 1. Warranty period:

- a) 5 years for windows and doors from PVC (re. the windows or fixed-bound in the form of innovative hardware Tilt & Turn, Turn or tilt),
- b) 2 years for shaped windows (other than square or rectangular) e.g. arches,
- c) 2 years on the front door of PVC (re. A door profile and transitional),
- d) 2 years Lift & Slide doors and windows HST tilt-sliding or otherwise named systems, where opening of the sash takes place by moving it relative to the window frame,
- e) 1 year for durability and tightness of seals,
- f) 2 years on the window fittings (durability of elements, including elements that are relevant for safety) under normal conditions of use; in an aggressive environment, particularly in the coastal area, the warranty does not apply; then you must use special hardware for corrosion coating, adapted to the conditions of aggressive,
- g) 1 year for joinery accessories such as door closers, air vents, door handles, casings, and friction brakes limiters, electromagnetic locks, door inserts,
- h) 1 year on parts used to repair or replace,
- i) 1-5 years for glazed units, which are covered by a separate manufacturer's warranty package. The warranty for tightness of units depends on the construction and shape.

2. The warranty period is counted from the date of sale of the product to the Customer by the manufacturer or the dealer which is a day. It is indicated on the warranty card.

3. The guarantee is valid throughout EU.

4. During the warranty period manufacturer undertakes to provide parts for the repair / replacement of defective parts, not visible during the reception and disclosed during the life of the product. The choice of method of delivery of elements remains with the Witraz company.

5. The manufacturer is not liable under the guarantee in the event of non-compliance of the product with the contract, the buyer at the time conclusion of this incompatibility knew or should have known.

6. Buyer is obliged before removing the old windows quantitative and qualitative reception of newly purchased the products in the range. Obvious faults that can not be the basis for the complaint after receiving windows. Behind apparent defects deemed non-compliance: dimensions, divisions, color and mechanical damage to windows and profiles in the form of scratches, cracks, etc.

7. Visible damages should be reported to the person providing products manufacturer at the time of delivery or at the latest within 3 days of delivery. These applications will not be accepted after the installation.

8. The buyer is obliged to carry out at its own expense documented periodic inspection and cleaning and maintenance in accordance with the instruction manual and operation to ensure proper operation products.
9. Complaint is made in writing at the point of purchase windows.
10. Complaint is accepted if warranty card was filled together with proof of purchase. Warranty Cards are available directly at the point where ordered was made for windows or directly from manufacturer: [www.witraz.eu](http://www.witraz.eu).
11. Complaint is not a reason to withhold payment for window frames. Goods not paid is not subject to complaint.

### **Range of warranty**

#### 1. The warranty covers:

- a) latent defects resulting from faulty workmanship or defects in the product material used,
- b) PVC profiles - stability dimensions and shapes, and the strength of structural joints profiles,
- c) window fittings - durability and durability of the hardware components which are relevant from a security standpoint,
- d) glazing - seal insulating glass units installed in windows in normal conditions in the field entering inside the glass dust or moisture.

#### 2. The warranty does not cover:

- a) mechanical, chemical, and caused heat and product damage not caused by the manufacturer, including those arising from instability structure in which the products were mounted,
- b) faults or inaccuracies that remain invisible after installation and does not affect the value in use product (eg. scratches) or to within the tolerances specified in the standards,
- c) adjustments described in the instruction manual. Activities related to the adjustments of window fittings are not cover by warranty. The user must adjust its own window fittings or call a qualified person to control the windows at his own expense,
- d) product defects that arise as a result:
  - installation or use of the product in accordance with the attached instructions and rules of the trade or technical standards relevant due to the installation site,
  - improper operation causing obstruction in particular drainage holes, improper maintenance or lack thereof, unsuitable cleaning agents,
  - random events (fire, flood, etc.),
  - subject to normal wear,
  - mechanical damage such as scratches glass exterior, abrasions, cracks, defects shaft approved by standard,
  - stains caused by chemical or thermal agents, for example. Sparks,
  - misting on the inside or the outside of the room, which is characteristic of poor ventilation premises or weathering,
  - optical phenomena called "Newton's rings" (rainbow effect) which are characteristic of insulating FLOAT glass units,
  - natural defects of glass in the limits permitted by the applicable standards,
  - other defects than those listed above, if their removal will rely exclusively on the exchange package shaft. In this situation the responsibility for the removal of such defects rests directly on Vendors, which consists of the Manufacturer appropriate order on the glass.

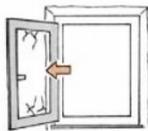
### **Final provisions**

1. Making minor repairs, adjustments, and replacement windows complaint should be send directly to the vendor.
2. The protective package must be removed not later than 30 days of purchase.
3. Witraz Sp. z o.o. reserve the right decisions to determine the extent of liability by way of damages (destruction) of the windows, while agreeing to refer the matter to the appropriate neutral expert or institute, agreed between the parties and to respect the results issued expertise in this mode; costs expertise covers the party against whom the judgment was given.
4. Any disputes are settled court competent headquarters of the manufacturer.

## Tips for safety and handling PVC windows



Do not burden the sashes in any way.



Do not press the sash to the jambs.



Do not put any objects between sash and frame.



During strong winds do not leave the wing in opened position.



In the case of the window access to children or people with impaired mental, install the locking side effects opening windows, for example. lock open or lockable handle. During strong wind did not leave wings position open.



Warning! Strongly snapping up the sash can lead to injury. When the window closes and no place your hand between the sash and frame.

## Instructions for use

### Tilted (handle up)



Microrventilation (handle 45 deg up)

Turn (handle to the side)



Closed (handle down)

### Features a window-action door handles

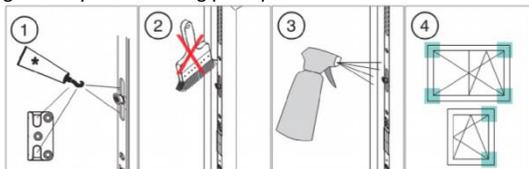
With open or half-open window, do not turn the handle

**Notes on. Functioning of fittings.**

1. Hardware wear - All hardware components relevant to safety society, functioning and efficiency should be lubricated and lubricated as directed to prevent them wear.
2. Damage to the fittings
3. Damaged hardware components should be eplaced, concerns especially bearing elements and fixing these elements for the construction window (and in particular the hinges).
4. Any regulatory work, have the person skilled, as this may affect the security.

### Lubrication and technical supervision

The windows and doors are complex productsand so they require periodic maintenance. Window seals must be free of any dirt and damage. They should be at least once a year, lubricate Vaseline or olive support. All the hooks and plugs should be cleaned with impurities and lubricate moving parts Regular lubrication and oiling (at least 1 x per year) of all essential for the functioning parts fittings on the wing and frame ensures lightness action hardware and you protect against premature wear. When the periodic review should be guided by the following principles:



1. All moving parts should be lubricated. Do not use oil, rust solvent, silicone spray! Lubricated with grease or Vaseline.
2. Do not paint the fittings .
3. For cleaning and care should be used only such measures, which in no way affect the anticorrosive coatings point locking hardware.
4. The hardware elements that are responsible for security, should be checked regularly. Control is subjected to a mounting and wear!

## Quick installation guide

### 1. Preparatory work:

- a) before setting the frame in the window gap should be set at the level of the windows in building,
- b) the gaps where windows should be installed should be cleaned before installation,
- c) jamb should be clean, equal and dry,
- d) defects in the material, which walls were built and voids in the mortar should be completed,
- e) before the start of assembly work,
- f) if the window will be mounted in the wall with ceramic hole, we recommended to blind the mortar,

### 2. Setting the window in the hole:

- a) remove the sash from the frame,
- b) fit the frame in the wall gap,
- c) set the frame on blocks or in the case of mounting plan warming on metal flanges. Set the frame horizontally and then set vertical level. Bearing pads should be arranged in the corner posts and the posts. The material for the pads must have high compressive strength and low thermal conductivity to avoid thermal bridges. The width of pads must allow later installation the inner sill. When setting the framework should be to keep equal distance between the frame and the wall around the whole frame. The gap width must be 1 to 3 cm,
- d) after setting the frame in the gap, block it position by means of wedges, which must be as closest to the attachment points in the frame jambs and welds frame.

### 3. Fitting the frame:

- a) ceramic, concrete - dowels strut,
- b) wood, concrete, brick lattice blocks slot - screw thread lancing,
- c) polystyrene foam (thermal insulation) - anchor assembly. When using anchor assembly is mandatory use fixed or mechanical struts,
- d) oshaped windows (arches, slants). It is not allowed to anchor assembly. The linker is a retainer eometry, and therefore admitted to the assembly of this type joinery are only dowels and screws with thread lancing:
  - anchors and anchor assembly arranged at a distance of 15-20 cm from the corners of the window and rails,
  - the distance between the connectors can not be greater than 80 cm and the amount of not less than 2 pcs. to the edge of the frame,
  - connectors to be screwed so as not to cause deformation of the frame. In order to do so final tightening insert a wooden divider between window frame and the wall. The spacer must be like closest attachment points,
  - the place fastening pin (dowel) to the wall must away at least 10 cm from the edge. Size dowels must be selected each mounting so as to ensure the correct anchoring in the wall,
  - mounted sashes in the frame and check their function,
  - When the length of the frame between the welds frame is more than 150 cm. (doors, exterior doors, mobile post)

- please use spacers fixed or mechanical seal before performing operations,

- HST window threshold must be firmly supported on its entire length. It is unacceptable to any threshold deflection under load,
- The rail (bottom) sliding windows must be placed on the floor. It is unacceptable to leave the rails hanging in the air.

### 4. Sealing hole around the window frame:

- a) The final step is to fill in the gap expansion polyurethane foam. Avoid filling foam across the gap. Too much foam can distort the frame window, or flow at the time of expansion to the outside and settle on the window,
- b) After laying and drying foam, Remove wedges. Holes make up foam wedges polyurethane. All corner connections, particularly vulnerable to effects of rainwater should be sealed with silicone neutral or expansion butyl tape.

5. After completion of the sealing must be checked proper functioning of the window and make adjustments regulation.

For more informations on the installation of windows visit [www.witraz.eu](http://www.witraz.eu)

Place for annotations service and installation teams:

I declare that I am familiar with the conditions of the guarantee and I had ability to read the assembly instructions, instructions operation and maintenance instructions Of Witraz Company.

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Legible signature of the Buyer