

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. Manufacturer grants the Buyer a guarantee for products made according to standards adopted and implemented at Witraz Sp. z o.o. for a period of time:

a) elements of wooden windows and balcony doors:

- 5 years for the construction of the window (dimensional stability and strength of the structural joints),
- 2 years for the tightness of the glazed units,
- 2 years for 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 aggressive conditions,
- 2 years for shaped windows (other than square or rectangular) e.g. arches
- 3 years for paint coating - a normal interaction of climatic conditions; after that date, your responsibility is to review the paint coating, fill any voids and renovation; Specific terms of the warranty on the paint coating are defined in a separate document available on the witraz.eu or commercial caregiver,

b) for other products:

- 2 years on exterior doors,
- 2 years for lift & slide doors and tilt & slide doors,
- 1 year on mounted accessories (locks, inserts, door handles, signs, door closers, etc.).

2. The warranty period is counted from the moment products are collected by the Buyer. However, the guarantee rights may be made by the Buyer only after payment of all amounts due to the Supplier.

3. 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.

4. The manufacturer is not liable in respect of the guarantee in case of non-compliance of the product with the contract, the buyer at the time of conclusion of the non-compliance knew or should have known.

5. Buyer agrees to an independent, free to remove minor faults such as: exchange provided by the manufacturer of the hardware components (eg. espagnolette), wings or window frames, glazing.

6. The manufacturer reserves the right to assess qualifications and disadvantages, and the Buyer is obliged to provide access to the product in order to investigate or remedy the defect. In case of failure to the product for evaluation or repair, the complaint shall be deemed completed and closed.

7. The condition of the provision of warranty service is submission by the Buyer at the point of sale or the Manufacturer filled warranty card and proof of purchase, within 3 working days after the disclosure of the defect. Cons possible to detect before embedding and assembly should be immediately reported to the Supplier prior to the assembly.

8. The condition for considering a complaint concerning visible defects in the notification before its installation and abandonment of assembling the product. Installing the accessory is treated as the start of the assembly!

9. Acceptance of the warranty card by the buyer means you have read and accept the terms of the warranty. This is confirmed by the signature of the Buyer on the last page of the warranty card.

10. Buyer to ensure the correct operation of the products is required to make at his own expense documented periodic inspection and cleaning and maintenance in accordance with the instructions and use.

Range of warranty

1. The warranty is void if:
 - a) the installation and use of the products not in accordance with the installation manual adjustment and maintenance,
 - b) making any alteration affecting the design of the product (planning wings and door frames, changing of fittings, gaskets, mounting directly to the doors and windows of all kinds of security grilles, blinds, shutters)
 - c) damage to coatings resulting from their improper maintenance,
 - d) the destruction or loss of the warranty card.
2. The warranty does not cover:
 - a) defective products, whose price was lowered,
 - b) defects that are invisible after installation and does not affect the utility value (eg. scratches of framework of covered side or on surfaces partially covered according to EN 942),
 - c) mechanical damage: paint, hardware parts, cracks and scratches packages of glass, after acceptance of products,
 - d) external defects caused by failure of normal rules of transportation, storage and storage (must be stored until they are installed indoors, dry and ventilated),
 - e) discoloration and damage caused by the swelling of wood dictated excessive relative humidity of indoor air (above 70%),
 - f) defects resulting from improper securing of the product for the duration of the works (dirt mortar, foam assembly, improper use of safety belts, the use of cleaning or washing improper means),
 - g) damage caused by improper use or maintenance of products (use of washing inappropriate, aggressive or use sharp tools to clean),
 - h) damage resulting from causes not related to the normal use of the products, according to their purpose,
 - i) damage caused by random events and natural disasters such as eg. fire, gusty wind, vandalism, flood, etc.
 - j) damage to fittings or window structure resulting from deregulation fittings - adjustable fittings belongs to the Buyer,
 - k) products painted clear coats or low-pigmented, which are not resistant to ultraviolet (list of colors non-warranty available on request of the Buyer),
 - l) products without paint (raw or only impregnated, without subsequent coatings),
 - m) change of color of wood coated with azure lacquer,
 - n) visible wood structure resulting from natural drawing grain,
 - o) the differences in the shade of a transparent lacquer coating due to the natural grain pattern and staining wood,
 - p) frost, of expansion and their consequences related to improper climatic conditions indoors and improper ventilation of rooms,
 - q) normal wear and tear and minor defects not projecting the use of the product,
 - r) features resulting from the use of softwood eg. the resin leaks,
 - s) dirt surface caused by normal use,
 - t) misting on the inside or outside of the room, which is characteristic of poor ventilation or weather conditions,
 - u) optical phenomena called "Newton's rings" (rainbow effect) which are property of the double glazing type of FLOAT,
 - v) natural disadvantages of glass within the limits permitted by the applicable standards,
 - w) other defects windows than those listed above, if their removal will rely exclusively on the exchange of glazing. In such a situation, the responsibility for the removal of the defect lies directly to the Seller, who makes appropriate order on the glass.
3. Fitting windows and balcony doors should be after the building work all wet (plasters, screeds, etc.). in the event of failure to do so any damage caused as a result of this work is not covered by the warranty (see section 2e, 2f, 2g, 2h).

Final Provisions

1. The customer is obliged to remove the protective packaging of the product and any stickers not later than 30-hundred days of purchase under penalty of termination of rights of the Customer under these conditions of the warranty.
2. This guarantee is valid in EU.
3. The warranty does not exclude, limit or suspend the Buyer's rights resulting from the non-conformity.
4. In cases not covered by this warranty, rules apply of the Act dated. 27.07.2002 r. The specific terms of consumer sales (Journal of Laws No. 141, item. 1176).
5. Any disputes resolved Court with jurisdiction the headquarters of the manufacturer.

Tips for safety and handling wood windows



Do not burden the sashes in any way.



Do not put any objects between sash and frame.



Do not press the sash to the jambs.



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



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

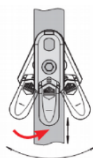


In the case of the window access to children or people with impaired mental, install the locking side effects opening windows, for example. lock open or lockable handle. During strong wind did not leave wings position open.

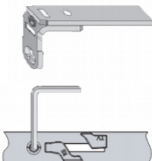
Adjustment of window fittings

Adjustment, replacement of parts, removal and suspension of wings for safety reasons should perform a specialized facility.

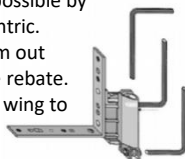
1. Adjustment position: by turning the adjusting screw key (TX 15) to lift the desired height. Temporarily stop the lock handle: lift a finger to set the vertical position. The handle can then be adjusted to any position.



2. Adjusting shear: 4mm Allen key. Note: The adjustment screw may protrude max. 1 mm.



3. The pressure on the shear microventilation: 4mm Allen key.



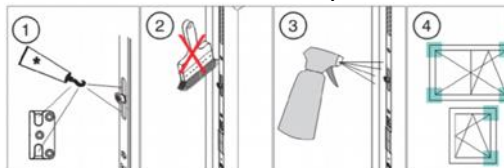
4. Adjust the pressure bolts is made possible by locking the rear rollers on the eccentric. Rotating the pressure rollers will zoom out or zoom in the working surface of the rebate. The bolt is closer to the rebate clamp wing to the frame is stronger.

5. Adjust the hinges: 4mm Allen key

Care and maintenance of the paintwork

1. You can not under any circumstances be used for washing and cleaning aggressive substances.
2. The current maintenance windows clean should use general measures for washing windows or the dispersed dishwashing detergent.
3. To keep the decorative effect and protection of the wood there should be 2 times a year maintenance of the paintwork.
4. The maintenance of the varnish coat is done with the Pflege Set für Fenster (for windows) and Pflege Set für Türen (for doors) care set by Remmers (available from the Manufacturer, Supplier or local Remmers representatives). The cleaning agent is a mild detergent designed to remove dirt from varnished surfaces. The care lotion is a lotion designed for the maintenance of varnished surfaces. The preparations should be used in accordance with the instructions included in the packaging.
5. In the case of minor damage to the paintwork should be carried out the renovation. Depending on the size of damage:
 - Minor damage: sandpaper grit 180-220, dust, apply one or two layers of topcoat in a suitable color with a brush (information on the type of paint available from the Manufacturer);
 - Deep damage: necessary reconstruction of coatings. Please contact the Supplier or representative of Remmers (producer of paints).

Lubrication and technical supervision



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. The correct installation of windows is as important as proper manufacturing. We recommend filling the woodwork plastered jambs, after the completion of plastering interior and exterior walls. Before plastering jambs, exterior plane joinery should be covered eg. Fiber board or polyethylene foil, paper or adhesive tape. For wooden windows adhesive tapes must be allowed to surface painted with acrylic paints.
 2. Preparatory works:
 - 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. Jamb should be clean, equal and dry. Defects in the material, which walls were built and voids in the mortar should be completed before the start of assembly work. If the window will be mounted in the wall with ceramic gap, we recommended to blind the mortar;
 3. Setting the window in the gap:
 - 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 plane 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;
 - e) Fitting the frame:
 - ceramic, concrete - dowels strut;
 - wood, concrete, brick lattice blocks slot - screw thread
 - lancing;
 - polystyrene foam (thermal insulation) - anchor assembly. When using anchor assembly is mandatory use fixed or mechanical struts;
 - 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.
 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
RECOMMENDS THAT THE ASSEMBLY IS DONE BY PROFESSIONAL TEAM

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