



AiKON
DISTRIBUTION

Warranty Card
ALIPLAST

**AIKON DISTRIBUTION WARRANTY
FOR THE ALIPLAST PROFILE**

WARRANTY TERMS AND CONDITIONS

1. Aikon Distribution Bieg Żmuda Sp.k. ul. Łagiewnicka 25, 41-902 Bytom, Poland hereinafter referred to as Aikon hereby provides a commercial guarantee hereinafter referred to as the **"guarantee"** for windows and doors made of aluminium profiles, as set in the provisions and on the dates provided for in this document. The warranty period begins on the date of delivery of the purchased goods.
2. The duration of the warranty is as follows:
 - a) For aluminium windows and doors:
 - 3 years for all manufactured windows and doors
 - 3 years for fire-rated windows and doors
 - 5 years for fire-rated glazing units.
 - b) For additional accessories to aluminium windows and doors, i.e. pull handles, handles, electric locks, locks, hinges, window closers, skylight openers, trickle vents and trade goods (e.g. windowsills) – 1 year.
 - c) For glazing units:
 - 5 years – for the tightness of a glazing unit (within this period no stream precipitation will occur in the space between the panes limited by the spacer bar); the warranty excludes units with ornamental and sandblasted glass as well as glazing units of non-rectangular shapes, e.g. circles, arches, slants
 - 1 year – a period to declare defects inside the glazing unit: dirt, scratches.
 - d) The warranty period for a replacement delivery (i.e. a delivery of a new product as a replacement for a defective one) is 1 year, but not less than the remaining original warranty period for the defective product.
3. During the warranty period, Aikon undertakes to eliminate any defects found in the product sold, provided that these defects have occurred during the manufacture or delivery or have been declared during the assembly, at its own discretion and at its own choice of how to fulfil this obligation: by delivering the parts necessary to rectify the defect of the item or by replacing the item with a new defect-free one. Aikon does not cover the costs of any repairs other than the elimination of the above defects, i.e. the warranty does not cover normal wear and tear of the goods or materials.
4. To properly lodge a complaint within the warranty, the Purchaser shall send Aikon the detailed description and complete photographic documentation of the damaged item, on the basis of which the company will be able to identify the defect, and to include order number, date of delivery of the product and a description of the circumstances in which the defect was noted. The complaint must be sent immediately upon noticing the defect to the e-mail address of the business contact
5. Aikon shall consider the complaint and the material sent for verification. If the complaint is found to be justified, the company shall, at its own discretion, deliver to the place of release of the goods – the Purchaser – all necessary parts and/or elements that will make it possible to eliminate the defect or replace the item with a new one.

6. Aikon shall cover the costs of the delivery to the Purchaser of any parts and/or elements to that are necessary to eliminate the defect. In case of replacement of the item with a new one, the Purchaser shall upon request by Aikon, return the defective item to the address of the Aikon warehouse. Aikon shall provide the Purchaser with a new defect-free item at Aikon expense. The Purchaser shall bear the costs of the installation of the new delivered parts and/or elements and the new product in place of the defective one.
7. If the Purchaser fails to return the product under complaint, despite a request by Aikon, the complaint procedure may be suspended.
8. Polish law regulations are applied in cases not covered by the Terms and Conditions of the guarantee.
9. The Purchaser loses its warranty rights if, at the time of delivery, the products were not inspected in terms of:
 - a) Quantity
 - b) Quality
 - c) And in terms of compliance of the order with the received product, if the defect was noticed at a later date, the Purchaser loses its warranty rights if it fails to notify the seller immediately upon noticing the defect.
10. The Purchaser loses its warranty rights if failed to follow all the instructions and recommendations provided by Aikon, in particular with regard to the method of transport, storage, installation, operation, and maintenance of the product.
11. Any defects noticeable in the products at the time of purchase shall be notified by making a complaint before commencing any installation operations. Any complaints relating to the quantity, dimensions and function shall be lodged upon receipt of goods on pain of voiding the warranty. Aikon shall not be liable for loss, damage or destruction of the product resulting from causes other than its intrinsic defects.
12. If, despite finding a defect, the customer installs a defective product, it loses the right to complain about the defective product and to investigate repairs in terms of disclosure, disclosure upon receipt of delivery.
13. The warranty does not cover damage resulting from:
 - a) transport and storage of the products by the Purchaser in a position other than the required position (vertical orientation with an inclination of 5°),
 - b) storage of the products in protective stretch film after their release from Aikon warehouse
 - c) installation of window and door products carried out or commissioned by the Purchaser in a manner not compliant with the installation instructions or rules of the construction trade, or by unqualified personnel
 - d) Purchaser making changes in the structure of the product without Aikon consent
 - e) use of the product not as intended
 - f) unauthorised repairs
 - g) misuse, improper maintenance and/or operation
 - h) action of external factors such as fire, salts, lyes, acids, and/or other substances containing chlorine.
14. The following is not covered by the warranty:
 - a) Mechanical damage to the glass units and/or the window and door products, i.e. cracks occurring during operation
 - b) Defects of glass units acceptable within the national standard or European approval for glazing units
 - c) Damage to window and door products due to flaws in the structure of the building and/or ventilation system
 - d) Products and/or goods sold at discounted price
 - e) Temperature-related cracks in non-toughened glass due to the change of heat absorption by the glass pane caused by roller blinds, silk-screen prints, veneers, posters, glass obstruction, etc.

15. Non-standard constructions such as curves, circles, trapeziums, triangles, etc. belong to non-system solutions and are subject to different guarantee conditions. The following deficiencies may arise during the bending process, which do not constitute grounds for complaint by the customer:

- a) deformations and deviations from nominal dimensions,
- b) gaps between the joints of straight and bent profiles,
- c) glazing beads which need to be joined (slats in several sections) and the angle of their bending may differ from the bending angle of the structure,
- d) fittings that may not function properly.

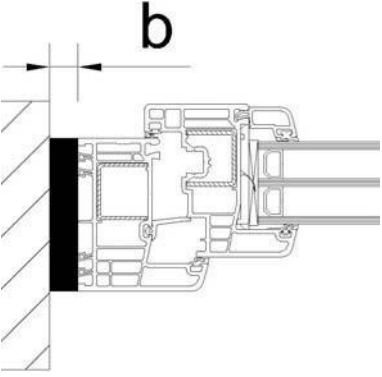
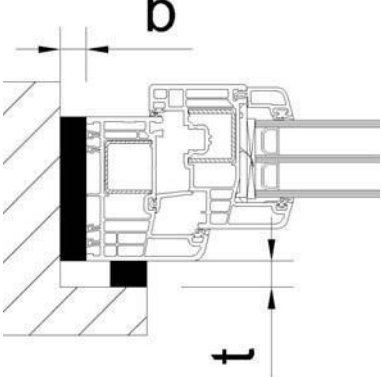
TRANSPORT AND STORAGE

Windows and doors shall be transported and stored only in a vertical position (5° inclination). Before installation, windows shall be stored in a place not exposed to direct sunlight and/or contact with hot objects, impregnants, adhesives, paints, and/or solvents. Windows shall be stored without using stretch film.

INSTALLATION

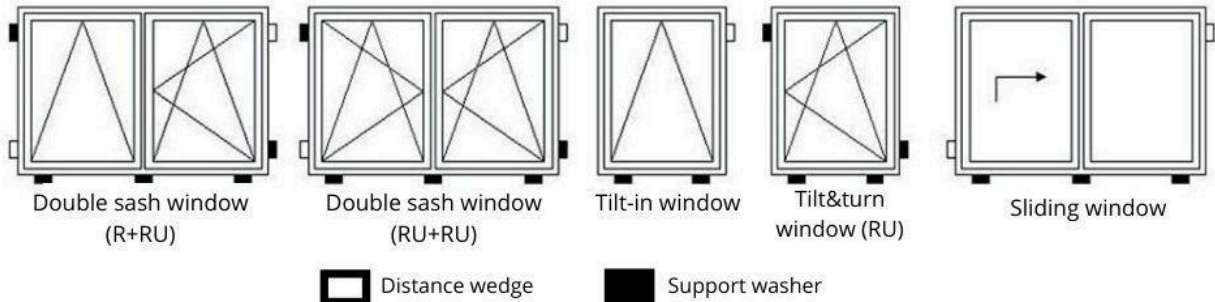
1. The installation shall be carried out by specialised companies (with expertise and experience in window and door products installation), and in compliance with the construction design and the recommendations of the suppliers of the windows and doors production and installation systems.
2. Properly installed windows and doors shall serve the following purposes:
 - transfer to the building walls any loads due to own weight, force of wind, difference of temperatures, providing tightness, and optimum thermal and acoustic insulation
 - adequate steam diffusion
 - appropriate insulation from weather conditions.
3. The dimensions and location of the joinery structure in relation to the building wall shall be compliant with the technical documentation of the building or shall be agreed with the investor's representative.

A usual technical documentation provides for minimum gaps (expansion joints) according to the table below:

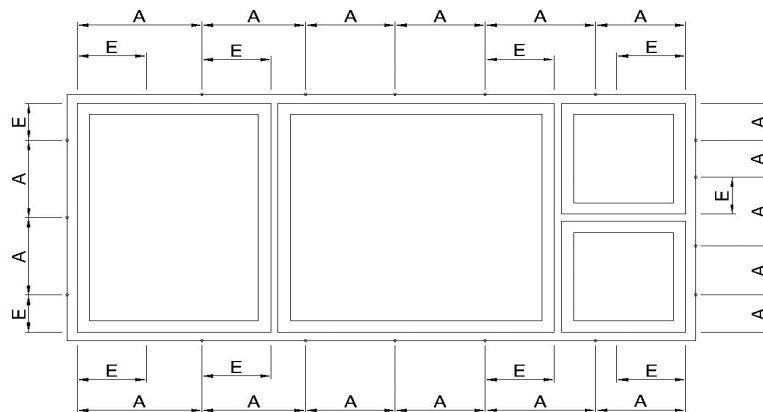
							
	b [mm] foam (expansion tape)				t [mm] foam (expansion tape)		
Profile type/length of elements [m]	to 1,5	to 2,5	to 3,5	to 4,5	to 2,5	to 3,5	to 4,5
Aluminium (dark colour)	10 (8)	10 (8)	15 (10)	20 (10)	10 (8)	10 (8)	15 (8)
Aluminium (light colour)	10 (8)	15 (8)	20 (10)	25 (10)	10 (8)	10 (8)	15 (8)

The maximum dimensions of the installation gap (expansion joint) shall not exceed 30 mm for single-component foams, and 40 mm for expansion tapes.

4. The windows shall be installed after adequate preparation of the window opening, removing any mortar, concrete, etc., and taking out window sashes.
5. The window frame is inserted into the opening in the wall, while maintaining the gaps specified in point 3. by using



support pads and spacer wedges. The support pads and wedges shall be made of impregnated hardwood, plastic, or similar material. After installing the frame, leave the necessary number of support pads, and remove all the spacer wedges. We recommend the use of dowels to fasten non-standard structures, coloured windows, entrance doors, sliding doors, HS, folding doors, arched windows.



6. The acceptable vertical and horizontal deviation shall not exceed 0.15% (1.5mm deviation per 1 meter of the length of the item).
7. Mounting fasteners (wall anchors/dowels, anchors, bolts, screws) or complete mounting system elements shall be used to fasten the frame to the building wall/facade. The fasteners should be sized according to the size and type of joinery structure and depending on the type of material of the wall structure
8. We recommend the use of steel dowels to fit non-standard windows and doors, coloured windows, front doors, sliding doors, HS, bifold doors, arched windows.

REQUIRED SPACING OF THE FASTENING ELEMENTS FOR WINDOWS

- A – fastening distances max. 700 mm for white and coloured windows
- E – fastening distance from the inner corner of the frame for white windows: 150 mm
- E – fastening distance from the inner corner of the frame for coloured windows: 250 mm

9. Installation gaps should be filled with adequate insulation material, as recommended by the manufacturer of the products. It is recommended that the windows and doors perimeter sealing system consists of the following layers:
- internal – made of steam-tight materials (steam-tight tapes and films, silicone sealants)
 - middle – made of materials that provide tightness and thermal and acoustic insulation (polyurethane foam, mineral materials, impregnated sealing tapes)
 - external – made of steam-permeable materials (tapes and films steam permeable).

To prevent the deformation of the window/door frame, the installation foam shall be applied with the windows sashes/door leaves in place. Following principle should be applied: “tighter on the inside of the window/wall joint than on the outside.”.

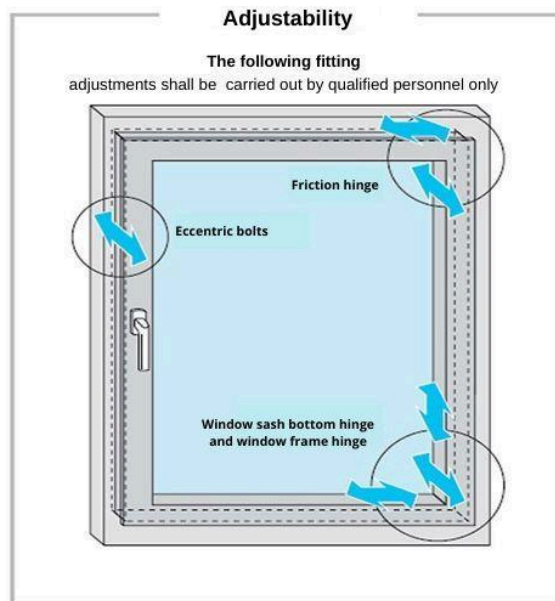
10. It is recommended to install window cills directly to the dedicated cill profile. If it is not possible to install window cills to the dedicated cill profile, install the window cills without covering the drain channels. Use butyl tape and silicone to seal the window cill in areas exposed to rainwater.
11. After installing the windows sashes, adjust them if necessary. The sash hinges are all-plane adjustable. This makes it possible to position the casement at the centre and closing the window with low force.
12. Remove the protective film from the joinery only after all plastering and painting works have been completed, but not later than after 2 months from the date of installation. After removing the protective film, it is recommended to put covers on the drainage channels and hinges, and screw the handles on. Make sure during installation that the installed cill does not obstruct drainage channels and in case of balcony doors drainage channels are not covered by concrete screed.

This solution applies to the majority of typical installation methods. Having in mind the variety of wall structures and different expectations of architects, we recommend consulting the installation method with a representative of the investor. The recommendations of the manufacturers of the fastening and sealing materials are to be followed first, and take precedence over these installation instructions.

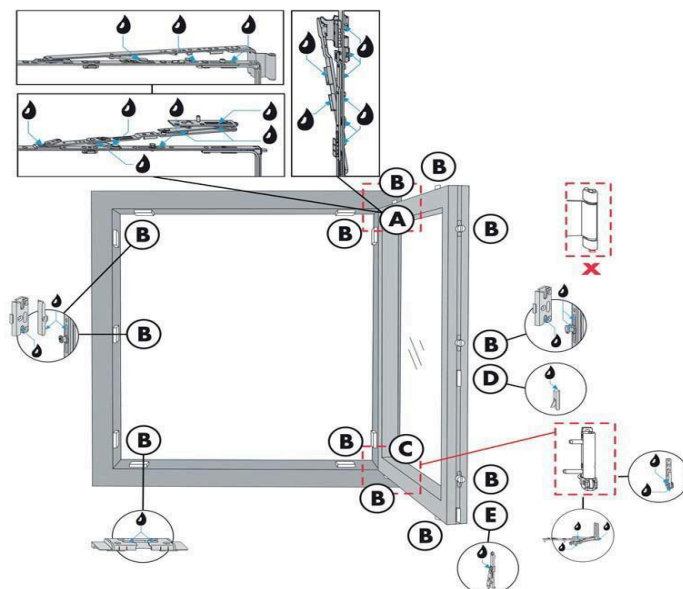
PRINCIPLES OF OPERATION AND MAINTENANCE

1. **Cleaning the window frames and sashes (windows and doors)**
Clean the surfaces of frames and sashes with a soft cloth or sponge with liquid mild cleaning agents with no abrasive powder. The use of any aggressive chemicals except for extraction naphtha is not allowed (PVC surfaces).
Clean the surfaces of aluminium window frames and sashes with water with a small amount of neutral detergents at a temperature not higher than 25°C. Do not use abrasive cleaning agents. Do not use any organic solvents that contain esters, ketones, alcohols, glycol esters, chlorinated hydrocarbons, etc. nor any surfactants that may react with aluminium.
Do not clean window frames nor sashes with sharp tools – they can permanently and irrevocably scratch the surface.
2. **Maintenance of seals**
Apply silicone grease or petroleum jelly to the seals at least once a year.
3. **Cleaning and replacing glass units**
Clean the glass units with commonly used cleaning agents without ammonia or other aggressive substances.
4. **Maintenance and hardware adjustment**

Check window and door hardware components for cleanliness and wear on a regular basis. Lubricate all moving parts and adjacent parts at least once a year with a hardware maintenance grease (e.g. petroleum jelly). The care and cleaning agents used must not damage the anti-corrosion layer of the hardware. Installation and repair work shall be carried out by qualified personnel.



MAINTENANCE INSTRUCTIONS



In case of any failure to comply with the installation, operation, and/or maintenance rules, the warranty will be terminated.

NOTE!

If dew precipitates on your new windows, they are too air-tight. The micro-climate in the room makes the panes, window frames and other window elements “sweat”. This is due to steam condensing on surfaces that are cooled from the outside. To prevent water from condensation air the room frequently. Air the room briefly, but intensively. Open all windows so that all air in the room is replaced. Repeat the airing as required. It is often insufficient to just tilt the window for a long time.



Do not put extra load on the window



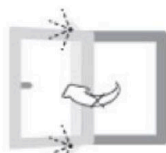
Do not insert any objects between the jamb and the window sashes



Do not put your hand between jamb and the window sashes when closing the window



Do not leave the window open exposed to a strong wind



Do not press the jamb and the window sashes



Risk of falling out of the window

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Mag. D2