



AiKON
DISTRIBUTION

Warranty Card
TIMBER WINDOWS AND DOORS

**AIKON DISTRIBUTION WARRANTY
FOR TIMBER WINDOWS AND DOORS**

WARRANTY TERMS AND CONDITIONS

1. Aikon Distribution Bieg Żmuda Sp.k. Łagiewnicka 25, 41-902 Bytom, Poland hereinafter referred to as Aikon hereby provides a commercial guarantee hereinafter referred to as the “**guarantee**” for timber windows and doors 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 warranty period is as follows:
 - a) For parts of wooden windows and balcony doors:
 - 5 years for the window structure (stability of dimensions and durability of structural connections)
 - 5 years for the tightness of the window connection
 - 5 years for the window fittings (durability of the parts, including safety-relevant parts) in normal conditions of operation; the warranty does not apply in aggressive environments, in particular within the coastal belt; in these cases dedicated fittings with anti-corrosion coating suitable for aggressive environments should be used
 - 2 years for the paint coating shell painting – under normal weather; after this date, the user shall inspect the coating, repair any defects and restore it.
 - b) For the remaining products:
 - 2 years for exterior doors
 - 2 years for lifting-sliding doors and tilt-sliding doors
 - 1 year for the accessories installed in the products (locks, inserts, handles, plates, closers, etc.).
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. 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.
9. 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.
10. Any defects noticeable in the products at the time of purchase shall be declared 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.
11. Polish law regulations are applied in cases not covered by the Terms and Conditions of the guarantee.
12. Transport vehicles delivering the door panels should guarantee the goods to be secure against weather conditions.
13. The guarantee does not cover the following:
 - 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.
 - i) discolouration and damage caused due to wood swelling as a result of excessive relative humidity of the air in the rooms (more than 70%)
 - j) any defects arising due to improper protection of the product for the duration of construction works (contamination by mortar, expanding foam, inappropriate protection tapes, improper cleaning agents)
 - k) damage due to reasons not related to the daily use of the product as intended
 - l) damage due to random events and natural disasters, such as fire, gusty wind, devastation, flood, etc.
 - m) items coated with transparent or low-pigment varnishes that are not resistant to UV radiation (list of colours that are not within the scope of the warranty is available upon the purchaser's request)
 - n) products without paint coating (bare or impregnated products, without any further coatings)
 - o) change in the colour of wood covered with azure varnish
 - p) the visible structure of the wood resulting from the natural distribution of the grain, as well as the occasional presence on the surface of sound knots and intergrown knots with a diameter not larger than 10 mm
 - q) differences in the hue of the transparent paint coat due to the natural appearance of wood grain and its hue

- r) features resulting from the use of coniferous wood, e.g. resin leaks
- s) contamination arising due to daily use.
- t) optical phenomena referred to as Newton's Rings that are characteristic of FLOAT type compound panes.

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.
- f) Damage occurring due to wet work (plaster, screed), that should have been completed before the installation of windows and balcony doors.

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.

NOTE!

Increased air humidity is the most frequent factor that causes the damage of wood, varnish discoloration, staining, etc. High air humidity is a result of weather conditions and/or inadequate ventilation of rooms during construction and assembly work. With this in mind, to avoid problems with wooden windows and doors please follow these guidelines.

Remove the plastic film from the delivered joinery (the varnish cures in 3 to 4 weeks). Keep the joinery in roofed and airy rooms. Lower the humidity in rooms where wet works such as applying screed, painting, etc are carried out, by making frequent draughts rooms or using mechanical devices (dryers).

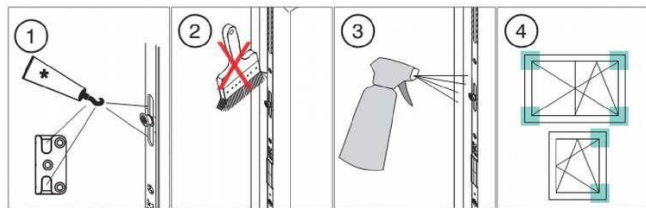
NOTE!

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.



CARE AND MAINTENANCE OF FITTINGS



1. Lubricate all moving parts with grease or petroleum jelly. Do not use oil, rust remover, silicone spray. Use grease or petroleum jelly to lubricate the catches, locking pivots and movable drive transmission strips that are visible in the gaps!
2. Do not paint the fittings.
3. For cleaning and maintenance use only agents that do not affect in any way the anti-corrosion coats of the fittings.
4. Regularly check the safety-related components of the fittings. Check the tightness and degree of contamination.

ADJUSTMENT OF WINDOW FITTINGS

For safety reasons, any regulation, component replacement, removal and hanging of the sash should be carried out by a specialised company.

1. Lift adjustment: turn the adjustment screw with a wrench (TX 15) to set the lift at the desired height. Temporary deactivation of the handle lock: use your finger to set the lift in a vertical position. Then turn the handle to any position (Figure 1).

2. Adjustment of stays: 4mm Allen wrench. Note: the adjustment screw may not protrude by more than 1 mm .z (Fig. 2).
3. Clamp on the microventilation stay: 4mm Allen wrench (Fig. 3).
4. As the locking rollers are mounted on an eccentric, the pressure of the lock can be adjusted. Rotate the pressure rollers to move the work surface away from or closer to the rabbet. The closer the lock to the rabbet, the stronger the pressure of the sash to the frame (Fig. 4).
5. Adjustment of hinges: 4mm Allen wrench.



Fig. 1
Adjustment of
the lift



Fig. 2 Adjustment
of the stays



Fig. 3 Pressure on
the microventilation
stays.

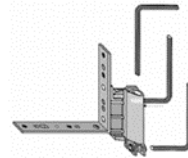


Fig. 4 Adjustment
of the lock clamp

CARE AND MAINTENANCE OF THE VARNISH COAT

1. Never use any chemically aggressive or abrasive agents for washing and/or cleaning.
2. Use generally available window cleaners or diluted dishwashing liquid to keep the windows clean.
3. Refresh the varnish twice a year to preserve the decorative looks, and to protect the wood. Refresh the varnish coat with Gori 690 Clean and Gori 690 Care (available for purchase at the manufacturer, supplier, or local Teknos representatives). Gori 690 Clean is an alkaline concentrate for cleaning wooden surfaces. It effectively removes dirt, grease and other impurities. Gori 690 Care is a water-thinnable care emulsion. It gives gloss to and secures surfaces damaged by sun, rain, and frost. It is not a substitute, however, to a traditional renovation of a damaged coating.
4. Apply diluted Gori 690 Clean evenly to the surface, and remove it with a wet cloth after 5 minutes. Then use a soft cloth to apply Gori 690 Care to the clean surface.
5. Renovate the varnish coat in case of minor damages. Carry out the following, depending on the size of the damage:
 - Minor damages: sand with grit 180-220 sandpaper, vacuum, and use a brush to apply one layer of Gori 660 in the appropriate colour
 - Deep damages: re-application of the varnish coat is necessary. Please contact the supplier.

QUICK INSTALLATION GUIDE

1. The correct installation of a window is as important for its smooth operation as its correct manufacture. We recommend to install the joinery into unplastered reveals, at a stage after applying plaster to internal and external walls. Before plastering the reveals, cover the outer surfaces of the joinery with fibreboard, polyethylene film, paper, adhesive tape, etc.. In case of wooden windows, use adhesive tapes approved for use with surfaces coated with acrylic paints.
2. Preparation:

- a) Before positioning the frame in a window opening, determine the level of the windows on the floor, and in case of a multi-floor building, also determine the vertical lines of window openings so that when all the windows are installed, the outlines of windows are aligned vertically and horizontally on the building wall
 - b) Before installation, clean the openings in which the windows will be installed; the reveals should be clean, even and dry; before commencing the installation, fill any cavities in the material of the wall and any cavities in the mortar; if the window will be installed in a wall made of hollow bricks, we recommend to fill the gaps in the blocks with mortar
3. Positioning the window in the opening:
- a) Remove the window sashes from the frame
 - b) Fit the frame into the opening in the wall
 - c) Position the frame on the blocks or, if the window is installed flush with the insulation, on metal sections; position the frame horizontally and then arrange it vertically with a spirit level; place the supporting blocks in the area of the corners and posts; the material of the blocks must have high compressive strength and low thermal conductivity to eliminate thermal bridges; the width of the blocks must enable subsequent installation of the inner sill; when positioning the frame maintain equal distance between the frame and the wall around the entire frame; keep the width of the distance between 1 and 3 cm; for windows with jambs, keep at least 1 cm distance between the frame and the jamb
 - d) Once the frame has been positioned in the opening, secure it in place with wedges inserted as close as possible to the frame's attachment points in the reveal and the frame's mating connections.
 - e) Fastening of the frame – recommended fasteners depending on the following:
 - Material of the reveal
 - Wood, cellular concrete, hollow bricks – screws with a piercing thread
 - Styrofoam (thermal insulation) – fastening anchors; if fastening anchors are used
 - Custom shape windows (arching, slanting) – fastening anchors are not allowed; as the fastener establishes the geometry of the item, only dowels and screws with a piercing thread are acceptable in the installation of this type of joinery
 - Position the dowels and fastening anchors 15-20 cm from the corners of the mullion and post of the window
 - The distance between the fasteners should not exceed 80 cm and there should be not less than 2 fasteners for each edge of the frame
 - Screw in the fastener in a way that does not deform the frame; for this purpose, before final tightening insert a wooden spacer between the window frame and the wall; position the spacer as close as possible to the fastening points
 - Keep a distance of 10 cm between the location of fastening the dowel to the wall and the edge; the size of dowels must match each installation so as to ensure their correct anchoring in the wall
 - Install the sashes in the frame and check their operation
 - If the length of the frame between the mating connections exceeds 150 cm (balcony doors, exterior doors, movable post), apply fixed or mechanical struts before any sealing works.
4. Sealing of the opening around the window frame
- a) As a final step, thoroughly fill the expansion gap with polyurethane foam; do not fill the gap completely – too much foam may cause the window frame to bend, or excess foam may flow out during expansion and deposit on the window damaging the varnish
 - b) After the applied foam has cured, remove the wedges, and seal the holes after the wedges with neutral silicone or expandable butyl tape.
5. When the sealing has been applied, once again check the windows for proper operation, make any required adjustments to its settings, and remove any damage to the paint coat that might have occurred during transport or installation.



AikON Distribution Bieg Źmuda Sp.k.

Łagiewnicka 25, 41-902 Bytom, Poland

NIP: PL6263015025 REGON: 243545582

www.aikondistribution.com

Warehouse Aikon Distribution:

Kędzierzyńska 19A, 41-907 Bytom, Poland

Mag. D2