



6 Year Guarantee



Lifestyle Windows is a member of the Australian Window Association and as such conforms to an Industry Code of Conduct designed to protect consumers. Lifestyle Windows is inspected by independent third party NATA accredited auditors to validate that the window and door products examined have been manufactured to the relevant Australian Standards (AS2047) and the legislative requirements of the National Construction Code of Australia. You can be confident that products are made to withstand Australian conditions when purchasing from an AWA member.

6 YEAR GUARANTEE

Conditions and Limitations

This warranty does not apply to:

- Moving parts such as Rollers, Chain Winders, Locks, Etc
- Parts supplied by other manufacturers as separate components and where such components are warranted or guaranteed by its manufacturer or supplier those guaranties or warranties whether express or implied are assigned to whom the goods are supplied
- The product has been maintained in accordance with the manufacturers care and maintenance instructions
- Damage caused by accident, misuse, physical abuse, neglect, transport, installation or any other external cause
- Failure to install, use and operate the product in a way that is not in accordance with the manufacturer's instructions, good building practice, relevant building standards or a use for which the product has not been designed or recommended by the manufacturer.
- Only repairs and/or service work carried out by authorized Lifestyle Windows personnel are covered by this Guarantee
- Lifestyle Windows assumes no liability for damage caused by cleaning solvents or brick cleaning acids
- Lifestyle Windows will generally deliver your items with a clear semi-bonding film (spot stick) applied to both sides of glass. This clear film is intended to protect the glass during handling and transportation only and is not intended to protect glass during construction. The spot stick is not provided as additional protection and the builder should source appropriate protection to prevent damage from other trades during construction. It is the purchaser's responsibility to remove this film within 30 days of delivery. Failure to do this could result in permanent damage to the glass from adhesive residue baked onto the glass surface. Should the purchaser elect to leave the film on the glass any longer than 30 days, Lifestyle Windows will accept absolutely no responsibility for any damage to the glass resulting from the film remaining on the glass, including adhesive residue which can permanently contaminate the glass. Lifestyle Window may, at our discretion, remove this film in some instances, however it will ultimately be the responsibility of the purchaser. The Builder/Owner leaves this on at their own risk.

Warranty Claims

The Warranty date starts from the date stated on compliance forms 15 and/or 16. Final Service and Final Adjustments to Locks, Rollers, etc must be completed within 90 days from this date. Any defects to glass, aluminium, moving parts, etc must also be reported within these 90 days. After the 90 days Lifestyle Windows will consider the job to be 100% complete and that no defects were present at the time of handover. It is the responsibility of the client to organise this with Lifestyle Windows within this timeframe. For any adjustments that are required after this timeframe the client must complete the Lifestyle Windows service request form. The client will only be charged if the cause of the issue is something that is NOT covered in the Lifestyle Windows Warranty. Unfortunately, we are unable to completely determine this until we have one of our servicemen attend to the site. Any scratches, dents or visible damage to glass or aluminium joinery once installation is complete will not be the responsibility of lifestyle windows to rectify. All care is to be taken by the builder to protect the joinery from any possible damage during construction.

It is strongly recommended that any issue be examined carefully prior to lodging a service request. If a builder was involved, it is essential the builder be contacted in the first instance to ensure that the issue is not a building related issue rather than the products provided to you by Lifestyle Windows.

For faulty hardware and moving parts the client will need to directly contact the manufacturer who supplied these parts to Lifestyle Windows for a warranty claim as this is NOT covered in the Lifestyle Windows Guarantee and must be claimed within 1 year from the date stated on the compliance forms. These contact details can be given to you by Lifestyle Windows on request.

If the client is unable to properly identify the faulty part and a Lifestyle Windows serviceman is needed to attend site to do this it will be chargeable. If the client is unable to fit repaired or replaced product and a Lifestyle Windows Serviceman is needed to do this it is also chargeable. Should you wish to make a claim under this guarantee you are required to first notify the manufacturer. Other than as provided by law the manufacturer will repair or replace the product to the extent that it is functionally equivalent to the product supplied. Where a product has been repaired or replaced this warranty shall apply to the repaired or replaced product for the balance of the period provided by this guarantee. Lifestyle Windows products are manufactured from the most suitable materials and finishes available to the specification provided and when properly maintained will give many years of quality service. Failure to maintain your products may void the warranty.

Note: This information is provided as a general guide only. It does not constitute a warranty. Lifestyle Windows disclaims any responsibility for any specific results relating to the use of this guide or any liability for loss, damage or injury resulting from the use of this guide.



6 Year Guarantee

Lifestyle WINDOWS

INSTALLATION AND MAINTENANCE

BUILDERS / HOME OWNERS PLEASE NOTE:

When installing windows and doors there are some precautions you should take to ensure that the products will retain their ex-factory condition until installation is complete and the job handed over. Refer to the manufacturers' documents or the AWA Installation and Fixing Guides for instructions.

ALUMINIUM AND METAL PRODUCTS

To preserve the powder coated or anodised finish on your aluminum windows and doors, regular cleaning is required. Deterioration of the coating occurs mainly as a result of grime deposition and attack by contaminated moisture which in coastal and pool environments contains salt and sulphur compounds. Such grime and contamination absorbs moisture like a sponge and holds it against the powder coated and anodised surfaces where the contaminants can attack and damage the coating which cannot be restored.

The cleaning of powder coated and anodised material should be performed using hand-cleaning and rinsing techniques. This should be achieved by using warm water and soap or detergent or for anodized material try solvent cleaners (e.g. kerosene, turpentine, white spirit) or non-etching chemical cleaners or a wax based polish cleaner. Keep water free from dirt and grit and ensure that the weep slots in the window and door tracks are clear to allow maximum drainage. Do not under any circumstances use an abrasive cleaning agent as this will severely damage the surface of the material. Thoroughly rinse off any detergent with clean water. Hosing must be avoided under all circumstances. Dry - preferably with a chamois, alternatively with a soft cloth. The cleaning of the product should be performed at a time that will allow the aluminum to dry quickly, preferably early in the morning.

Frequency of Cleaning for Aluminum and Metal Products

Cleaning required is dependent on the severity of the environment. The following time periods represent a guide only.

Rural / Suburban Environments- In rural areas where normally there is very little contaminated moisture the maximum period between cleaning should never be more than six (6) months.

Coastal / Pool / Industrial Environments- More frequent cleaning is necessary here with the maximum period between cleaning being no more than three (3) months.

Extreme Conditions- Under the worst conditions involving heavy grime deposition and atmospheric pollution (e.g. sulphur compounds or salts) monthly cleaning is advisable if deterioration is to be prevented.

GLASS

Glass products must be properly cleaned during both construction activities and as part of routine maintenance in order to maintain visual and aesthetic clarity. Improper cleaning can permanently damage the surface of glazing products. Cleaning of the glass should begin at the top of the structure and continue down towards lower levels to minimize the probability of leaving cleaning residues on the lower levels. Care should be taken to prevent wind blowing residues onto glass that has already been cleaned. The glass should only be cleaned when cool to touch and should never be cleaned while in direct sunlight. Any spotstick needs to be removed within 30 days of delivery. Failure to do this could result in permanent damage to the glass from adhesive residue baked onto the glass surface.

1. Completely drench the glass with clean water to loosen any residues, deposits or dirt.
2. Spray one of the recommended cleaning products (mentioned below) onto the glass surface.
3. Immediately remove the cleaning solution with a lint free cloth.
4. Any stubborn dirt should be lightly sponged off, being careful not to scratch the glass. All traces of water and cleaning solution must be removed from the glass, window frames and also from any sealant or gaskets present. Failure to remove any residue may cause these components to deteriorate as a direct consequence
5. Proprietary glass cleaners are not recommended as some can cause damage to the silver backing on mirrors and the interlayer in laminated glass. Ensure that all cleaning cloths are free of any abrasive substances. Avoid causing extreme temperature changes as this may lead to thermal fracture of the glass (do not direct hot or cold water onto glass).

Note: This information is provided as a general guide only. It does not constitute a warranty. Lifestyle Windows disclaims any responsibility for any specific results relating to the use of this guide or any liability for loss, damage or injury resulting from the use of this guide.



6 Year Guarantee

Recommended General Cleaning Products

- A solution of 1 part vinegar to 10 parts clean water
- A solution of 1 part isopropyl alcohol to 1 part clean water

Frequency of Cleaning for Glass

Cleaning required is dependent on the severity of the environment. The following time periods represent a guide only.

Rural / Suburban Environments- The maximum period between cleaning should never be more than six (6) months.

Coastal / Pool / Industrial Environments- More frequent cleaning is necessary here with the maximum period between cleaning being no more than three (3) months.

Extreme Conditions- Under the worst conditions involving heavy grime deposition and atmospheric pollution (e.g. sulphur compounds or salts) monthly cleaning is advisable if deterioration is to be prevented.

HARDWARE

Regular maintenance is required for all hardware, even stainless steel, as they are moving parts. Hangers, pivots, brackets and the internal workings of locks, handles and catches, etc should be kept in good working order by giving them a light spray of a corrosion preventative (such as CRC Marine 66, Innox or WD40) followed by a light wipe with a dry cloth to remove excess. Exposed surfaces should first be wiped down with warm soapy water and a soft rag, and then rinsed clean before applying preventative. Visible surfaces of hinges should be wiped down with warm soapy water on a soft rag and then rinsed off by wiping with a clean damp rag. Application of a thin film of light machine oil or one of the corrosion preventative sprays mentioned above will help to maintain the original lustre of the metal finish. Be careful not to get these compounds on the timberwork itself as they may cause staining.

The external finish of all hardware must be kept clean by removing any harmful residue, especially salt spray, from the surface using a non-abrasive cleaning agent and wiped down with a soft cloth moistened with WD40 or RP7. When maintaining either internal or external hardware, ensure that all finished surfaces (eg. timber, aluminium etc.) in close proximity are well protected from exposure to any cleaning or lubricating agents. All tracks and sills must be kept clear of dirt, debris and other matter which can cause damage to, and restrict the proper functioning of rollers, guides and dropbolts.

Frequency of Cleaning for Hardware

Cleaning required is dependent on the severity of the environment. The following time periods represent a guide only.

Rural / Suburban Environments- The maximum period between cleaning should never be more than six (6) months.

Coastal / Pool / Industrial Environments- More frequent cleaning is necessary here with the maximum period between cleaning being no more than three (3) months.

Extreme Conditions- Under the worst conditions involving heavy grime deposition and atmospheric pollution (e.g. sulphur compounds or salts) monthly cleaning is advisable if deterioration is to be prevented.

Lifestyle Windows has all information regarding Warranties, Maintenance and Products listed on their website. It is recommended that you read this information, so you can properly care for your products. Proper maintenance of your windows and doors will ensure that they operate smoothly and properly for many years to come.