

Warranty conditions for wooden windows

The sales guarantee is the Supplier's promise to ensure that the sold window complies with the warranty conditions.

Warranty period for windows: 24 months window.

The warranty begins to operate in accordance with the terms of the contract. Repairs made during the warranty period do not extend the original product warranty period.

1. In the manufactured joinery products (windows and doors) there can be colors of different tone, structure and color, both in an individual product and in general, associated with the natural characteristics of wood.
2. On products made of solid wood on transparent and translucent coverings, variegated shades and spotting of the paintwork on the front lamellas are possible, due to the physicochemical properties of wood.
3. On products made of all types of wood, under the influence of ultraviolet rays, the color of the paintwork will change. Therefore, when ordering additional products, as well as elements made of wood, it is impossible to achieve perfect color matching and some differences in tone are allowed.
4. When ordering products at different times (when there is a time gap between orders), there may be an incomplete coincidence of the shades of the products and its component parts (glass, profiles) ordered at different times, for which it is recommended to order the product at a time for one room and / or one facade.
5. When painting wood, water-borne paint is used. When using water-based primers and paints inevitably there is a rise in the fibers and the manifestation of wood grain.
6. On products made of solid oak during the operation of the products, a color change in the form of darkening is possible due to the release of tannins, which is a natural process and does not affect the strength characteristics.
7. In products, if the blind opening is in the same box with the sash opening outward, the glazing bead in the blind part of the product will be on the outside.
8. When installing wooden windows and window sills, a visible manifestation of the texture and gluing of wood is allowed.
9. In products with decorative separation inside the glass unit (shpros) there is a characteristic sound when closing.
10. In products with a "shtulp" opening, the fit of the shutters with each other may not be as tight as with impost.
11. According to technological standards, the quality of wood finishing allows the manifestation of structural irregularities, natural differences in color tone and texture, as well as the manifestation of resin (on softwood). These effects are a common property of materials used in the carpentry industry and do not apply to defects.
12. The "Supplier" has the right to replace components with similar ones that do not impair the consumer properties and quality of the products.
13. When providing (accepted only in writing) his own measurements, the buyer is fully responsible for the dimensions of the structure.

The warranty is valid if the operating instructions are followed:

1. It is necessary to wash windows with warm water using liquid cleaning agents, or special napkins. During operation, care should be taken to clean the elements of the products: clean the surfaces of glass, double-glazed windows, sashes (sheets) and seals; remove dust and dirt from drainage holes; lubricate and adjust window and door fittings.

2. Sealing gaskets must be cleaned of dirt at least once a year, treated with special cleaning agents according to the manufacturer's instructions and lubricated.

3. To ensure the serviceability of the fittings, it is necessary:

3.1. regularly check the strength of the fastening and the condition of the fittings;

3.2. all moving parts and locking points must be lubricated at least once a year. For lubrication, special oils should be used that do not damage the anti-corrosion coating of the fittings and do not destroy the seal material. The use of machine oil is allowed.

3.3. The primary adjustment of the fittings should be carried out by specialists immediately after the installation of the product. Subsequently, the buyer should adjust the fittings at least once every 3 years.

4. It is not allowed to use for cleaning glass surfaces from contamination, containing aggressive, chlorine-containing and abrasive materials, solvents.

5. Misting windows. The temperature in the room should not be below 20 C, and the humidity should not be below 50%; air draft to the ventilation shaft is required. If these conditions are not met, then condensation will form on the windows. To avoid the formation of condensation on windows, mold (mildew) on slopes and walls, it is necessary to ventilate the premises so that moisture does not accumulate in the air. It is necessary to open the windows three to four times a day by side opening for 5-7 minutes until the condensation on the glass is eliminated.

6. Prevent the ingress of foreign objects (sand, sawdust, plaster, etc.), as well as the intervention of third parties into the mechanism of the fittings in addition to adjustment.

7. The surfaces of the sashes (canvases) during operation, in addition to periodic cleaning from contamination, should be protected from the effects of adverse environmental factors with varnishes or paints.

8. The manufacturer recommends using the Akzo Nobel window paint and varnish care kit or an equivalent for acrylic paints and varnishes.