

Terms of Warranty and Care of PVC Windows.

The sales warranty is a promise of the manufacturer to ensure that the window sold complies with conditions specified in the warranty.

The windows warranty period: **5 years**.

The warranty takes effect in accordance with the terms of the contract.

Repairs made during the warranty period shall not extend the original warranty period for the product.

The warranty is valid for:

- Chemical resistance of PVC material
- Color permanence of PVC material
- Resistance of PVC material to light and weather conditions
- Stability of welding seams on the window corners
- Water-resistance of the window
- Moisture resistance of double glass. Double glazing should be dustproof.

The warranty is not valid in the following cases:

- If there is any damage (scratches, dents) on the surface of the material used in windows, which arose after the buyer had accepted the product
- In the case of open disregard of the rules on the use and care of the windows
- In the case of vandalism and other physical violence
- In the event of damage to the surface of the window and the double glass (other defects) that is not visually noticeable from a distance of 2 meters under normal lighting conditions.
- For fancy strips glued to double glazing
- When fancy strips are integrated into the glazing, which has a special design
- In the case of double glass breakage

The transparency of glass is estimated at the following conditions:

- Lighting: natural, clear, not entailing glare
- Viewing angle: 90 degrees (just in front of the glass).
- Distance: 2 meters

The inner surface of the glass in the double glazing must be clean. It should contain no dust, absorbing substance or overflowing glue - mastic or other impurities that impede visibility of the glass.

Window care:

Proper window care will preserve such its qualities as wind-, noise- and dust-resistance for a long time. The windows need regular care at least once a year.

Window care includes:

- Cleaning and lubrication of the opening system
- Cleaning and lubrication of the hinges
- Cleaning the seals from dust and lubrication with silicone oil

NB! Large sashes open horizontally (normal opening) only for washing. It is forbidden to leave them in the open position as they settle under their own weight, and require frequent adjustment.

Complaints or claims within the warranty period will only be accepted in writing. The complaint or claim shall contain the following information:

- Information about the complainant or claimer: name, address, contact phone number;
- Nature of the complaint or claim, and the exact date of registration of the contract;
- The date and signature of the complainant.

The following documents shall be attached to the complaint or claim:

- The copy of the contract and the annex to the contract, in connection with which the dispute has arisen;
- The copies of the documents to which the complainant refers in their complaint or claim.

The contractor undertakes to eliminate the substantiated deficiencies specified in the complaint or claim within one month after receipt of the claim.

Windows steaming. The room temperature should be 20 °C or more, and humidity should be not less than 50%, there should be the air draft to the air well provided. If these conditions are not met, then the condensation is formed on the windows. In order to avoid condensation on the windows and mold (fungus) on the jambs and walls, it is necessary to ventilate the room, so the air does not accumulate moisture. It is necessary to open the windows sideward three to four times a day for 5-7 minutes until the condensation on the glass is eliminated.