

WARRANTY CONDITIONS FOR uPVC WINDOWS/DOORS

A. uPVC WINDOWS AND DOORS

UAB „WINDEX“ (hereinafter called „Seller“) ensures to the original customer that the sold uPVC windows and doors (hereinafter called „Windows“) meet prescribed warranty conditions. The warranty time of Windows is 5 (five) years and it starts upon delivery of the Windows to the customer. Windows meet the requirements of European standard EN-14351-1:2006 and are marked with a sign of CE. In case of fault, warranty means repair or replacement of the faulty part. Our obligations end with expiration of the warranty time or as provided by legislation or the contract. Repair of the product during the warranty time shall not prolong the initial warranty time given to the product. Only the Seller has the authority to extend or alter any of the provisions in these warranties. Any attempt by dealers, sales representatives or distributors to alter these warranties will not legally bind the Seller to such alterations. Change of Windows' ownership shall not alter our obligations derived from the sales contract.

Warranty of Windows includes the following: chemical resistance of the uPVC material, lamination of acrycolour stability, light and weather resistance of the uPVC material, non-breakage of weld joints in Windows frame corners, weather resistance of Windows seals, durability of shutter systems (handles, hinges, locks), water tightness of Windows, moisture and dust resistance of insulated glass unit, and/or other clauses as prescribed in these Warranty conditions.

Warranty of Windows excludes the following: surface defects of Windows materials (i.e. scratches, flattening) in case the fault occurred after the product was delivered and accepted by the customer, negligence of usage and maintenance instructions of uPVC Windows, vandalism or any other physical violence, surface defects (other damages) of Windows and insulated glass units which are not visible from 2 meters in normal lighting conditions, decorative bars glued on the insulated glass units surface, thermal breakage of insulated glass unit units, and/or other clauses as prescribed in these Warranty conditions.

A.1. uPVC WINDOWS FRAME AND SASH WARRANTY

For a period of 5 (five) years from the date of purchase the Seller will provide warranty on uPVC components against defect in material, lamination of acrycolour or workmanship. During this period the Seller warrants the uPVC extrusions to be free of defects that might result in blistering, peeling, flaking and corroding, contracting or distorting of Windows frame or sash beyond industry standards. We will at no cost either provide a replacement with the same or, at our opinion, equivalent component.

This warranty does not cover:

- A.1.1. The Seller's responsibility for refinishing or any other incidental costs incurred or involved in the replacement of the uPVC components.
- A.1.2. Uniform fading or colour variations due to normal weather conditions.
- A.1.3. If harsh or damaging solvents are applied to clean uPVC frame or if uPVC sash parts are coated in any way.
- A.1.4. Exclusions as indicated in part B of this Warranty.

A.2. INSULATED GLASS UNITS WARRANTY

Our insulated glass units meet the requirements of the European standard EN 1279. The Seller warrants all insulating glass both loose sealed units and that are glazed in our uPVC frame, from failure of the air seal due to defects in material or workmanship for a period of 5 (five) years from the date of purchase. We will only warrant loose sealed units against failure of the air seal that are installed by the Seller or our authorized partner. Such seal failure is the failure of the insulated glass unit resulting in the penetration of moist air into the air space and the appearance of moisture on the glass inside the air space causing an obstruction of vision when viewed from 2 meters away. We guarantee internal surfaces of sealed unit glass floats to be clean, free from dust, absorbent, glue mastic spills or other dirt restricting transparency through the glass. Transparency of glass must be evaluated in the following conditions: a) observation angle: 90 degrees (straight towards the glass); b) observation distance: 2 meters; c) lighting: natural light, causing no reflection. Should there be such failure of the air seal or transparency within the warranty period, the Seller will provide a replacement of insulated glass unit at no charge.

This warranty does not cover:

- A.2.1. Glass breakage or stress cracks. Case by case consideration may be given to glass breakage occurrences but are not to be construed as being warranted.
- A.2.2. Glass breakage as a result of accident, mishandling, improper installation by others, misuse, slight glass curvature, minor scratches or other imperfections in the glass that does not impair structural integrity or significantly obscures normal vision.
- A.2.3. Insulated glass units installed in high moisture environments, such as swimming pools or hot tub enclosures or greenhouses.
- A.2.4. Scratches or abrasions due to improper handling or improper cleaning.
- A.2.5. Insulated glass units subject to stress resulting from localized application of heat which can cause excessive temperature differentials over the glass surface. This may be caused from sun shading devices being within 75 cm of the glass surface. Heat ducts must be placed on the outer side of drapes to prevent heat build up.
- A.2.6. Movement or shifting of building.
- A.2.7. Polyethylene wrapping either left on or applied causing heat build up.
- A.2.8. When glass has been subjected to wind driven sand, salt spray, acid rain or other corrosive materials.
- A.2.9. Insulated glass units installed and transported in higher than 500 meters above sea level unless insulated glass units were ordered and supplied with special capillary tubes.
- A.2.10. Any window retrofitted with an applied tint or film to any surface of the glass.
- A.2.11. Labour and shipping costs for replacement.
- A.2.11. Exclusions as indicated in part B of this Warranty.

A.3. HARDWARE WARRANTY

We warrant for a period of 5 (five) years from the date of purchase all non-glass or uPVC components including locks, hinges, handles, openers and hardware to be free from defects in materials or workmanship that would affect performance. We will at no cost either repair the defective component or, at our opinion, provide a replacement with the same or equivalent component. This warranty does not extend any loss or damage resulting from the customer's failure to properly operate, care for, and protect the hardware during proper use.

This warranty does not cover:

- A.3.1. Any product that has been abused, misused, worn out, altered, or used for a purpose other than that for which it was intended.
- A.3.2. Labour for replacement.
- A.3.3. Exclusions as indicated in part C of this Warranty.

A.4. MAINTENANCE OF WINDOWS TO BE PERFORMED BY CUSTOMER

Regular maintenance ensures that wind, noise and dust resistance of Windows will not reduce during the long service time. Windows need regular maintenance and cleaning once per year as a minimum. Maintenance includes the following: cleaning and lubrication of hinges; cleaning and lubrication of the shutter system; cleaning of Windows seals from dust and lubrication with silicon oil. Customer has to keep and follow CARE AND MAINTENANCE (appendix No. 1 to these Warranty conditions) and CLEANING (appendix No. 2 to these Warranty conditions) instructions. In case customer wants maintenance to be performed by the Seller we reserve the right to charge labour and travel costs in outlying areas.

B. SITUATIONS NOT COVERED BY THIS WARRANTY

- B.1. All defects or damages caused by wind, hail, lightning, or other acts of God, accidents, vandalism, negligence or exposure to harsh chemicals or pollutants.
- B.2. Water or air leakage or other damage or malfunction due to improper or defective installation.
- B.3. If Windows are damaged by improper shipping, handling, or installation which is not performed by the Seller or our authorized partner.
- B.4. Normal occurrences of sunlight exposure, air pollutants and other normal atmosphere conditions that may cause uPVC surfaces to gradually fade, chalk or suffer an accumulation of surface dirt or stains.
- B.5. Windows that have been repaired or modified or attempted to have been repaired or modified by any person other than the Seller or our authorized partner.
- B.6. Defects, malfunctions or failures to perform occurring due to unreasonable use, improper application or failure to carry out reasonable or necessary maintenance.
- B.7. If Windows exceed the minimum or maximum sizes clearly indicated in order specification.
- B.8. Damage to Windows or components caused by settlement or structural defects of the building in which they are installed.
- B.9. Condensation on the interior (room side) glass surface of Windows, which is a sign of high humidity within the house, and changes in outside/inside temperature.
- B.10. Labour costs arising from investigation of an improper claim.
- B.11. Warranty for products and services is not provided if invoice is not been paid in full in agreed payment terms under sales contract.

C. WARRANTY CLAIM

- C.1. Please contact the Seller: UAB "Windex": Pramonės 4D, Kaunas, LT-51329 LITHUANIA, tel. +370-610-31838, e-mail: export@windex.lt.
- C.2. Provide sales agreement for reference and as much details (pictures, videos etc.) as possible; we will contact you to advise what action will be taken. We reserve the right to charge a fee to cover expenses for onsite inspections. Please allow 2-4 weeks for inspection. This charge will be refunded if the claim is covered as justified.
- C.3. This warranty applies to products manufactured by UAB "Windex" from on **1st of January, 2016**.

APPENDIX NO. 1
WARRANTY CONDITIONS FOR uPVC WINDOWS/DOORS

Maintenance

Lubrication points

See figure: Overview of lubrication points

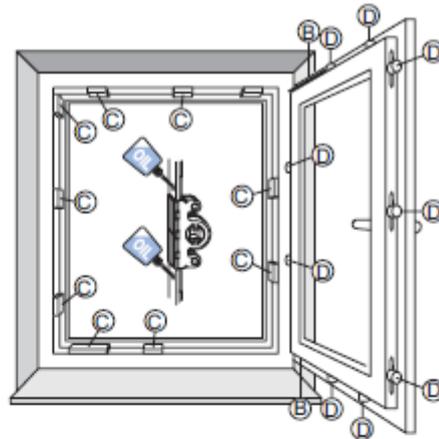
The figure shows the location of possible lubrication points which should be lubricated at least once a year.

Positions A, C, D = lubrication points relevant to function.

Position B = safety-relevant lubrication point



Please note: The fitting schematic shown adjacent does not necessarily match the existing fitting. The number of locking positions will vary depending on size and type of the window sash.



Overview of lubrication points



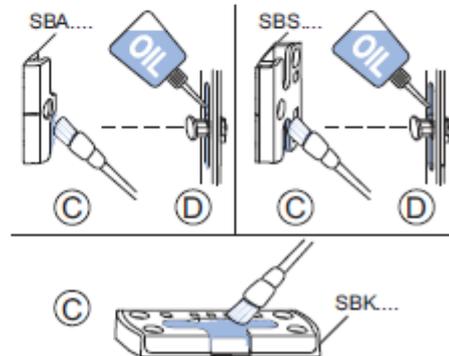
Attention! Risk of injury. The window could fail on removal and thus injure persons. Do not remove the window for maintenance.

Keeps

See figure: Lubrication points

To keep fittings running smoothly, you must lubricate the keeps once a year.

- Lubricate the keeps (C) at the run-in side with technical Vaseline or any other suitable grease.
- Coat the running surfaces of the locking bolts (D) with an oil that is free of resins and acids.



Lubrication points

APPENDIX NO. 2
WARRANTY CONDITIONS FOR uPVC WINDOWS/DOORS

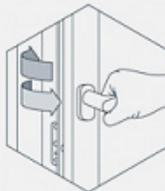
PVC WINDOWS CLEANING INSTRUCTIONS

1. Remove lime and mortar splashes!



Avoid lime and mortar splashes on the profile, glazing and fittings. Both the profile and the glazing could be damaged and fittings jammed as a result of solidified mortar residue.

2. Ventilate rooms several times a day!



An inflow of colder air lowers the relative humidity in the room and creates a healthier room climate. Preferably ventilate the living area several times a day, as a relative humidity of over 60 % can lead to mould growth.

3. Do not use caustic fluids



For normal cleaning of the frame surface use a solution of mild dishwashing liquid. Do not use scouring agent, paint thinner or . For stubborn dirt always use special cleaning agents that can be obtained from the window supplier or from a window specialist.

4. Regular cleaning on the outside!



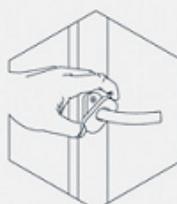
Clean the outside of your windows regularly. Pollen, tar or ferrous particles may be burned in by the sun's rays. Once a layer has deposited it is not easy to remove.

5. Lubricate fittings!



Lubricate the fittings at least once a year to ensure ease of movement at all times.

6. Tighten handles!



Always tighten loose window handles. You can find the screws by lifting the cap under the handle and turning it out of the vertical into a horizontal position.

7. Care for the seals!



Rub the seals in the frame twice a year with sealing agent e.g. talcum, deer tallow or silicon oil (from specialists), to keep them soft and in good working order. Damaged seals have to be replaced.

8. Clean drainage openings!



Check the drainage openings in the frame profiles every now and again. Cleanliness is important for satisfactory drainage.