



Care, maintenance and warranty

FOR YOUR WINDOWS AND DOORS



Care and maintenance of your windows and doors

Congratulations for purchasing one of New Zealand's most respected brands of windows and doors from a member of the Window and Glass Association of New Zealand.

Remember that a very simple regular maintenance programme is required in order to comply with warranty requirements and will aid in retaining the appeal of your windows and doors for many years to come.

After house construction, pay particular attention to ensuring that builder's debris and dirt are cleaned from the inside of all window and door sills so that drainage holes are unobstructed. This is especially applicable to doorways that have been in regular use during the construction phase. Regularly clean door sills, tracks and all drain holes as part of your ongoing maintenance programme.

Klima Series maintenance

Your innovative and durable uPVC windows and doors are designed to withstand New Zealand's harsh sunlight without discolouring or degrading. Minimum maintenance is required for your uPVC windows and doors, but regular cleaning is required as per "Cleaning your windows and doors" section is recommended. For stubborn stains, use a soft cloth with Jif Cream Cleanser.

Cleaning your windows and doors

Window and door frames should be cleaned each time your windows and doors are washed in order to remove atmospheric dirt and grime. A soft brush with warm water and a mild household detergent are recommended. Rinse with fresh water.

- **DO** remove obvious deposits as they occur including cement based products
- **DO** mask windows if painting. Use only methylated spirits, isopropanol or water to remove fresh paint splashes
- **DO NOT** use abrasive steel wool, scrapers, scouring liquids or aggressive solvents, thinners, petrol, etc. These will all damage the windows and doors and the surface finish
- **DO NOT** expose your joinery to excessive heat, heaters or hot air guns as these may damage the surface finish of the joinery.

Cleaning once every three months should be sufficient, however, in coastal or industrial environments more frequent washing will be required. The frequency of washing in these harsh environments should be determined by the degree of salt and/or other contaminant build up on the windows and doors, but ideally should be at least once a month. Washing should include the rinsing of all window and door cavities to avoid salt build up and corrosion.

Powdercoated joinery can be damaged by some sunscreens. Avoid touching the surface where possible and wash any sunscreen residue off powdercoated joinery immediately after contact.

Use, care and maintenance of your hardware

Your windows and doors feature a bespoke hardware solution with unique features.

Powdercoated and anodised hardware should be cleaned regularly with a wet sponge or soft brush, warm water and a mild detergent and rinsed with fresh water. Plated products should be cleaned with a wet sponge or dry duster. NEVER use detergent on plating.

Plated hardware is not recommended for coastal applications and is excluded from any warranty as deterioration is possible under some environmental conditions.

Stainless steel hardware also needs regular cleaning. It is resistant to rust, however rust spots can sometimes occur. These can be removed with a mildly abrasive cleaner and rinsed with fresh water. In cases of heavy corrosion a Scotch-Brite hand pad can be used.

Stainless steel hardware should not be exposed to bleach products, hydrochloric acid solutions (sometimes used for tile and concrete cleaning), cement dust, soap concentrates and water with high iron content, such as bore water. We recommend regular treatment with 3M Stainless Steel Cleaner and polish to further protect and enhance stainless steel hardware.



Surface finishing

Powdercoatings and anodising are surface finishes that have been well proven for corrosion resistance and durability.

Regular cleaning as detailed in the **Care and maintenance of your windows and doors** section is required in order to comply with warranty requirements.

Powdercoating warranties, as offered by Dulux, are:

- Duralloy +Plus, 15 years on film and 10 years colour integrity
- Protecture, 15 years on film and 10 years colour integrity

Anodising warranties offered, are:

- 12 micron carries a 10 year warranty
- 25 micron carries a 20 year warranty, these are on a job-specific basis.

Duralloy Plus, Protecture, Duratec and Electro finishes are only suitable for projects further than 10metres from the high tide line.

When judging colour consistency and integrity of finish, the accepted industry standard is inspection from a distance of two metres. Slight surface finish blemishes and/or colour variations that are not visible from two metres are deemed to be acceptable.

For products treated with anodising, variability of colour and visible grain are common features and are not defects.

Powdercoated tracks in sliding and bi-fold applications will wear over time and show a silver use line. This is unavoidable and does not contravene either the warranty or the durability requirements of the building code.

Glass

Glass is a very delicate product that can be easily damaged during the construction process. Extreme care is required when cleaning glass as scratching can occur, so never use abrasive cleaning solutions or razor blades in the maintenance process.

Please ensure that any concrete, plaster, mortar or paint is removed as soon as possible from the surface of the windows and doors or glass before the splashes harden. Wipe with a damp cloth and wash down with clean water or mild detergent immediately. DO NOT use solvents.

Only detergents and cleaning solutions which are recommended for cleaning glass should be used. Commence cleaning by soaking the glass surfaces to loosen dirt and debris. Then using a mild, non-abrasive window washing solution, uniformly apply to the glass surfaces with a non-abrasive applicator and follow with a squeegee to remove all the cleaning solution from the glass surface. All water and cleaning residue should be dried from the window glass, gaskets, seals and frames as dried residue can permanently mark the surface of the glass.

When washing double glazing and laminated glass use the same procedures as above but ensure no solvents come into contact with the edge laminate interlayer or unit sealant. Avoid cleaning tinted and reflective glass surfaces in direct sunlight.

A separate warranty of 10 years applies to your double glazed units, and is held by the window manufacturer in conjunction with their glass supplier.

Sustainability

Vantage Windows & Doors is a brand of APL, the largest window solutions organisation in New Zealand. APL believe by building better buildings we're helping to shape a better world so we are committed to sustainable practices in all areas of our business.

We are working to pave a way forward for ourselves and other large industrial companies to do our bit for the environment. We've partnered with the New Zealand Green Building Council (NZGBC) and Sustainable Coastlines to support industry change.

For us, it all starts with the source material; APL sources 100% of our aluminium billet from New Zealand's Aluminium Smelter (NZAS) which is hydro powered. We are the only joinery manufacturers in NZ to only use locally sourced aluminium. This also allows us to recycle 99.9% of aluminium scrap directly with the smelter – the only Australasian extruder to do so.

Vantage products are powdercoated using a chromate-free pre-treatment. Investment in new tanks and control technology means a cleaner, more environmentally-friendly chemical pre-treatment for our three major powdercoating lines.

Vantage products are shipped to manufacturers in plastic-free packaging. 100% of the packing case bases that are sent to the manufacturer network are recycled back through APL.

Products are shipped nationwide on the APL Direct fleet of trucks which 80% are Euro 5 compliant for reduced exhaust emissions. New additions to the fleet will be compliant to the highest standard – Euro 6.

We are continually reviewing and implementing changes to improve efficiency in our day-to-day operation. These measures are outlined at aplnz.co.nz/our-responsibility



Producer Statement/Warranty

Our windows and doors comply with the New Zealand building code

All products supplied by Vantage Window & Doors meet or exceed the requirements of the New Zealand Building Code and New Zealand Standards; NZS4211, Performance of Windows, and NZS4223, Glazing in Buildings - Parts 1-4 incl.

This means our windows and doors have been designed and successfully tested to perform in New Zealand's most diverse conditions, and will:

- satisfy the strength and deflection requirements of the standards
- deliver the desired levels of weathertightness appropriate to the prescribed wind zones
- meet the air leakage requirements necessary to provide comfort and efficiency
- include glazing of appropriate weight, strength and safety to satisfy not only the expected wind load but also accidental human impact.
- in the course of normal use decorative elements and non-structural fittings such as window fasteners, door rollers, weatherpile and the like may need to be replaced as they wear out. This process does not contravene the B2 Durability requirements of the New Zealand Building Code or the warranty given by the manufacturer.

In accordance with the TERMS AND CONDITIONS OF WARRANTY (Vantage.co.nz/terms), a warranty for all Vantage Window & Doors products is provided, under normal conditions of use, against failure of materials and/or workmanship for a period of 5 years from the date of practical completion.

The surface finishing of the aluminium extrusion is covered by a separate Performance Warranty which is dependent on the actual finish selected.

A window and door hardware/component warranty protects against defects in manufacturing, functionality and surface finish for a period of 5 years, provided care and maintenance guidelines have been followed. Plated (soft) finishes are excluded from the warranty.

PLEASE NOTE

- This warranty is subject to correct installation as outlined in the Building Code Acceptable Solution Clause E2/AS1 External Moisture or an approved alternative solution.



Warranty details

Warranty Number: _____

Manufacturer: _____

Warranty queries should be directed to the above manufacturer

