

WARRANTY FOR NULOOK WINDOWS AND DOORS

Your Nulook aluminium joinery is fabricated and supplied by a licensed joinery supplier (the “Fabricator”). The Fabricator warrants the product they have supplied and their workmanship, subject to the conditions below. This warranty does not affect any applicable statutory consumer rights, including those under the Consumer Guarantees Act 1993, Building Act 2004, Fair Trading Act 1986 or any other statute.

HOW LONG DOES THIS WARRANTY APPLY FOR?

This warranty applies for 5 years from the date of delivery of the joinery to the client or its installation, where installed by the Fabricator.

WHAT RIGHTS DOES THIS WARRANTY GIVE YOU?

Subject to the terms of this warranty, the Fabricator will, at its option, repair or replace any faulty or defective Nulook joinery at no cost to you, where such failure is caused by the materials or workmanship provided by the Fabricator.

WHEN DOES THIS WARRANTY APPLY?

This warranty only applies to Nulook aluminium doors and windows fitted to household units as defined by the Building Act 2004.

WHAT DOES THIS WARRANTY EXCLUDE?

This warranty does not apply to:

- a.** Any defect in materials which are covered by any other supplier warranty.
- b.** Any damage or deterioration arising from causes beyond the control of the Fabricator, including but not limited to impact, abrasion, earthquake, flood, mechanical damage, neglect, malicious damage, misuse, fire damage, act of God, pollution, abnormal weather, damage caused by geothermal gases, air pollution or severe coastal conditions, excessive heat, exposure to chemicals, or attempted repairs unauthorised by the Fabricator in writing.

- c.** Any defect caused by a failure to regularly maintain the surfaces in accordance with the recommended care and maintenance procedures as set out in this document or any additional suppliers care and maintenance requirements.
- d.** Any defect attributable to a defect in the structure to which the joinery has been affixed or due to incorrect installation.
- e.** Nulook joinery not acquired in New Zealand.
- f.** Nulook joinery acquired as “B” class or second-hand.
- g.** Fair wear and tear.
- h.** The Fabricator is obliged to meet the WANZ (Window Association of New Zealand) Standard, Powder Coating Surface Finishing – Appearance in Situ (2011) for guidance on in situ inspection of surface finish of powder coated extrusions. For glass quality Fabricators use the GANZ (Glass Association of New Zealand) Technical Data Sheet “Glass Quality (2012) as a guide for glass acceptance. Both of these documents can also be found on the WANZ (www.wanz.org.nz) and Nulook (www.nulook.co.nz) websites.

OTHER CONDITIONS AND LIMITATIONS:

- a.** The obligations under this warranty are limited to either free replacement of the defective component or repair at the discretion of the Fabricator.
- b.** The Fabricator is not liable for any direct or indirect special, consequential or third party claims for loss, damage or expenses.
- c.** This warranty is not assignable or transferable to subsequent owners without the prior written consent of the Fabricator.
- d.** The liability of the Fabricator shall not exceed the original invoice value of the applicable aluminium joinery product at fault.
- e.** No liability shall arise where the purchase price for any product supplied remains unpaid in full, or where the customer is otherwise in default of the terms of the supply agreement.
- f.** No liability shall arise unless a claim is made in writing to the Fabricator within 30 days of the defect arising or being reasonably discoverable by the purchaser.

Customer: _____

Quote Number: _____

Address: _____

Phone Number: _____

Signed: _____ Date: _____

Nulook Licensee: _____

CARE AND MAINTENANCE OF ALUMINIUM JOINERY

Aluminium joinery requires regular maintenance to ensure the joinery performs at its best. As a general rule, the harsher the environment, the more regular the maintenance required to keep your joinery in top condition. Also joinery that is covered by verandas or wide eaves and not subject to natural rain wash needs regular cleaning to avoid damage to surface finish on both the aluminium framing and powder coated hardware. The following maintenance tasks are not covered by this warranty:

- Seals and rubbers will require replacing from time to time depending on the environment. Generally they will last 10 years or more and can easily be replaced by service provider.
- Tracks, rollers (if accessible) and hardware require lubrication and rollers may require replacing due to normal wear and tear. This depends on the environment and amount of use.

Please refer to the Nulook Homeowners Guide for further cleaning and maintenance recommendations covering hardware that is plated, power coated or stainless steel. The Guides includes information on the lubrication of mechanisms, care for electrical entrance systems and open/close advice of sash handles.

CARE AND MAINTENANCE, WASHING GLASS

Regular washing and drying of glass windows and doors are required to ensure their long term durability. In urban areas washing should be done every three to six months. The following guidelines apply:

- When washing, soak the glass surface with warm water and a mild soap detergent solution or proprietary glass cleaners to loosen dirt and debris.
- Use a soft grit free cloth or sponge when washing and try to avoid washing in direct sunlight. Do not use scrapers or razor blades.
- After washing, rinse with clean water and then dry the glass using a clean, grit-free squeegee, cloth, or paper towel. Remember, wet glass is dirty glass.
- All water and cleaning solution residue should be dried from the window gaskets, sealants, and frames to prevent water spots.
- Avoid cleaning tinted and reflective glass surfaces in direct sunlight. When washing special glass, the following guidelines apply:
 - 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.

- With reflective or Low E coated surfaces, exercise special care when cleaning - special cleaners may be required as they can be hard to clean. Follow manufacturer's instructions.
- It is advisable to check that frame drainage is not blocked this can affect laminate and insulated glass units.

CARE AND MAINTENANCE OF POWDER COATING AND ANODISING

The following guidelines apply:

- Just a gentle clean with a soft brush and mild detergent, followed by a fresh water rinse, will maintain the long-term performance of the powder coated or anodised aluminium joinery. In rural or normal urban environments cleaning should occur every six months. In areas of high pollution, such as industrial areas, geothermal areas or coastal environments, cleaning should occur every three months. In particularly hazardous locations, such as beachfronts, severe marine environments or areas of high industrial pollution, cleaning should be increased to monthly.
- Sheltered areas can be at more risk of coating degradation than exposed areas. This is because wind-blown salt and other pollutants may adhere to the surface. These areas should be inspected and cleaned if necessary on a more regular basis.
- Adequate on site protection of delivered and/or installed joinery units must be provided. Joinery may get knocked, scratched, or splattered with mortar, plaster, or paint during the later stages of construction. If splashes occur immediately wash down the joinery unit affected with water or methylated spirits* (*wash area thoroughly afterwards). Do not allow splashes to harden.
- To restore powder coated surfaces that have lost gloss or are chalking, polishing with a high quality crème polish in accordance with the manufacturer's instructions is recommended. Avoid polishes that contain cutting compounds, unless the surface is extremely weathered.

DO NOT USE SOLVENTS

Strong solvent type cleaners should not be used. These are harmful to the extended life of your joinery.

For further information please refer to the Homeowners Guide or the suppliers instructions and guidelines on their websites.