



TIMBER WINDOWS & DOORS



DUCE TIMBER WINDOWS & DOORS is a member of the Australian Window Association and as such conforms to an Industry Code of Conduct designed to protect consumers.

DUCE TIMBER WINDOWS & DOORS is inspected by 3rd party NATA accredited auditors to validate that the window and door products examined have been manufactured to the relevant Australian Standards and the legislative requirements of the Australian Building Code.

7 YEAR GUARANTEE

This guarantee is in addition to all other rights and remedies in respect of these products which you are entitled to under the Trade Practices Act and other similar State and Territory laws and should be read in addition to any guarantees provided specific to the company of issue.

DUCE TIMBER WINDOWS & DOORS are proudly guaranteed against defects arising from faulty workmanship or materials for a period of seven (7) years from the date of delivery by **DUCE**, subject to the following:

- The product is installed and maintained in accordance with the relevant Australian Standards and recognized building practices.
- The product has not been subject to misuse, physical abuse or neglect.
- Only service work carried out by **DUCE** TIMBER WINDOWS & DOORS personnel or authorised **DUCE** TIMBER WINDOWS & DOORS agents is covered by this guarantee.
- Claims under this guarantee should be made within one month of the defect arising in the product.

INSTALLATION AND MAINTENANCE

JUCE **TIMBER WINDOWS & DOORS** products are manufactured from the most suitable materials and finishes available and when properly maintained will give many years of quality service.

BUILDERS / HOME OWNERS PLEASE NOTE:

When installing windows and doors there are some precautions you should take to ensure that the products will retain their ex-factory condition until installation is complete and the job handed over.

REMEMBER:

- All windows must be installed in accordance with accepted good trade practice (and in accordance with supplied instructions where applicable), and maintained in accordance with these procedures or else the warranty shall be void.
- Keep wet cement, mortar and brick-cleaning acid from contact with timber, uPVC, glass or aluminum (particularly if the finish is anodized) before, during and after installation.
- Protect glass from contamination during construction as this will simplify the cleaning at the end of the project. If the glass is not protected during construction then it should be cleaned frequently during construction. Construction dust, effluents from concrete and rusting from steel can contribute to the formation of mild chemicals, which may stain or damage the glass.
- If accidentally splashed, eg. as mentioned in clause 2 and 3 above, wash off immediately with clean water, otherwise permanent staining or damage may occur.
- Do not use acid to remove mortar stains on window frames.
- Hose down brickwork to remove residual cleaning acid which may leach out and cause damage to the finish.
- Do not place windows directly onto green concrete slabs.
- Keep the tracks of sliding windows and doors clear of sand and cement droppings.
- Do not use window frames to support planks or temporary scaffolding.
- Clean up when the job is complete with mild detergent and rinse with clean water.

ALUMINIUM

External window and door frames should be washed with clean water. If the product is exposed to salt air or industrial pollutants it should be washed at least every 3 months. In rural areas where normally there is very little contaminated moisture you may not need to clean your aluminium fittings more than every six months.

Aluminium requires only minimum maintenance but like your motor car, the finish may deteriorate if dirt, which collects on the surface, is allowed to remain unwashed over a period of time. This is because dirt absorbs moisture present in the atmosphere.

To clean aluminium use the mildest treatment you can which produces satisfactory results. Start with warm water and soap or detergent or for anodized material try solvent cleaners (eg kerosene, turpentine, white spirit) or non-etching chemical cleaners, or a wax based polish cleaner. Keep water free from dirt and grit and ensure that the weep slots in the window and door tracks are clear to allow maximum drainage.

TIMBER PRODUCTS

The surface finish coating should be maintained in good condition on both internal and external faces. This can be achieved by regular cleaning with non abrasive cleaners and refinishing when breakdown of the coating occurs.

Initial finishing and refinishing must include all edges of doors and windows including top and bottom. Steel wool or other metallic abrasives must not be used to sand cedar and other fine grain timbers. Use fine grit sandpaper or sanding blocks.

To avoid water staining, keep tracks and sash openings clean and free of leaves and other debris which may retain water. Ensure that the weep slots in windows and doors are kept clear to allow maximum drainage.

uPVC PRODUCTS

An occasional wipe with a damp cloth or a wash with warm soapy water is required.

GLASS

To clean, simply wipe over the surface with a few drops of methylated spirits on a damp cloth, then polish the surface dry with a lint free cloth. Proprietary glass cleaners are not recommended as some of them can cause damage to the silver backing on mirrors and the interlay of laminated glass. Ensure that all cleaning cloths are free of any abrasive substances.

Avoid causing extreme temperature changes as this may lead to thermal fracture of the glass (ie do not direct hot or cold water onto glass).

HARDWARE

Regular maintenance is required for all hardware, even stainless steel as they are moving parts. In most environments maintenance is recommended every 6 months and every 3 months in marine and industrial environments.

Hangers, pivots and brackets should be given a light spray of a corrosion preventative (such as CRC Marine 66, Innox or WD40) followed by a light wipe with a dry cloth to remove excess. Exposed surfaces should first be wiped down with warm soapy water and a soft rag, and then rinsed clean before applying preventative.

Visible surfaces of Hinges should be wiped down with warm soapy water on a soft rag and then rinsed off by wiping with a clean damp rag. Application of a thin film of a light machine oil or one of the corrosion preventative sprays mentioned above will help to maintain the original lustre of the metal finish. Be careful not to get these compounds on the timberwork itself as they may cause staining.

Dropbolts should be sprayed with a lubricant such as those mentioned above at the sliding pin inside the bolt and to the lock cylinder. A tube attached to the nozzle will help to concentrate the spray where you want it to go.

NAME PLATES AND IDENTIFICATION PLATES

Please leave name plates, part numbers and rating labels on products for future reference. A permanent performance label is a requirement of the BCA in all states and territories of Australia.

PAYMENT

Warranty is subject to cleared funds being received in full.

THIS IS AN IMPORTANT DOCUMENT PLEASE RETAIN IN A SAFE PLACE.

REFERENCE NUMBER _____ / _____ / _____ / _____ / _____