

Bradnam's 6 Year Guarantee Terms & Conditions

Bradnam's Windows and Doors Pty Ltd is a member of the Australian Window Association and as such conforms to an Industry Code of Conduct designed to protect consumers.

Subject to the conditions and limitations below Bradnam's Windows and Doors Pty Ltd guarantees its products against defects arising from faulty workmanship or materials for six years from the date of delivery or installation.

For the purpose of this warranty "the product" can mean a window, door, insect screen, safety screen, Stainless View™ screen, shower screen, mirror or wardrobe door product ordinarily manufactured and sold by Bradnam's Windows and Doors Pty Ltd.

Conditions and Limitations

- 1 The product is installed in accordance with the relevant Australian Standards and building practice. Unless otherwise specifically confirmed in writing, Bradnam's Windows and Doors Pty Ltd accepts no responsibility for waterproofing and/or re-sealing of penetrations and such remains the responsibility of others.
- 2 The product has been maintained according to Bradnam's Windows and Doors Pty Ltd maintenance recommendations and has not been subject to misuse, physical abuse, or neglect.
- 3 In respect of window and door products, this guarantee is void if Bradnam's Windows and Doors Pty Ltd insect screens, safety screens or Stainless View screens have not been manufactured and fitted by Bradnam's Windows and Doors Pty Ltd installers or personnel nominated by Bradnam's Windows and Doors Pty Ltd;
- 4 Manufacturing standards and tolerances are not deemed defects, nor are industry variations in the colour of aluminium componentry.

- 5 Bradnam's Windows and Doors Pty Ltd accepts no responsibility for glass breakage (except for faulty workmanship or materials). Wire reinforced glass, toughened glass, float glass, laminated glass, mirror glass and framed mirror glass is guaranteed against defects and degradation for one (1) year.
- 6 Moving parts, where applicable, which wear out as part of normal use are guaranteed for one (1) year.
- 7 This guarantee is limited to the repair or replacement of the faulty product at the company's discretion but does not extend to the installation or refurbishing of a replacement product or any other consequential or indirect damage incurred as a result of the defect. Only repairs carried out by Bradnam's Windows and Doors Pty Ltd personnel or authorised Bradnam's Windows and Doors Pty Ltd agents are covered by this guarantee.
- 8 This guarantee is in addition to all other rights and remedies in respect of this product to which you are entitled under the *Competition and Consumer Act 2010 (Cth)*.

Warranty Claims

Claims under this guarantee must be made within one month of the defect arising in the product. Other than as provided by law Bradnam's Windows and Doors Pty Ltd will repair or replace the product to the extent that it is functionally equivalent to the original product supplied.

Copies of documentation showing the purchase date of the product should be included with your written claim and forwarded to the nearest Bradnam's Windows and Doors Pty Ltd office. All warranty claims will initially require a deposit to be paid. After inspection by Bradnam's Windows and Doors Pty Ltd personnel or authorised agents, the customer will be advised if the claim is covered under the warranty. If the claim is under warranty the deposit will be refunded and the product will be repaired or replaced by Bradnam's Windows and Doors Pty Ltd. Otherwise, upon the customer's request, Bradnam's Windows and Doors Pty Ltd will provide a quote to rectify the problem.

Bradnam's Maintenance Recommendations

Maintenance of Powder Coated Aluminium Finishes

- In a rural atmosphere, cleaning may not be needed more frequently than every 6 months.
- In industrial and marine environments, more frequent cleaning (e.g. monthly, every 3 months is necessary).
- **It is important** that non-abrasive mild detergent solution is use for cleaning.
- Add the non-abrasive mild detergent solution to a bucket of warm water.
- Wet a clean soft, non-abrasive damp cloth then wipe the aluminium.
- Make sure that the surfaces are thoroughly rinsed after cleaning to remove all residues.

Maintenance of Window and Door Glass

- All glass surfaces should be kept clean by prompt removal of all dirt.
- Use clean water and soft clean rag as buttons or grit can scratch the glass.
- In some instances, a small amount of mild detergent may be of some benefit. However, **DO NOT** use any form of abrasive cleaner or household cleaners.
- When using detergent make sure that the surfaces are rinsed well after cleaning to remove any detergent residue.

Special instructions for Solar Comfort glass, Sunergy glass and other Low-E coated glass products

- The special coating on these types of glass is generally more difficult to clean.
- Use only soft, clean cloth, free from grit or buttons with a mild soap or detergent and water or recommended glass cleaner solution.
- Make sure to dry off excess water.
- **DO NOT** use abrasive cleaning agents.

Refer to our Solar Comfort Cleaning Recommendations for more information.

Maintenance of Showerscreen Glass and Mirrors

- Cleaning of showerscreen glass should be performed at least weekly to remove soap stains, which left unclean can etch the showerscreen glass, marking it permanently and therefore possibly voiding this guarantee.
- Glass can be cleaned with a soft clean rag without buttons or grit. Use a few drops of diluted methylated spirits or alternatively a recommended spray on glass cleaner solution, following the manufacturers' instructions. Excess cleaning solvents should be removed with a squeegee and clean water immediately. Never use abrasive cleaners on glass as this could result in scratching the surface of the glass.
- Check that there is adequate clearance between all glass edges and that buffers and stops are intact.

Bradnam's Maintenance Recommendations

Maintenance of Window, Door and Wardrobe Tracks

- Excess dirt or grit should be removed from window, door and wardrobe tracks, either by vacuuming or brushing out.
- Windows and Doors are designed to allow water into the sill channel, which is then drained through drain holes. The drain holes must be cleared of any obstruction.

Maintenance of Window and Door Rollers

- Remove the sliding panel of the product from the inside of the house. With the window or door partly open, lift the sliding panel up into the head while tilting the bottom of the panel towards you, out over the sill. Slide the panel downwards to remove it from the frame.
- Use a vacuum cleaner with a narrow nozzle to clean the track thoroughly.
- Use a soft rag and water mixed with mild detergent to wipe the track and rollers.
- It is important that rollers are cleaned 3-4 times a year.

Maintenance of Insect and Safety Screens

- Clean screens 3-4 times a year.
- Add a small amount of mild detergent to a bucket of warm water.
- Remove the screen from the window (as per instructions shown right).
- Hose the screen down thoroughly. Dip a soft nylon brush into the bucket of water and gently brush the screen.
- Hose down well.
- Allow the screen to dry before replacing in the window.

Removing Bradnam's Insect or Safety Screens from Sliding Windows

- Firstly, remove the sliding panel of the window from the inside of the house (as per instructions in the maintenance of window and door rollers section).
- To lift the safety screen out, turn the two buttons at the top of the screen to a horizontal position.
- Lift the screen up into the head then tilt the bottom of the panel towards you, out over the sill.
- Replace by reversing the above sequence.
- Insect screens are removed and replaced the same way, except there are no buttons to turn.
- **DO NOT** attempt to remove Bradnam's sliding window screens from the outside or remove them with the sliding panel still in the window.

Removing Bradnam's Insect or Safety Screens from Sliding or Stacker Doors

- Firstly, turn the adjustment screw near the bottom of the screen frame anti clockwise.
- Then while standing outside, lift the screen up into the head while tilting the bottom of the panel towards you out over the door track. Slide the panel downwards to remove it from the frame.
- Replace by reversing the above sequence.
- **DO NOT** attempt to remove Bradnam's sliding and stacker door screens from the inside.

Bradnam's Maintenance Recommendations

Maintenance of Stainless View™ Screens

- Stainless View™ screens should be cleaned at frequent intervals as indicated below.
- It is important that non-abrasive mild detergent solution combined with warm water and a clean, soft, non-abrasive cloth, are used for cleaning.
- Hand cleaning is recommended except for multi-storey buildings and large commercial projects where carefully controlled methods to loosen deposits of dirt and grime are required.
- It is essential to finish off the cleaning by thoroughly rinsing all surfaces to remove all residue.
- Fibre brushes may be used to loosen dirt and grime, but abrasive papers such as sand paper or emery paper **MUST NOT** be used.

Maintenance of Hardware

- General periodic maintenance is required on all hardware supplied such as locks, hinges, catches, closers and the like.
- The external finish of hardware must be kept clean by removing any harmful residue (especially salt spray) from the surface using a non-abrasive cleaning agent.

- Internal mechanisms of locks, catches, etc should be kept in good working order by applying a light spray of lubricant (WD40, RP7 or similar).
- **Care should be taken** during maintenance of internal mechanisms that any finished surface (eg. paint etc) is well protected to avoid damage.

Maintenance of Frameless Showerscreen Hardware

- The surface of these fittings should always be cleaned with a small amount of detergent in water, followed by a clean water rinse and wiped only with a clean 100% cotton terry cloth towel.
- Never use abrasive cleaners, as scratching will result. Also never use paper towels, paper based wipes, cellulose, plastic sponges, or fake chemois cloths, as they are highly abrasive.
- Hinges and fixings are to be checked at least every 6 months to ensure screws have not become loose, and that the hinges operate smoothly.
- Apply a few drops of sewing machine oil to the pivot pin on metal hinges every 6 months.

Bradnam's Recommended Maintenance Intervals

Type of Environment	Definition of Environment	Maximum Maintenance Intervals
Mild	Being rural, away from the coast and remote industry and urban activity	6 Months
Moderate	Being mainly urban, inland and away from heavy industrial activity	3 Months
Tropical / Severe	Being coastal/marine, subject to salt deposition and within 15km of the eastern coast or 10km of the western coast of Australia	2-4 Weeks

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