



# ***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.



Kaiata Showroom, Design Windows West Coast

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

Vantage and Altherm 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](http://aplnz.co.nz/our-responsibility)**





## Product information

Vantage and Altherm-branded windows are available from Design Windows West Coast. Following this page, you will find the producer statement/warranty for both products; to determine which brand you have, please refer to the window sticker. If you would like your warranty copy emailed to you please email [christchurch@designwindows.co.nz](mailto:christchurch@designwindows.co.nz) with your job name and job number and we will send this out to you.

### Glass

Our company can supply AGP and Metro glass; check the safety stamp on your glass to determine which one you have. On the following pages, you will find care instructions for your glass providers.



## Producer Statement/ Warranty - Vantage

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](http://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**



## Producer Statement/ Warranty - Altherm

Our windows and doors comply with the New Zealand Building code

All products supplied by Altherm 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 ([Altherm.co.nz/terms](http://Altherm.co.nz/terms)), a warranty for all Altherm 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**



# Care and maintenance of your AGP glass

**Congratulations for purchasing your new high-performance glass from AGP, a member of the Window and Glass Association of New Zealand (WGANZ). Carefully read this guide before cleaning & maintaining your glazing.**

Following the instructions in this guide is required in order to comply with warranty requirements and will aid in retaining the appeal of your glass for many years to come.

## AFTER HOUSE CONSTRUCTION

Glass is a very delicate product that can be easily damaged during the construction process. Remove any remaining stickers or cork/foam pads that have been left on the glass and rinse the glass thoroughly with clean water to ensure that builder's debris and dirt are removed. Regularly clean your glazing as per the regular cleaning process below.

## CLEANING YOUR GLAZING

Regular cleaning of your glazing is recommended every three months. Commence cleaning by soaking the glass surfaces with clean water to loosen dirt and debris. Then wash the glass using clean water, glass cleaning squeegee or clean cloth, and one of the recommended cleaning products listed above. Rinse with clean water and wipe dry with a clean squeegee ensuring the glass is dry and water droplets are removed to avoid permanently marking the surfaces.

Use this cleaning time to check drainage holes are clear, glazing gasket and flashings are intact.

**DO NOT** wash your windows in direct sunlight

**DO NOT** let metal objects come into contact with the glass

**DO NOT** use products containing hydrofluoric acid, fluorine derivatives, any abrasive elements, or products with high acidic or alkaline content. *See back page for products that are recommended for cleaning glass.*

Due to the process of toughening glass, it is possible that very fine glass particles may fuse onto the glass surface. Care must be taken not to dislodge and drag this over the surface as it will cause scratching. Toughened glass can be identified by its safety stamp (*Figure 1*).



**Figure 1.**

## FOR HARD TO REMOVE MARKS

Remove oily spots and other organic pollution with isopropyl alcohol or acetone applied with a soft, clean cloth. Ensure these products do not enter the Glazing Pocket (*Figure 2*).

Rinse glass with clean water then follow the regular cleaning process.

## FOR REFLECTIVE OR COATED GLASS

Coated glass has a thin metal oxide coating that is applied to the glass. These coatings are very resistant and durable. No precautions need to be taken when the coating is positioned on the inside of the insulating glass unit (*Figure 2: Surface 2 or 3*).

For single glazing or when the coating is located on the outside of the insulating glass unit (*Figure 2: Surface 1 or 4*), the regular cleaning process described prior is suitable.

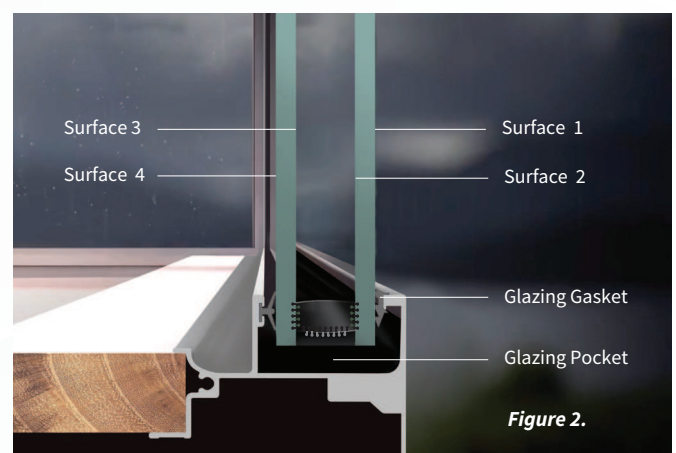
However, bear in mind that a transparent and very thin metal surface is being washed. Test your method on an inconspicuous spot first.

**DO NOT** scratch the surface, this will penetrate the coating and it cannot be repaired

**DO NOT** use a mechanical treatment, this may remove the coating in localised areas

**DO NOT** let metal objects come into contact with the glass

**DO NOT** use products containing hydrofluoric acid, fluorine derivatives, any abrasive elements, or high acidic or alkaline content. These will attack the coating and damage it irreparably.



**Figure 2.**

#### Recommended products for cleaning glass are:

- Glasscorp Universal Glass & Mirror Cleaner GCGC / GC5 / GC20 / GC200 (Glasscorp.co.nz)
- Or 10-parts clean water, 1-part white vinegar
- Or 9-parts clean water, 1-part Methylated Spirits

#### WARRANTY

We back our world-class double-glazed units with a 12 year warranty - two years longer than the current industry standard or legislative requirements.

All AGP products meet or exceed the requirements of the New Zealand Building Code.



See [agpl.co.nz/terms](https://agpl.co.nz/terms) for the terms and conditions of this warranty.

#### agpl.co.nz

137 Swayne Road, RD1 Cambridge 3493

PO Box 1028, Cambridge 3450

info@agpl.co.nz | 07 849 8880





### Glass Care Installation Notes

- Check glass surface orientation before glazing.
- Use only recommended sealants.
- If splashes of mortar or plaster occur, immediately wash down with clean water or mild detergent. Do not allow splashes to harden. Do not use solvents.
- Clean glass carefully: use non-abrasive cleaners, mild detergents or propriety glass cleaners.
- Do not use scrapers on glass.
- Home owners should obtain a copy of Care and Maintenance Instructions from their window supplier.

### Washing Glass

- The regular washing and drying of glass and window frames is required to ensure long term durability. In urban areas washing should be every 3 to 6 months.
- When washing, soak the glass surface with warm water and mild soap detergent solution to loosen dirt and debris or proprietary glass cleaners. Start cleaning at the top of the building and continue to lower levels.
- After washing, rinse with clean water and then dry the glass using a clean grit-free squeegee, cloth or paper towel and 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.

### Washing Special Glasses

- 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.
- It is advisable to check the frame drainage to ensure no water is trapped in the rebate as this can affect the life of these products.
- With reflective or Low E coated surfaces exercise special care when cleaning and follow the manufacturer's instructions.

### Ezy Clean Coated Glass

Once a week or as needed for build-up, wipe down the glass with a microfibre cloth dampened with white vinegar and a drop of non-abrasive liquid soap (hand, body, or dish). Safe, commonly used brands include Fairy or Morning Fresh. Rinse and dry.

Tip: For best results, wipe down the glass after each use with a good-quality squeegee. This will reduce mineral spotting, keeping the glass cleaner between cleans. To follow is a list that have been tested for compatibility with the Ezy Clean Coating:

- SprayWay (or other alcohol-based foaming cleaners)
- Scrubbing Bubbles (or other automatic leave-to-dry daily shower cleaners)
- 7th Generation, Dawn (or other mild eco-friendly cleaners)
- CLR (Calcium Lime Rust)
- Mr. Clean Magic Eraser (when damp)
- Windex (Standard)

It should be noted that with any cleaner, a thorough rinse with clean water should follow immediately.



**West Coast**  
**PO Box 542**  
**Greymouth**  
**Ph 03 768 0834**

**Christchurch**  
**PO Box 16609**  
**Christchurch**  
**Ph 03 365 5210**

**Nelson**  
**PO Box 2015**  
**Stoke, Nelson**  
**Ph 03 547 5454**

**Dunedin**  
**PO Box 2338**  
**Dunedin**  
**Ph 03 474 1124**

**Wanaka**  
**PO Box 315**  
**Cromwell**  
**Ph 03 445 0305**

**Central Otago**  
**PO Box 315**  
**Cromwell**  
**Ph 03 445 0305**

**[www.designwindows.co.nz](http://www.designwindows.co.nz)**