

Exterior Door and Window Guarantee



5 Year Guarantee

Care & Handling

Handle the Door/window unit carefully and check for any damage or manufacturing fault.

All painting and oiling should be done by professionals

Once satisfied seal all surfaces with the first priming or sealing coat. **Use only oil-based paint/Oil/stains for primer coat, and under coat (first 2 coats)** painting both inside and outside of the windows. **Pay particular attention the top and bottom edges.** Do not leave the inside unpainted and only paint/oil the out side.

When painting a four-coat system should be used (primer, undercoat to be oil based, and then two top coats).

When clear finish with oil or stains a 3 or 4 system should be used. Please note the more sunlight the window is exposed to, the lighter the Colour must be used as dark colors attract the heat and will crack and shrink therefore the guarantee will be void.

In order to seal the beading on a window or sash with glass in it you need to paint or stain at least 1mm onto the glass surface

Recommended Paint for primer coat and under coat

Resene wood primer

Dulux 1 step primer, sealer and undercoat

Zinsser cover stain undercoat primer-sealer

Recommended Oil/stains, oil based only

Sikkens stain HLSe for all 3-4 coats

Osmo oil wood stain

Do not use water-based products or any polyurethane products

Exterior window guarantee is valid for 5 years provided the following conditions are met If you choose to ignore these recommendations, the warranty is void

1. **Coat all sides, including top and bottom**, to paint manufactures recommendations immediately
2. **Use only oil-based paint/Oil/stains for primer coat, and under coat (first 2 coats)**
3. Only use paint which has a light reflective value of over 40% **NO DARK PAINT**

Care & Maintenance of Stainless Steel Hardware

To maintain the appearance and performance of your stainless steel hardware, regular care is essential. While stainless steel is highly resistant to corrosion, it is not maintenance-free. Environmental factors—especially in coastal or industrial areas—can lead to surface discoloration known as tea staining.

Recommended Maintenance:

- 1, Routine Cleaning: Wipe surfaces with a soft cloth and mild soapy water. Rinse and dry thoroughly.
- 2, Environmental Exposure: In coastal or polluted environments, clean hardware more frequently to prevent buildup of contaminants.
- 3, Avoid Harsh Chemicals: Do not use bleach, hydrochloric acid, or abrasive cleaners that may damage the surface.
- 4, Specialty Products: For stubborn stains or tea staining, use stainless steel-specific cleaning products or a mild abrasive cleaner.

Important:

Failure to maintain stainless steel hardware in accordance with these guidelines may result in surface discoloration or corrosion, which is not covered under this guarantee.