

## WARRANTY CARD

### §1

- Białostocka Fabryka Okien** as a windows Producer marked in Purchase Evidence, guarantees that our products are good quality and free of manufacturing defects.
- Warranty involves product's fault caused by defective accomplishment or material defects ( material of the frame, sash, hinge, glass).
- Warranty covers the windows:
  - built – in, according to the montary instruction, which is the integral part of that warranty card.
  - not holding the constructional marks made by the user,
  - maintenance according to the producer's recommendations (under the guides of further part of present warranty card).
- Extensive specification of products under the present warranty is contained in purchase document.

### §2

#### 1. Producer guarantees for the products:

- PVC and Aluminium windows and balcony windows for the 5 – year period ( casing frame, sashes, glass packet, seals, window hardware fittings),
- entry door, self -closing mechanism, locks, liners, handles, surface glued muntins, window sills and other special equipment for the 12 – month term warranty,
- if the window has the arc glass – the warranty for the glass packet lasts 24 months,
- installation in wall – 36 months.

Warranty length is counted from the day of purchase of the product, according to the date pointed in the purchase document and warranty conditions card.

2. In case of revelation manufacturing defect in the period determined in section 1, producer commits oneself to unpaid improvement of defected product or service.

3. In case of inefficiency of next three significant repairs, producer commits oneself to interchange the defected elements, componetry or whole product in a technologically reasoned way (the choice in the field of necessary interchange of a particular part or the whole product appertains to a person who is considering the warranty in the name of the producer), delivering the elements to the sales office or directly to a customer who made a complaint.

### §3

#### Warranty covers:

- Glass packets: tightness of welded glass from glass type FLOAT and THERMOFLOAT, used in building joinery in normal conditions; filtering Pakiety szybowe: szczelność szyb zespolonych ze szkła typu FLOAT i TERMOFLOAT, filtering to the inside of the glass packet dust and humidity.
- Window and door profiles: smoothness and persistency of taint and endurance of constructional combination of profiles.
- Windows hardware fittings: persistency of important elements from the viewpoint of safety and endurance of elements of welded hardware.

### §4

#### Warranty doesn't cover:

- Defects and damages revealed during the purchase (evident faults).
- Breaking and cracking of products (including glass), developed after their collection, excluding the damages caused by manufacturing flaws (including glass break).
- Defects and damages connected with inappropriate transport and collection made by the the Purchaser.
- Damages resulted from inappropriate installation made by buyer himself and not consistent with the "Installation conditions", which are the integral part of Warranty Card.
- The effect of freezing, dewing and the results of those appearances connected with inappropriate climatronicon conditions inside the room and nonfunctional ventilation system.
- Optical phenomenon called "Newton's rings" (rainbow effect) or other physical appearances typical for the float glass.
- Painted glass or glass with glued foil along the edges, glued with anti-burglary and sun protecting foils, glass with surface glued muntins or other decorative or strengthening elements.
- Damages caused by defective building construction.
- Damages resulting from inappropriate service and insufficient maintenance.
- Windows fitting damages resulting from it's deregulation, for fitting regulation carries out the Purchaser.
- Damages resulting from using the detergents which exert a negative influence on the surface of fittings, glass, seals and PVC profiles causing cracks, depigmentation.
- Damages resulting from the product's contact with the hot objects (e.g. iron, heater) or sharp.

- Damages resulting from pollution of products by: paint, mortar, sand, heavy dust.
- Damages resulting from taking off the sashes from the frame (those actions can be done only by the producer's employees or by authorized installation group),
- Products, in which have been made changes, without Producer's permission or in which have been attached directly to the product's elements: grates and other safety, mosquito-curtains, louvers or roller blinds fastened by the screws (excluding louvers and roller blinds installed directly to the window glass ledge) and self – apply to the windows and doors additional equipment incompatible with Producer's standard – in this case, the warranty becomes invalid.
- Defects, which stay invisible after the installation and do not affect the product's usage value (e.g. Cracking the window frame).
- Products dismantled from the original place and again assembled in the other place.
- Defects and damages being in relation with transgression of technical norms and technical approvals resulting from Purchaser's order, in which he/she accept that there may appear possible effects of exceeding those norms.
- Products purchased as overpriced, defective or with lowered price from other reasons.
- Products, for which haven't been paid the total or partial value.

21. Regular exploitation consumption of products as a result of it's usage.

22. Rejection of execution of warranty terms occurs, when damages resulted completely or partially (or deteriorated) as a result of circumstances mentioned in points 1 – 21.

### §5

Modality of submitting and considering complaints, date limit to consider it and eliminate the flaws:

- A complaint has to be submitted in written form in the place, where the product was bought, within at most 14 days from the moment when the defect has been detected (revealed).
- The condition to benefit from warranty is to show warranter the present Warranty Card correctly filled and the proof of purchase (bill / invoice).
- As warranter, Producer reserves itself the right to evaluate and classify flaws.
- Producer or its representative will proceed to consider the relevance of complaint within 14 days from of its submission and to repair recognized defects within at most 60 days since its submission. This date limit can be modified in consultation with customer for vital, objective reasons, for example: weather conditions, nature of repair.
- Complaints concerning windows and doors not paid or partially paid by the buyer will be refused to consider.

### §6

Producer is not responsible for loss, flaw or damage of the product for other reasons that caused by inner defects.

### §7

Buyer is obliged, personally or through any person authorised in writing, to proceed to receive windows and doors quantitatively and qualitatively in presence of Producer or its representative, which should be confirmed with an appropriate RECEPTION CARD signed by both sides.

### §8

- Warranty ceases to be valid if:
  - the windows have been arbitrary modified
  - any kind of bars or safety systems, referred in section 3 p. 15, have been attached directly to the elements of windows and doors
  - the warranty card does not contain the date of purchase, stamp and signature of the saler
  - any corrections have been done in the warranty card by unauthorised persons.

### §9

Warranty expires within the time limits determined in section 2. BUYER loses his rights resulting of the present warranty at any time in case when windows and doors are installed, used or maintained contrary to the PRODUCER's guides.

Warranty for the consumption goods bought does not exclude, restrain nor suspend buyer's rights resulting of its nonconformity with the contract.

### §10

Producer is not responsible for other damages or losses not covered by the present warranty rights (payment of compensations and refund of supplementary costs are excluded).

## INSTALLATION OF WINDOWS IN THE WALL

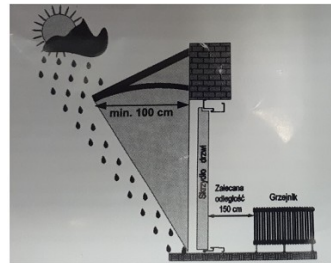
Fixing spacing: The fixing points must be arranged in such a way that free transfer of forces to the building elements is guaranteed. As a rule, the distance between the individual fastening points on stiffened profiles should not exceed 700 mm. The distance from the corners, fixed and movable post should not exceed 100 mm - measured from the inner corner. The resulting distance from the outer edge of the corner to the first fixing point is approx. 150 mm. As a rule, schematic sketches apply for the arrangement of fasteners. Additional fixings are necessary in special cases. When it comes to compensating for displacements between the window and the mounting frame (due to temperature changes), it should be taken into account in the frame construction that the connection gaps between the building element and the mounting frame are completely freed from the need to transfer layered displacements. Therefore, the rule should be adopted that the expansion gap (gap between the frame and the wall) cannot be smaller than 10 mm and should not exceed 30 mm per side.

### Fixing with mounting anchors:

The wall anchor is inserted into the place provided for it in the outer side of the frame. It is fixed at intervals of 700 mm, with the outer fixing points approximately 100 mm (for white windows) and 200 mm (for colored windows) from the internal corners. The mounting anchor is fixed to the frame with a self-drilling screw to the steel reinforcement of the window. When the anchors are installed, the window is inserted into the opening in the wall. Before that, leveling blocks are placed in the corners. Then the window is set exactly vertically and horizontally using a spirit level and immobilized with wooden wedges. With glazed windows, check the proper functioning of the sashes. If the window is positioned correctly, the anchors are fixed to the wall. A screw connection with 8 mm dowels is recommended. The wooden wedges used for fastening can be reused.

The windows produced by Białostocka Fabryka Okien are characterized by high quality and careful workmanship. With proper installation of windows, adjustment may not be necessary. Adjustment may be necessary after installing the sash when it rubs against the window frame and after the windows settle down (usually about 2 weeks). The windows that you own are equipped with high-class envelope fittings. To protect them from premature wear, they should be maintained regularly. All movable elements and places of cooperation of fitting elements should be oiled / lubricated with appropriate agents at least once a year, and elements of catches should be cleaned with a clean brush. Failure to comply with the above recommendations may result in faulty operation of the window fittings and thus void the warranty. The above inspection of window fittings (oiling / lubrication) can be performed by the Manufacturer's service for a fee. In addition, to maintain the efficiency and reliability of the window function for many years and to ensure safety of use, the following instructions must be strictly observed.

## PROTECTION OF DOORS MOUNTED OUTSIDE THE BUILDING



The roof must protrude at least 100 cm from the outer plane of the leaf. At the door wider than the outline of the open leaf. It is also advisable to install side shielding walls. Appropriate roofing significantly affects the extension of the attractive appearance of the door and failure-free operation of the locks.

### OTHER RECOMMENDATIONS:

The use of modern woodwork keeps heat and water vapor in the room. This may cause the phenomenon of water vapor condensation on the glass from the inside of the room. The way to avoid this is to ventilate the rooms for a short time, intensively, or to use the micro-ventilation function, which will allow the replacement of moist air with dry air. During ventilation, the heating should be turned off, but the temperature inside the rooms should not drop below +15°C.

**CONDITIONS OF ROOM VENTILATION** Contemporary PVC carpentry in order to increase the standard of room, requires appropriate service. PVC carpentry. It characterizes a good quality tightness, that is why after the installation of product in the building without proper ventilation, the possibility of air circulation disappears by closed window (by this time, the function of bleed air system has been done by the draughty PVC carpentry). In order to provide the necessary air circulation needed to obtain suitable warmth comfort of the room, there has to be fresh air provided. It can be done by: Ventilation of thr room, three – four times a day for about 10 minutes (necessarily in the morning), unsealing the tilt and turn sash, to locate the handle in the transitional position – between the tilt and turn function or by using proper fresh air ventilators. Interpenetration of air by the slit of closed windows is called infiltration. Too big ventilation causes the loos of warmth and too small prevents a proper ventilation. The most meaningful factor of accurate functioning ventilation is relative air humidity.

It is advised to bring out from 30 % to 50 % . In case of ineffective ventilation we meet with precipitate increase of humidity, what is caused by e.g. cooking, cleaning, washing, bath, watering the plants, etc. That is the reason why the humidity increases as a result of water vapor's penetration from the outside, but mainly because of abovementioned humidity sources which appear in the room.

The most dangerous phenomenon is the condensation of water's vapor on the windows and walls. Especially risky are the rooms with low temperature, where the effect of freezing in extreme circumstances may appear.

In those rooms besides providing the ventilation, there has to be raised the interior temperature and enforced the air movement by the cold walls and windows.

There's a need to remember, that the condensation of water's vapor on the window or wall depends from the following factors:

- temperature inside the room beside the septurn (window, wall),
  - temperature outside the room beside the septurn,
  - relative humidity of water's vapor in the room,
  - value of factor of warmth infiltration "U", which is the constant value characterizing it's thermal isolation.
- Theoretical values of "U" factors for PVC carpentry elements are following:  
- for PVC profile 2.0 – 1.3  
- double glazed packet with THERMOFLOAT coat: 1.3- 1.0 W/m2\*K  
- triple glazed packet with THERMOFLOAT coat: 0.5, ~ 0,7 W/m2\*K

## GLASS PACKAGE STANDARDS:

No.	defect type	occurrence of a defect in the mounting glass unit		
		Up to 1 square meter	From 1 square meter up to 2	From 2 square meters
1	Water marks in the form of foreign inclusions	unacceptable	unacceptable	unacceptable
2	Point and line defects in the form of abrasions, dusting and granulations (dustiness)	unacceptable acceptable 2 elements of size 0.2 mm (diameter 0.2 mm), in the whole unit up to 3 mm in size, not clustered	unacceptable acceptable 2 elements of size 0.2 mm (diameter 0.2 mm), in the whole unit up to 5 mm in size, not clustered	unacceptable acceptable 4 elements of size 0.2 mm (diameter 0.2 mm), in the whole unit, not clustered
3	Linear defects in the form of scratches	unacceptable acceptable 1 or 2 scratches of length up to 40 mm and a maximum thickness of a single track up to 0.2 mm, or the edge length scratches up to 20 mm long	unacceptable acceptable 1 or 2 scratches of length up to 40 mm and a maximum thickness of a single track up to 0.2 mm, or the edge length scratches up to 20 mm long	unacceptable acceptable up to a total length of up to 50 mm and a maximum length of a single track up to 0.2 mm, or the edge length scratches up to 20 mm long
4	Defects in the form of marks and chips at the edges	unacceptable up to 2 mm of size not clustered	unacceptable up to 2 mm of size not clustered	unacceptable single ones up to 3 mm in size are allowed

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