

**Cleaning and maintenance of PVC profiles**

For cleaning PVC window and door frames, the usual cleaning agents that do not leave scratches or abrasion of the glass and frames, such as soapsuds, dishwashing liquid etc. should be used. PVC frames can be best cleaned, coated and protected by using a special cleaning agent which is part of the AJM maintenance and cleaning set. This cleaning set can be purchased at AJM, their authorized representative and servicing workshop. Sprinkle the special cleaning agent over a white cloth, apply it evenly over the PVC framework and let it dry. Wipe the frame subsequently with a nearly dry or damp cloth.

**Cleaning and maintenance of aluminium profiles**

- Clean with clean water with a small amount of neutral or slightly alkaline detergent with a soft, not rough cloth.
- During cleaning, the ALU elements must be cold (max. 25°C).
- Also cleaning agents must only be applied in a cold state (max. 25°C).
- Do not use steam cleaning devices.
- Do not use any acidic or highly alkaline cleaning agents or scourers that could affect the aluminium.
- Do not use rough, abrasive cleaning agents (abrasive cleaning).
- Do not use any organic solvents containing esters, ketones, alcohol, aromatic agents, glycol ethers or halogenated hydrocarbons.
- Do not use cleaning agents whose composition is unknown.

**Cleaning and maintenance of wooden profiles**

Builders' joinery made of oiled larch timber must be oiled at least once per year in order to ensure its appropriate appearance and to protect the timber. Prior to varnishing and oiling, protect the hardware. For cleaning, only mild, non-abrasive cleaning agents may be used. Varnish, oils and maintenance sets for renewed varnishing or coating can be ordered from the company AJM okna-vrata-senčila d.o.o.

**Protection and maintenance of seals**

The seals are made of the most advanced materials; however, these are also exposed to the natural ageing of the material, as any other element in nature. By maintaining the seals correctly, you can extend their lifetime and flexibility which consequently means a better sealing ability as far as draught and water impermeability are concerned. So take care that the seals are kept clean at all times and that they properly fit the rabbets. At least once per year, the seals must be oiled with glycerine and special grease that are part of the AJM maintenance and cleaning set which can be purchased at the company's headquarters.

**Water and condensate draining**

On the outside of each window frame, holes for draining water and condensate from the room can be found between the rabbet and the middle window seal. The water drainage system can only work properly if the holes are clean and unblocked. The water drainage holes can be best reached from the inside by opening the window sash. The holes can be seen in the bottom of the window frame. The holes need to be occasionally cleaned.

**Hardware**

Your elements are equipped with state-of-the-art and technically highly sophisticated hardware. During opening and closing, this hardware and their components are exposed to an increased amount of wear and tear of the material which is in accordance with the certifications and regulations. Apply a special non-acidic grease to all the flexible hardware components so that they will be easier to handle. We advise you to apply grease to the hardware at least twice per year. This special oil is also part of the AJM cleaning set which can be purchased at the company's headquarters.

**Protective foil**

The foil is meant exclusively for the protection of the profiles against transportation damage and damage occurring during the installation of the windows and doors. **It is not meant as protection in the event of subsequent construction work, and must be removed at least 14 days after the installation.**

**Repairs and claims contact:**

02/655 04 02,

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# Warranty

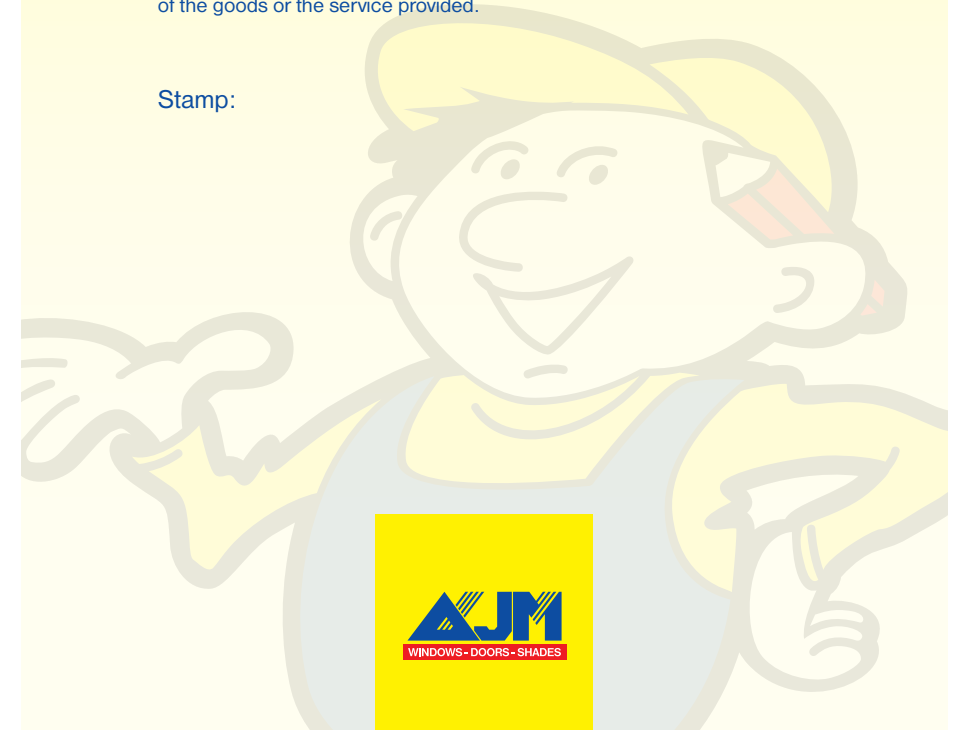
For the products stated in the contract or in the

invoice number: \_\_\_\_\_, issued on: \_\_\_\_\_,

in (place) \_\_\_\_\_.

The date of the invoice is the date of the issue of the goods or the service provided.

Stamp:



# Warranty

## I. Warranty statement

- The manufacturing company AJM okna-vrata-senčila d.o.o. or the seller (hereinafter referred to as the "warrantor") warrants that the products in its product range shall function faultlessly.
- The warranty covers the territory of the Republic of Slovenia.
- The warranty shall not preclude the consumer's rights arising from the warrantor's responsibility for the faults of goods.
- The date of the delivery of the goods is labelled on the first page of the warranty.
- Data identifying the goods are stated on the invoice.
- The warrantor warrants to eliminate any errors in the material or the manufacture of the product free of charge within the warranty period in no more than 45 days after the repairs claim submission. The product shall, in accordance with this warranty statement and the legislative provisions be replaced, if necessary.
- The warranty binds the warrantor under the conditions stated in the warranty statement as well as under the conditions stated by the warrantor in their advertisement.
- In case of a repair of a product under warranty, the warranty period shall be extended for the same period of days that the repair procedure lasted. The extension of the warranty shall be claimed on the basis of the repairs documentation from which the duration of the repairs is evident.
- The warrantor is liable for the maintenance of the product, the spare parts and the additional equipment in accordance with the provisions of the relevant legislation.
- For the replaced product or a replaced essential part of the product, the warrantor shall issue a new warranty statement.
- If it is established that the product does not meet the warranty terms, the warrantor shall charge the customer the costs arising from the unjustifiable warranty claim.
- The warrantor shall cover the delivery costs not exceeding the costs of public transportation (postal services). The warranty is transferable and is not bound to the first owner.

## II. Warranty period

The warrantor warrants for the characteristics and faultless operation within the warranty period which starts to run when the goods are delivered to the end user. The product can comprise a number of different components for which different warranty periods may apply.

### AJM 10-year warranty:

- against changes in colour, outside cracks and water im-

- permeability on the windowsills TOPALIT,
- against changes in colour, outside cracks and water impermeability on the windowsills AZUR,
- against changes in colour and outside cracks on white profiles of windows and doors made of plastic or coated with an aluminium foil on one or both sides,
- against changes in colour on aluminium profiles (plastic-coated and anodised),
- against condensation between windows with insulation glass; the warranty EXCLUDES interference effects (optical rainbow-like layers in glass), anisotropy (spots or stripes in tempered glass), and the wetting ability of the glass (prints of manufacturing rolls, handles, labels etc.) The Rodenberg door fillings are an exception.

### AJM 5-year warranty:

- against changes in colour, outside cracks on the door profiles made of plastic by the manufacturer Rodenberg,
- against changes in colour and outside cracks on the white profiles of windows and doors made of plastic or coated with an aluminium foil on one or both sides by the manufacturer Rodenberg,
- against rusting and for the faultless functioning of the door and window hardware in accordance with the maintenance instructions,\*
- for the faultless functioning and long-term use of the whole window and door in accordance with the guidelines and the user manual (the warranty applies for window and door installations carried out by an AJM expert or their approved fitters only).\*

### AJM 3-year warranty:

- against changes in colour and outside cracks on aluminium decorative sash bars (the warranty does not apply to smaller irregularities at the cross connections and to rattling of the glass and bars).
- on wooden builders' joinery (the warranty applies for window and door installations carried out by an AJM expert or their approved fitters only).\*\*\*\*

### AJM 2-year warranty:

- against changes in colour and outside cracks on aluminium powder-coated or anodised profiles of windows and doors,\*
- against changes in colour and outside cracks on aluminium powder-coated or anodised outside cover profiles of windows and doors \*
- for the faultless operation and long-term use of window coverings (roller blinds, shutters, Venetian blinds), in accordance with the guidelines and the user manual (the warranty applies to window coverings' installations carried out by an AJM expert or their approved fitters only), \*
- against changes in colour and outside cracks on components of aluminium coverings on one or both sides.\*

- against outside cracks on components of the plastic roller blinds (lamelas),\*
- on the external construction work (silicone application, external masonry works etc.).

### AJM 1-year warranty:

- against changes in colour and outside cracks on the plastic components of windows and doors (hinge cover caps, condensate water draining plugs),
- against changes in colour and outside cracks on windowsills,\*\*
- against rusting on window handles and pulls, in the event that there is no mechanical damage,\*\*\*
- for the faultless operation of electric devices and their component parts,
- for all other AJM products that are not stated above,
- on wooden builders' joinery (when the installation **IS NOT** carried out by AJM or their approved fitters).\*\*\*\*

### Note

- \* The warranty DOES NOT apply for metal, aluminium, plastic-coated or anodised profiles and hardware and their components which are located in a room or an area with a higher concentration of salt in the air.
- \*\* The warranty DOES NOT apply for windowsills made of natural stone and plastic material and their component parts which are located in a room or an area with a higher concentration of salt in the air.
- \*\*\* Mechanical damage may occur by using the handle or pull, by a sharp object (e.g. a ring on the finger etc.).
- \*\*\*\* The warranty on the surface protection of the builders' joinery is valid if the customer applies a cleaning agent (AJM-WOOD), a cleaning coating followed by a protection agent (AJM-WOOD) at least once per year (best in the summer). All mechanical damage must be restored immediately following the same pattern as the first application. The warranty is not valid for builders' joinery varnished with a colourless (maple) lasure coating or oil as they do not contain any pigments which would protect wood from UV radiation. The treatment of products with a colourless end lasure coating or oil is only possible on the customers' own responsibility and at their own risk and is not included in the warranty. The warranty also excludes builders' joinery varnished in extremely dark shades. After the customer has purchased unvarnished products they must apply a surface protection immediately or no later than two months after the installation.

## III. Warranty claim

- The warranty is only valid with the original invoice and a confirmed warranty statement.
- When making a warranty claim, it is obligatory to state the invoice number or the number of any other document (delivery note, offer) on the basis of which the product

that is the subject of the repairs claim can be unambiguously determined.

## IV. The warranty does not cover

- The warranty does not cover normal wear and tear of the product.
- Mechanical damage (e.g. damage from sharp objects, blows etc.).
- Faults or damage resulting from the wrongful use of the product or from using the product contrary to the warrantor's user manual.
- Faults due to factors that are beyond the reasonable scope of the warrantor.
- Faults due to using or connecting the product with any other product of other manufacturers or providers.
- Faults resulting from the use of the product in a manner different from what was foreseen.

**The warranty is not valid if the product was opened, modified or repaired by others than the approved fitters.**

**Furthermore, the warranty is not valid if the data on the warranty statement or the invoice has been altered or modified.**

## Maintenance and cleaning instructions for AJM builders' joinery

The builders' joinery and their components are exposed to wear and tear, so their maintenance is necessary in order to ensure their proper functioning. In addition to regular cleaning, the maintenance of windows and doors includes regular checks and the application of protective coatings. Cleaning must be carried out on the glass as well as on the profile surfaces. Thus, a nice appearance can be ensured and the lifetime of the entire product extended.

The removal of greasy, oily or sooty substances can be performed using non-aromatic carbohydrates. The same applies for glue, silicon rubber, adhesive or similar tapes. Immediate removal is necessary. The maximum action time of these cleaning agents must not exceed one hour. If necessary, the cleaning process can be repeated after 24 hours.

Before continuing with the construction work where plaster, façade and other materials can come into contact with the builders' joinery, the customer must protect the latter accordingly with quality material. Otherwise, chemical reactions affecting the appearance and the quality of windows may result. The types of timber such as larch and oak are especially sensitive and can be affected by a strong change in the surface colour.

**After the installation of the product, the building will need regular airing, especially due to the drying of the plaster, screeds etc. A longer exposure to damp can cause damage to the windows and doors.**