

# Care & Maintenance

For your Windows & Doors





# Congratulations

on purchasing one of Australia's most respected aluminium windows and doors.

Remember that a very simple regular maintenance program 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 door and window 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, threshold drains and all drain holes as part of your ongoing maintenance program.

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## WINDOW & DOOR INSTALLATION

When installing windows and doors it is critical that all installation and flashing takes place in accordance with the National Construction Code (NCC) and manufacturer's documentation. For more information regarding product installation speak to your window or door representative.

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## PHOTOGRAPHY

Cover  
**KV House**  
Architect: Turner.  
Photography: Brett Boardman

Above  
**Courtyard House**  
Architect: Figr.  
Photography: Tom Blachford

# Cleaning Your Windows & Doors

External window and door frames should be washed with clean water. If the product is exposed to salt air or industrial pollutants it should be washed at least every three (3) months. In rural areas where normally there is very little contaminated moisture, you may not need to clean your aluminium joinery more than every six (6) months. In particularly harsh locations such as beachfronts, severe marine environments or areas of high industrial pollution, cleaning should occur monthly.

Aluminium requires only minimal maintenance but, like your motor car, the finish may deteriorate if dirt collects on the surface and is allowed to remain unwashed over a period of time. This is because dirt absorbs moisture present in the atmosphere.

To clean aluminium, use the mildest treatment you can to produce satisfactory results. First with warm water and soap or detergent; or for anodised material try solvent cleaners (e.g. kerosene, turpentine, white spirit) or non-etching chemical cleaners or a wax-based polish cleaner. Please note, solvent based cleaners should never be used on powder coated surfaces or hardware. Keep sills free from dirt and grit and ensure that the weep slots in the window and door tracks are clear to allow maximum drainage.

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## NAME PLATES + IDENTIFICATION PLATES

Please leave name plates, part numbers and rating labels on products for future reference. A permanent performance label is a requirement of the NCC in all states.

If your windows are fitted with a BAL40 or SAFE4KIDS™ compliance label, it is critical you follow the instructions on these labels for window repairing and maintenance.

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## CLEANING GLASS

To clean clear float or toughened glass simply wipe over the surface with a few drops of methylated spirits on a damp cloth and then polish the surface dry with a lint-free cloth. Ensure that all cleaning cloths are free of any abrasive substances. Avoid causing extreme temperature changes as this may lead to thermal fracture of the glass (do not direct hot or cold water onto glass). For coated, laminated or tinted glass such as speciality or Low-E glass refer to the glass manufacturer's website for specific cleaning instructions.

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## FlowTHRU™ DRAINS

If your product is installed with a FlowTHRU™ drain, we recommend removing the grate and clearing the channel and outlet every three (3) months. Stainless Steel should be washed down every six (6) months and every three (3) months in marine and industrial environments.

# Caring for your Hardware

Regular maintenance is required for all hardware, even stainless steel, as they are moving parts. In most environments maintenance is recommended every six (6) months and every three (3) months in marine and industrial environments.

Hangers, pivots and brackets should be given a light spray of a corrosion preventative (such as lanolin spray or dry silicone) followed by a light wipe with a dry cloth to remove excess. Exposed surfaces should first be wiped down with warm soapy water and a soft rag, and then rinsed clean before applying preventative.

Visible surfaces of hinges should be wiped down with warm soapy water on a soft rag and then rinsed off by wiping with a clean damp rag. Application of a thin film of light machine oil or one of the previously mentioned corrosion preventative sprays will help maintain the original lustre of the metal finish. Ensure not to get these compounds on any timberwork or finished extrusions as staining may occur.

Drop bolts should be sprayed with a lubricant such as those mentioned previously at the sliding pin inside the bolt and to the lock cylinder. A tube attached to the nozzle will help to concentrate the spray where you want it to go.

Stainless steel hardware also needs regular cleaning. It is resistant to rust but 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.

Roller tracks must be kept free of dirt and grime to ensure the continued smooth operation of sliding or bi-fold windows and doors.

# Surface Finishing

## WARRANTIES

The powder coat finish on Vantage® and Elevate™ joinery is supplied by market leaders Dulux Powder Coatings and Interpon. AWS offers comprehensive warranties on the finish of your Vantage® and Elevate™ joinery for your peace of mind. Depending on your colour choice, you will benefit from warranty cover ranging from a minimum of 10 years. Please consult your AWS fabricator to obtain details of the warranty terms and conditions for the powder coat finish you have selected.

Anodising warranties vary based upon supplier, a minimum of AA25 anodising must be specified in coastal environments. Please consult your AWS fabricator for details of the warranty terms and conditions for the finish you have selected.

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## CARE & MAINTENANCE

Like any other painted surface, powder coated aluminium performs at its best when it is properly cared for. Keeping the surface free from pollutants and environmental contaminants will give you the maximum benefit and long-lasting performance from your powder coated surface. This is particularly important in harsh locations such as beachfronts, severe marine environments or areas of high industrial pollution.

## RECOMMENDED CLEANING

A gentle clean with a soft brush and mild detergent, followed by a fresh water rinse, will maintain the long-term performance of your powder coated products. In rural or normal urban environments, cleaning should occur every six (6) months. In particularly harsh locations such as beachfronts, severe marine environments or areas of high industrial pollution, cleaning should occur every three (3) months. Do not use strong solvents, abrasive cleaning products or any product recommended for thinning paints. If you need to remove splashed paint, sealants or mastics from your powder coated products, use white spirits, Carry out cleaning in shade and during cooler temperatures using a soft cloth and gentle wiping only.

We recommend that prior to using any cleaning agent on your windows or doors, you test a small non-visible area of your powder coated product to ensure that no visual colour change or damage will occur. Ask your fabricator for the care and maintenance information specific to your product choice.

## Warranty

Architectural Window Systems Pty Ltd is a member of the Australian Glass and Window Association and as such complies with an Industry Code of Conduct designed to protect consumers.

AWS fabricators are inspected by independent third party NATA accredited auditors to validate that the window and door products examined have been manufactured to the relevant Australian Standards and the legislative requirements of the National Construction Code of Australia.

## 6 Year Guarantee

Guarantee additional to legal rights. This Guarantee is provided in addition to any warranty or guarantee imposed by law and in particular the guarantees implied by the Competition and Consumer Act 2010 (Cth). In no way does this Guarantee seek to exclude or limit any right or remedy you have in law. However, to the extent that is permitted by law any other warranties or guarantees are excluded. For the purpose of this warranty "the product" means a window or door product ordinarily manufactured and sold by

the manufacturer.

Subject to the conditions and limitations below, fabricators of AWS window systems guarantee that their products are of acceptable quality and free of any defect caused by the manufacturer.

## Limitations

This warranty does not apply to:

- a) Moving parts such as rollers.
- b) Parts supplied by other manufacturers as separate components and where such components are warranted or guaranteed by its manufacturer or supplier those guarantees or warranties whether express or implied are assigned to whom the goods are supplied;
- c) Cosmetic damage;
- d) Damage caused by accident, misuse, transport, installation or any external cause.
- e) Failure to install, use and operate the product in a way that is not in accordance with the manufacturer's instructions, good building practice, relevant building

standards or a use for which the product has not been designed or recommended by the manufacturer.

- f) Service work that is carried out by other than the manufacturer or its authorised agents.
- g) Damage caused by corrosion due to environmental conditions.

## Warranty Claims

Should you wish to make a claim under this guarantee you are required to first notify the manufacturer. Other than as provided by law the manufacture will repair or replace the product to the extent that it is functionally equivalent to the product supplied. Where a product has been repaired or replaced this warranty shall apply to the repaired or replaced product for the balance of the period provided by this guarantee.

FOR MAINTENANCE & WARRANTY ENQUIRIES, PLEASE CONTACT:



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