

# Perfect Windows and Doors – Product Warranty & Care Guide

## 1. Warranty Overview

Perfect Windows and Doors warrants its uPVC windows and doors to be free from defects in materials and workmanship under normal use and service for the following durations:

Product Component	Warranty Period
uPVC Frames & Sashes	10 years from delivery to site
Insulated Glass Units	10 years from delivery to site against seal failure and visual obstruction
Hardware	3 years from delivery to site on operability and corrosion resistance

*This warranty is provided in addition to any rights under the Australian Consumer Law.*

## 2. Warranty Conditions

*This warranty is valid only if:*

- Products are installed in accordance with Australian Glass & Window Association (**AGWA**) Installation Guidelines
- Products are maintained as per the care instructions outlined below
- No unauthorized modifications or repairs have been made

### Exclusions:

- Cosmetic damage
- Damage due to misuse, accidents, or environmental factors

- Normal wear and tear (e.g. finish discoloration on hardware)
- Glass breakage due to impact or thermal stress unless covered by specific glass warranties
- Improper installation
- Failure to follow care and maintenance instructions or neglect
- Visual defects must be visible from a normal viewing position — 1.5m for materials or components and 3m for glass

### 3. Care & Maintenance Instructions

#### uPVC Frames

- Clean with soft cloths using mild soap and water; avoid abrasive cleaners or solvents
- Inspect seals and gaskets annually for wear and have replaced as necessary
- Lubricate moving parts with silicone-based lubricant every 6 months, removing any built-up dirt or grime

#### Glass Units

- Use only soft cloths and non-abrasive cleaners
- Avoid high-pressure hoses or steam cleaning
- Do not use acidic or alkaline cleaners on coated glass surfaces

#### Hardware

- Clean with a damp cloth; avoid acidic cleaners
- Lubricate pivot points and locking mechanisms annually
- Ensure no obstructions in sash movement
- Inspect for corrosion or wear annually

- Lubricate every 6 months with non-corrosive lubricant, removing any built-up dirt and grime
- Avoid excessive force or misuse

#### Additional Instructions for Coastal Conditions:

- Rinse external surfaces with fresh water monthly to remove salt deposits
- Apply corrosion-resistant lubricant to hardware every 3 months
- Inspect for signs of corrosion or salt buildup regularly

## 4. Installation Requirements

*To maintain warranty validity, installation must comply with:*

- AGWA Guide to Correct Installation of Windows and Doors
- Use of screw fixings with hardened plastic packing at 450mm centres (300mm for hinged sashes)
- Continuous support beneath sills on slabs or floors
- Proper flashing and sealing as per AGWA standards

## 5. Warranty Claims

*To make a claim, please provide:*

- Proof of purchase
- Installation details
- Description and photos of the issue

**Claims can be submitted via:**

**Email:** [warranty@perfectwindows.com.au](mailto:warranty@perfectwindows.com.au)

**Phone:** (03) 5342 6900