



## Warranty Details

Climateframe Double Glazing commits to providing warranty backup and support for all supplied window and door products.

The guarantee periods listed below are subject to strict compliance with all listed limitations and conditions.

### Product Guarantees

1. UPVC frames are guaranteed for colour and durability for **10 years** from the first date of installation.
2. Aluminium frames are guaranteed for colour and durability for **10 years** from the first date of installation.
3. Insulated glass units are manufactured and supplied to Climateframe Double Glazing by non-related third-party companies. Product guarantees are provided in accordance with the glass suppliers standard warranty durations and conditions. Glass imperfections and scratches will be rectified if the issue falls outside acceptable Australian Standard guidelines (AS/NZ 4667:2000) AND is reported within 30 days of installation.
4. Climateframe Double Glazing sources hardware from various suppliers within Australia. Product guarantees are provided in accordance with the suppliers' standard warranty durations and conditions.  
In the event hardware is not covered by the suppliers' warranty, Climateframe Double Glazing will cover a period of **2 years**.

### Limitations and Conditions

1. Supply only warranties are strictly restricted to providing replacement faulty components only, at the original point of sale. On site installation and replacement is the customers responsibility unless the entire frame is returned to our workshop facilities.

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2. The above product guarantees are conditional based on full compliance with Climateframe Double Glazing's care and maintenance instructions.
3. Climateframe's Double Glazing's warranty and guarantees are void if any of the following situations or conditions occur:
  - a) After market tint film is installed to any insulated glass unit.
  - b) The product is subject to abnormal conditions including fire, excess temperature, regular exposure to bore water or an extreme weather event exceeding the design criteria.
  - c) Any products subjected to modification, damage because of abuse, misuse or neglect.
  - d) Products exposed to corrosive solutions or cleaning agents or brick cleaning acids.

### **Warranty Claims**

Warranty claims must be submitted within 1 week of the product defect arising.

Warranty claims must be submitted to the following:

Operations Coordinator via email **admin1@climateframe.com.au**