

## WARRANTY TERMS

Eko-Okna S.A. as a manufacturer provides the quality warranty for the period of 5 years for doors and 2 years for windows from the purchase date provided that installation has been carried out correctly and using according to the attached cleaning and maintenance instruction. The list of products under the warranty is included in the invoice.

### THE WARRANTY COVERS:

- durability and colour of profiles and durability of structural joining places,
- preserving the functions and performance efficiency of fittings,
- tightness of insulated glass.

### THE WARRANTY DOES NOT COVER:

- adjusting fittings and maintenance of windows,
- condensation on the outside and inside parts of the panes and breaking panes that occurred during their using,
- irrelevant defects (which do not influence the value in use of a window).

Most of window fittings are made of metal elements and therefore they are prone to rust and corrosion.

In order to avoid them it is necessary at least once a year to maintain and apply machine oil.

After this deadline the warranty will not be accepted. **The Eko-Okna is not responsible for a window defects resulting from faulty instalation.** The warranty for installation is provided by the installation company that is also responsible for proper adjustment of windows. The warranty service covers fixing relevant defects in the shortest possible time and not longer than 30 days from the date of accepting the complaint. This deadline can be modified after speaking and making arrangements with a customer. Before a service arrives we kindly request to remove all additional elements from the window (e.g. blinds, roller shutters) that were not delivered with the window.

**ANY OUTSIDE DAMAGE OF PANES AND PROFILES MUST BE REPORTED UP TO 14 DAYS FROM THE DATE OF PURCHASE!**



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PLACE OF INSTALLATION \_\_\_\_\_

PRODUCTION ORDER NO. \_\_\_\_\_

INVOICE NO. \_\_\_\_\_

DATE OF SALE \_\_\_\_\_

## THE INSTRUCTION OF CLEANING AND MAINTENANCE

PVC profiles can be cleaned with washing-up liquid. You must not use alcohol, thinner or solvents for varnishes. Scrubbing cleaners are not recommended for use in this case. The sets for maintaining windows include cleaners for profiles, maintaining fittings and gaskets.

### MAINTENANCE OF THE WINDOWS:

Regular maintenance of the windows is absolutely necessary in order to ensure the value in use of a window for a long time. Therefore, it is necessary to carry out on a regular basis (once a year) the following maintenance works: check how moveable parts of a window work, maintain fittings, check the tightness between a sash and a frame, maintain the sealing, check the drainage systems and if it is necessary clean holes and check the screws that secure the window.

### MAINTENANCE OF THE GASKETS AND SEALING:

The gaskets in the window is of great importance: they protect the inside against water, wind and cold. That is why, they must be used and maintained properly. They cannot be cleaned with the use of chemicals that influence their properties, elasticity and adhering evenly to the profile. After each cleaning it is necessary to maintain the sealing, which prevents among other its flattening, sticking the gaskets to the moveable parts of a window or breaking.

### MAINTENANCE OF THE FITTINGS:

Most of window fittings are made of metal elements and therefore they are prone to rust and corrosion. In order to avoid them it is necessary at least once a year to maintain and apply machine oil.

**THE WARRANTY PERIOD SHALL START ON THE DAY OF PAYING THE TOTAL PAYMENT FOR THE ORDER. YOU MUST ATTACH THE PHOTO TO THE WARRANTY CLAIM ESPECIALLY IN CASE OF DAMAGE AND INCOMPATIBILITY WITH THE ORDER**

The warranty claim must be delivered to the point of purchase. The claim is not a reason for suspending the payment for the window joinery items. The unpaid products are not subject to the warranty. The responsibility of a manufacturer under the warranty is limited to the value of a purchased items. The warranty does not include or restrict the entitlements of a buyer in accordance with the Civil Code and resulting from the inconsistency of the items with the contract.

Stamp and signature of the selling person

\*The warranty document must be filled in by a selling person

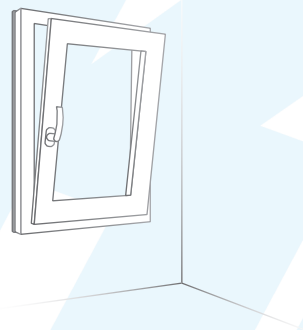
**The warranty card is not valid without a stamp and signature of a selling person.**

## CAUTION!!!

If a water vapour appears on your new windows, it means that they are too hermetic. The microclimate that occurs in the rooms causes 'sweating' of panes, window frames and other window elements. It results from condensation on surfaces that have been cooled down from the outside. Regular airing of rooms eliminates condensation. Rooms should be aired for short periods of time but frequently. The best solution is to open all the windows in order to exchange the air completely. Airing should certainly be repeated according to the needs. Leaving a window sash ajar is usually insufficient.



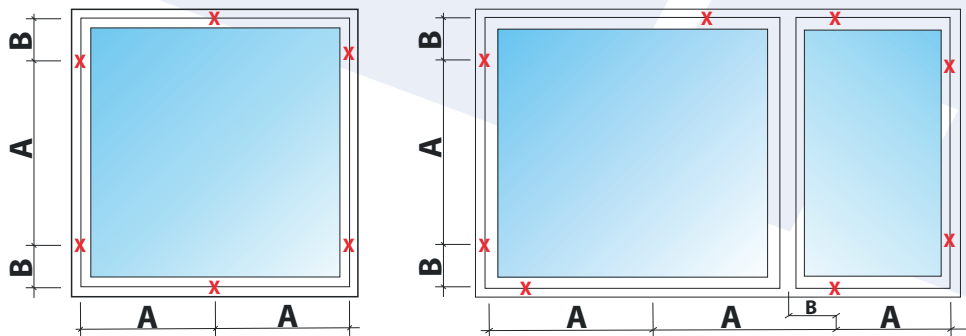
**WE RECOMMEND SHORT  
INTENSE AIRING AND/OR**



**CONSTANT AIRING EXCLUDING  
THE HEATING SEASON**

## INSTALLATION INSTRUCTIONS

Fixings must be placed in a way that ensures transferring the forces on the frame. The spacing between fixings prevents the frame from deformation.



A – the maximum dimensions between anchors (screws) up to 700 mm

B – the distance from the internal angle (corner) of the frame or the axis of the mullion - about 150 mm

## INSTALLATION INSTRUCTIONS

Prior to installation window sashes must be removed from the frames and it is necessary to check carefully if the outer dimensions of the window will fit into the dimensions of the window opening (the opening width in the wall must be bigger by at least 20 mm and up to 30 mm than the window width and the height by at least 35 mm and up to 50 mm higher than the height of the window). The next step is to clean carefully the place of attaching the frames, then set the frames on the wall on the carrying blocks in such a way that between the wall and the frame there was some mounting clearance. The frames are preliminarily fixed in the wall with the use of wedges. The frame should be wedged on its corners. Wedging a frame in the middle of its height may lead to bending its elements. **It is necessary to ensure the straightness of the frame rails.**

With the use of a spirit level, set window frames in their exact vertical and horizontal position and then with the use of a tape measure set the diagonals. The allowed differences between the diagonals cannot be bigger than 2 mm for the length of 2m and 3 mm above 2m. In case of larger windows, and especially while installing balcony doors and door frames, it is necessary to use horizontal and vertical sprags. It will secure the frame elements against possible deformation due to the use of the foam. The frames can be fixed permanently in the wall with the use of installation screws, dowels or anchors. In case of installing the frame with the anchors, it is necessary to fix them in the frame before inserting it into the window opening. Installing anchors: put anchors on the frame, press inside the first hook and the second one, then fix these parts with screws to the frame. Adjust properly the whole arm of the anchor. Finally, attach the anchor to the wall with the screw and expansion bolts.

Make holes for dowels after setting the frame in the wall. Then attach screws. After the installation: check if the window is well set in its vertical and horizontal position, if it is set in the line with other windows and check all the dowels and screws, remove auxiliary elements and clean the hole.

Put on the window sash and check if it works properly. In case of joined windows e.g. a balcony with a window or two windows in a set before levelling. It is necessary to join them with each other with the use of screws or a properly selected joiner H or in case of large windows – a stative joiner with a steel reinforcement. The window sets joined with a stative joiner require in order to ensure proper stiffness of the window structure in the wall of the window opening. Keep the distance of around 10-15 mm between the frontal surface of the frame profile and the reveals (the wall). The remaining clearance should be filled with a resilient material that is water-proof or with a sealing tape.

The gap between the window and the wall on the outer side of the room must be filled in carefully with insulation material. For this purpose flexible polyurethane foam is the best solution. When the foam is dry, remove any excess with a sharp knife to make it even with the edge of the frame. The next step is to make the internal insulation, the finishing of the joining place of the window and the wall, which means plastering from the outside and inside.

### Terms for accepting the warranty claim.

The warranty claim should be sent in a written or electronic form (the relevant form of the Eko-Okna company) and delivered to the point of purchase or sent by e-mail to: [serwis@ekookna.pl](mailto:serwis@ekookna.pl) - from the complaint form.