

wunderbar

Enhanced living with
architecturally designed
windows and doors



6 Year Guarantee

In addition to your statutory rights, Wunderbar will repair or replace any windows and doors that are defective due to faulty workmanship or materials for 6 years from the date of delivery

1 Year Moving Parts Guarantee

Wunderbar will replace any moving part that wears out as part of normal use at any time within 1 year from the date of delivery

Please read the **Terms and Conditions** enclosed



WUNDERBAR
ALUMINIUM PRODUCTS
1A OSBURN STREET WODONGA VIC 3690

Comprehensive showroom with full size working products on display
Open Monday – Friday 8am - 5pm or visit www.wunderbar.com.au
Ph: 0260 578888 Fax: 0260 242803



Terms and Conditions

1. The product is installed in accordance with the relevant Australian Standards and building practice. Unless otherwise specifically confirmed in writing, Wunderbar accepts no responsibility for waterproofing and / or re-sealing of penetrations and such remains the responsibility of others.
2. The product has been maintained according to Wunderbar's maintenance recommendations.
3. The product has not been subject to misuse, physical abuse, accident, damage in transport, incorrect installation or neglect.
4. In respect of insect and safety screens, this guarantee is void if;
 - a) the product has not been fabricated by Wunderbar Aluminium Products;
 - b) the product has not been fitted by Wunderbar's personnel or nominated installers.
5. Manufacturing standards and tolerances are not deemed defects, nor are industry variations in the colour of aluminium componentry.
6. Wunderbar accepts no responsibility for glass breakage (except for faulty workmanship or materials). Toughened glass, float glass, laminated glass, and mirror glass is guaranteed against defects for one (1) year.
7. Unless otherwise specifically confirmed in writing Wunderbar accepts no responsibility for anodising and/or powder-coating materials used as a surface finish, and such where provided are subject to the providers/manufacturers standard warranty.
8. Moving parts, where applicable, which wear out as part of normal use are guaranteed for one (1) year.
9. This guarantee is limited to the repair or replacement of the faulty products at the company's discretion but does not extend to the installation or refurbishing of a replacement product or any other consequential or indirect damage incurred as a result of the defect.
10. Only repairs carried out by Wunderbar personnel or authorised agents are covered by this guarantee.
11. Claims under this guarantee must be made within one month of the defect arising in the product. 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. Copies of documentation showing the purchase date of the product should be included with your written claim and forwarded to Wunderbar's office. Postal address: Wunderbar Aluminium Products, P.O. Box 302 Wodonga VIC 3689, Phone: 0260 578 888, email: sales@wunderbar.com.au
12. This guarantee is in addition to all other rights and remedies in respect of this product to which you are entitled under the Trade Practices Act and other similar State and Territory laws.
13. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.





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Maintenance recommendations

Maintenance of Powder Coated Finishes

- Cleaning is desirable if the fine finish of powder coating is to be preserved. Deterioration of the coating occurs mainly as a result of grime deposition and attack by contaminated moisture, which in a coastal environment contains chlorides and sulphur compounds.
- Deposited grime absorbs contaminated moisture like a sponge and holds it against the powder-coated surface. This permits the attack to proceed thereby damaging the coating, which cannot be restored without removal.
- Regular cleaning is desirable; the frequency depending on accessibility and the severity of the environment.
- In a rural atmosphere, where grime deposition and pollution of the atmosphere are at a minimum, cleaning may not be needed more frequently than every six (6) months.
- In industrial and marine environments, more frequent cleaning (eg. Monthly) is necessary and the maximum period between cleaning should never be more than three (3) months.
- Under the worst conditions involving heavy grime deposition and atmospheric pollution by both sulphur compounds and chlorines, even more cleaning is advisable if deterioration of the coating is to be prevented.
- As a general rule, it should be assumed that with outdoor applications, powder coated aluminium should be cleaned with the same frequency as windows, using non-abrasive mild detergent solution. Thoroughly rinse the surfaces after cleaning to remove all residues.

Maintenance of Glass

- All glass surfaces should be kept clean by prompt removal of all dirt.
- Clean water should be used and in some instances the additive of a small amount of mild detergent may be of some benefit.
- Thoroughly wash off any detergent residue with clean water.
- **DO NOT** under any circumstances use any form of abrasive cleaner as this may cause damage to the glass.

Maintenance of Glass cont.

- Lightly sponge off any stubborn dirt being careful not to scratch glass.
- Special Instructions for Comfort Plus glass, Sunergy Glass and other Low-E coated glass products**
- The special coating on these types of glass give the product improved thermal insulation and does require different cleaning than ordinary non-coated glass. These guidelines are recommended for the most appropriate hand cleaning.
 - Running the clean palm of your hand across the surfaces of the glass will indicate that the coated side is more resistant or less smooth than the non-coated side. The coated side will be on the interior side of the building. The non-coated side can be cleaned in the same fashion as ordinary glass.
 - When cleaning, remove jewellery and watches; use only soft, clean cloth, free from grit. Flood the glass surface with the cleaning solution – see following recommended products. **DO NOT** use abrasive cleaning agents, and any products with ammonia or alcohol base are not recommended, as they tend to leave visible streaks.
 - Rub the wetted surface with the clean cloth, (do not use a squeegee, razor blade, steel wool, metallic or abrasive object), then wipe dry with clean, and dry, lint free towel or cloth.
- Recommended Cleaning Products:**
- Windex Multi-Surface Cleaner (clear, no colour) or Mr Muscle Surface and Glass (clear, no colour).
 - A mixture of one part vinegar with ten parts water.

Maintenance of Hardware

- General periodic maintenance is required on all hardware supplied such as locks, hinges, catches, closers and the like.
- External finish of all hardware must be kept clean by removing any harmful residue (especially salt spray) from the surface using a non-abrasive cleaning agent.
- Internal working of locks, catches etc, should be kept on good working order by applying a light spray of lubricant similar to WD40 or RP7. Care should be taken to ensure that any finished surface (e.g. paint etc) in close proximity to hardware being maintained is well protected to avoid damage to the finish.





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Maintenance recommendations

Maintenance of Window and Door Rollers

- Remove the sliding panel of the product from the inside of the house. With the window or door partly open, lift the sliding panel up into the head while tilting the bottom of the panel towards you, out over the sill. Slide the panel downwards to remove it from the frame.
- Use a vacuum cleaner with a narrow nozzle to clean the track thoroughly.
- Use a soft rag and water mixed with mild detergent to wipe the track and rollers.
- It is important that rollers are cleaned 3-4 times a year.

Maintenance of Window and Door Tracks

- Ensure weep slots in the window and door tracks are clear to allow maximum drainage. Keep tracks and sash openings clean and free of leaves and other debris that can damage rollers and tracks.

Maintenance of Insect and Safety Screens

- Clean screens 3-4 times a year.
- Remove the screens (as per instructions).
- Hose the screen down thoroughly if water regulations permit, dip a soft nylon brush into the bucket of water and gently brush the screen.
- Hose or wipe down screen well with clean water.
- Allow the screen to dry before replacing in the window or door.

Removing Wunderbar's Insect screens from Sliding Windows

- Firstly, remove the sliding panel of the window from the inside of the house (as per instructions on maintenance of rollers section,).
- Lift the screen up into the head then tilt the bottom towards you, out over the sill.
- Replace by reversing the above sequence.
- **DO NOT** attempt to remove Wunderbar's sliding window screens from the outside or remove them with the sliding panel still in the window.

Removing Wunderbar's Insect or Safety screens from Sliding or Stacker Doors

- Firstly, turn the adjustment screw near the bottom of the screen frame anti clockwise.
- Then standing outside, lift the screen up into the head / top while tilting the bottom of the panel towards you, out over the door track. Slide the panel downwards to remove it from the frame.
- Replace by reversing the sequence.
- **DO NOT** attempt to remove Wunderbar's door screens from the inside.

