

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

Phone: (03) 5342 6900