

# WARRANTY CARD

of production order No .....  
issued by the Warrantor, dated .....



registered office: 00-807 Warsaw, Aleje Jerozolimskie 100  
production plant: 16-070 Choroszcz, ul Mickiewicza 76

## § 1. General Provisions

1. Whenever the warranty card refers to:

- a) Warrantor or Producer - it shall mean ABAKUS OKNA spółka z ograniczoną odpowiedzialnością with its registered office in Warsaw (address: 00-807 Warsaw, Al. Jerozolimskie 100, Production Plant in Choroszcz, 16-070 Choroszcz, ul. Mickiewicza 76) registered in the Register of Entrepreneurs of the National Court Register under KRS No 0001049335, NIP (Tax Identification Number) 5252465853, REGON (National Business Registry Number) 142076177, fully paid-up share capital of PLN 400,000,
  - b) warranty - it shall be construed to mean the Warrantor's obligation under the warranty declaration included in this warranty card,
  - c) warranty card - it shall be construed to mean this document that includes the Warrantor's warranty declaration, the contents of which is provided on paper together with the Product, as well as available at [www.abakus-okna.com.pl](http://www.abakus-okna.com.pl),
  - d) Buyer - it shall be construed to mean the economic entity or consumer purchasing the Product,
  - e) Seller or point of sale - it shall be construed to mean the economic entity through which the Products are purchased,
  - f) Product - it shall be construed to mean the goods available in the Warrantor's commercial offer (PVC and ALU system windows and doors) produced by the Warrantor in the course of its business activity, save for the goods referred to in § 5(2)(k),
  - g) Warrantee - it shall be construed to mean the owner of the warranted Product.
2. The rights and obligations of the Warrantor and the Buyer have been laid down pursuant to the provisions of the Civil Code and the Consumer Rights Act.
  3. Should any problem or question arise, please contact in the first instance the points of sale where the Product has been purchased.
  4. Should the sold item not be in conformity with the agreement, the Buyer shall be entitled to legal remedies on the part and at the expense of the Seller of the Product. These remedies shall not be affected by this warranty (Article 577<sup>1</sup> § 2(1) of the Civil Code).
  5. This warranty shall neither preclude, limit or suspend the rights of the Buyer who is a consumer, arising from the provisions on non-conformity of goods with the agreement
  6. The Warrantor shall have the right to make technological changes to the Product that do not affect its operation.
  7. Should there be an unjustified warranty claim, the Buyer shall bear all the resulting costs.
  8. The Product should be installed line with the installation instructions and guidelines of the Building Research Institute.

## § 2. Term of Warranty

1. The warranty term shall be:
  - a) 5 years - for rectangular PVC windows,
  - b) 2 years - for non-rectangular PVC windows, ALU windows and doors as well as external, wicket, sliding, HS and SLIDE doors in PVC and ALU.
2. The warranty period shall commence, in each of the instances referred to in section 1, from the date:
  - a) of the handing over of the subject matter of the warranty to the Seller (point of sale) - in case of purchase through this Seller (point of sale) or
  - b) of the handing over of the subject matter of the warranty to the Buyer - in the case of direct purchase from the Warrantor.

3. As far as section 2(a) is concerned, the Seller (point of sale) shall notify the Buyer of the date of the handing over of the subject matter of the warranty and the number of the production order - in documentary form.
4. The Seller (point of sale), irrespective of this warranty, shall be entitled to provide its own sales warranty under the terms and conditions set out in a separate document.

## § 3. Warranty Coverage

1. The warranty shall cover the entire territory of Poland.
2. The Warrantor shall grant a warranty for Products properly employed, installed and used in line with the instructions contained in the warranty card.
3. The warranty shall cover defects in the goods caused during production or resulting from defects in the material from which the subject matter of the warranty is made.
4. The Warrantor undertakes to repair the defective goods or, as soon as repair is not possible, to reduce the price of the goods or replace them with a brand new one.
5. Under the warranty provided, the Warrantor shall be liable up to the purchase value of the subject matter of the warranty.

## § 4. Reporting Warranty Claim and Processing Times

1. Should the Buyer wish to exercise its rights under the warranty, it shall report any defects in the Product in writing **within 14 (fourteen) days** of the date on which the defect in question has been discovered, or else its rights under the warranty shall be forfeited (warranty claim).
2. The complaint report should include:
  - a) order number (production order),
  - b) a detailed description of the defect with photographic (or video) documentation of the Product being complained about,
  - c) indication that the complaint is lodged under the warranty provided by the Producer - for the case referred to in section 3(c).
3. A warranty claim can be lodged:
  - a) by e-mail to [reklamacje@abakus-okna.com.pl](mailto:reklamacje@abakus-okna.com.pl) or
  - b) by post to the following address: Abakus Okna Sp. z o.o. 16 – 070 Choroszcz, ul Mickiewicza 76 or
  - c) through a point of sale.
4. The Warrantor shall review the reasonableness of the warranty claim within 14 business days following the date on which the Warrantor has received the warranty claim and made the subject matter of the warranty available by issuing a decision on whether or not to acknowledge the Warrantor's liability. The mere fact that the Warrantor undertakes actions or activities to examine the claimed Product and to verify the reasonableness of the warranty claim shall not constitute an acknowledgement of the complaint or an acknowledgement of the claim, nor shall it preclude the Warrantor from asserting that the complaint has been disregarded or that the Warranty has expired.
5. The Warrantee shall provide the Warrantor with free access to the Product so as to verify its condition and for the purpose of repairing it, or replacing it with a brand new one, or otherwise making it fit for use in line with its normal purpose whenever the Warrantor considers the warranty claim to be reasonable. Should the Warrantee refuse to make the Product available to the Warrantor for the purpose indicated in the first sentence, the warranty claim shall be left unprocessed.

6. Defects in the Product covered by the warranty shall be rectified within 21 business days following the date of the Warrantor's decision to acknowledge liability for defects in the Product covered by the warranty claim.

7. In justified cases, the time limits indicated in sections 4 and 6 may be extended, and the Warrantor shall notify the claimant thereof in writing (by e-mail or post).

8. Whenever the Warrantee is the consumer, the repair or replacement of the Product shall be carried out in accordance with the conditions set out in Article 43d of the *Consumer Rights Act of 30 May 2014*, as per the legal status in force as at the date of the handing over of the Product by the Warrantor.

## § 5. EXCLUSIONS OF WARRANTY COVERAGE

### 1. The warranty shall not cover defects and faults in the Product caused by:

- structural alterations, repairs or other interference with the Product by persons not authorised by the Warrantor,
- misuse and unintended use of the product,
- exposure to external agents such as fire, salts, alkalis, acids, and other chemical substances,
- natural disasters,
- use of parts from other producers,
- fitting of blinds or shutters when the window frame or sash is broken,
- installation not in conformity with best construction practice or technical standards appropriate to the place of installation, including the instructions indicated in this warranty card,
- use of cleaning agents which have a detrimental effect on the coating of PVC and aluminium profiles, fittings, glazing and gaskets, causing scratches or pitting.

### 2. Warranties shall not cover:

- adjustment and maintenance of the fittings arising from the operation of the windows,
- mechanical damage caused by improper transport or self-installation,
- glazing defects permitted by current standards (current EN1279 standard),
- mechanical damage to glazing, cracks in the glazing caused by operation,
- components subject to natural wear and tear,
- defects and damage causing a price reduction,
- defects and shortcomings in quantity and quality other than those noted on the "Certificate of Acceptance for PVC and ALU Joinery" during acceptance of the joinery, e.g. scratches on the profile, glazing unit, cracks, dents,
- condensation of water vapour on the outside of the glazing unit,
- frosting of glazing units in the vicinity of the muntins or water vapour scouring on the surface of the glazing unit along the line of the muntins,
- deflection and vibration of the internal glazing muntins,
- defects left invisible after installation and having no effect on the product's value in use, e.g. scratches on the door frame,
- differences in the shades of double glazing units in orders carried out in stages, continuations or complaints,
- products manufactured contrary to technological standards at the request and responsibility of the Customer, e.g. out-of-size structures, use of improper connectors, lack of division of the glass surface by structural cross-bars, use of reinforcements or glazing of improper thickness.

## OPERATING, CARE AND MAINTENANCE INSTRUCTIONS

### 1. Maintenance and Operation of the Windows:

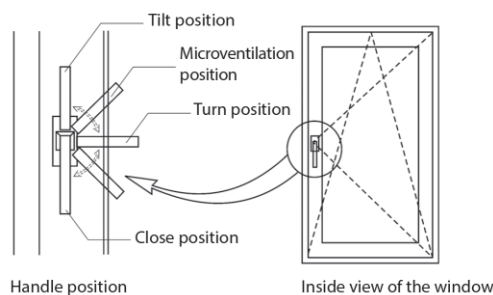
- until installation, the windows should be stored away from direct sunlight and in such a way that they are not exposed to damage,
- protective films from profiles and stickers from glazing units must be removed no later than 3 months from the date of sale by ABAKUS OKNA - whatever their installation time,
- dirt on the window frames should be cleaned using lukewarm water with a combination of gentle household cleaners or products designed for cleaning window frames. Please do not use scouring powders, wire brushes or chemicals with aggressive ingredients, as these have an adverse effect on the surface of the window frames,
- gaskets require no maintenance, they can be oiled with Vaseline. In the event of mechanical damage, the gasket must be replaced with a brand new one.

### 2. Fitting

1. Maintenance: The windows produced by ABAKUS OKNA are furnished with ROTO NX fittings of the finest quality. This stands for high operating comfort, functional reliability and wear resistance. The smooth operation of the envelope mechanism of the fittings is best checked simply by moving the window handle.

### 3. Operation of window and HS door features with handle

#### a. Tilt&Turn windows:



### NOTE!!!

The above diagram refers to Tilt&Turn sashes. As regards Turn-Only sashes, please do not turn the handle beyond the opening position (90° upwards from the closing position), otherwise the fitting and the window may be damaged. The smooth operation of the fitting's envelope mechanism can be improved by lubricating, oiling or adjusting the fittings.

#### b. HS patio doors:

Lifting and moving the sliding sash

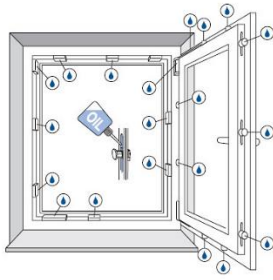


Lowering the sliding sash, closed position



### Lubrication and technical inspection

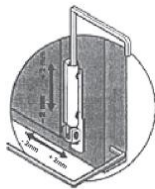
Systematic lubrication and oiling\* (at least 1 x a year) of all crucial – from the point of view of functioning – elements of the sash and frame fittings guarantees smooth operation of ROTO NX fittings and protects them from premature wear and tear.



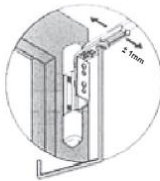
\* Please use lubricant or machine oil free of resins and acids, available from specialised dealers. The smooth operation of the fitting's envelope mechanism can be improved by lubricating, oiling or adjusting the fittings. Never use aggressive cleaning agents containing acids. If you use these, you may damage the fittings!

### 5. Adjustment

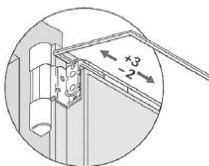
1. The first adjustment is advisable immediately after the installation of the windows.
2. Prior to adjustment, make sure that the screw connections are secure and, if necessary, tighten loosened screws immediately or replace broken screws.
3. For ROTO fitting, there is an option for adjustment as shown in the drawing:



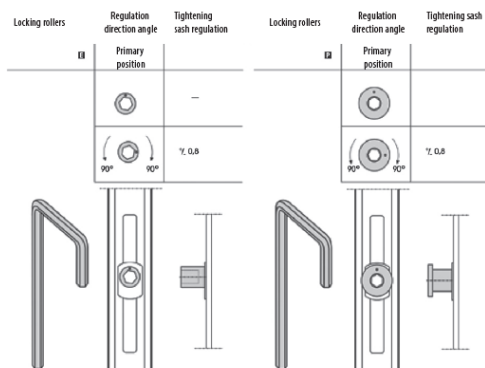
a. Adjustment of the wing position  
- up and down



- right / left



### Adjustment of locking rollers



### 6. Climatic conditions of rooms with installed PVC window joinery

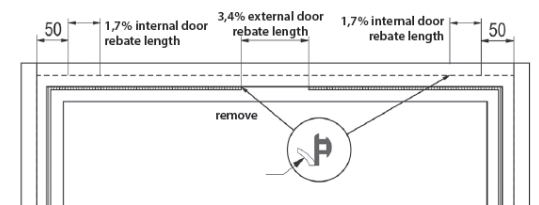
The use of state-of-the-art joinery keeps heat and water vapour in the room. This can result in condensation on the glazing on the inside of the room. This can be prevented by brief and intensive ventilation of the rooms or by using the micro tilt function (micro ventilation), which enables the exchange of damp air for dry air. While ventilating, the heating should be switched off, although the indoor temperature must not fall below 15°C. In order to provide the required air exchange to achieve adequate indoor thermal comfort, there should be an influx of fresh air.

This can be done by:

- airing the room three or four times a day for about 10 minutes (necessarily in the morning),
- unsealing of the Tilt&Turn sash (ROTO NX fitting) by setting the handle in the unsealing position,
- applying independent fresh air diffusers to control the penetration of air through the closing and opening gaps,
- the required amount of air that should be exchanged in the room in 1 hour is determined by PN-83/B-03430.
- kitchens with gas cookers 70m<sup>3</sup>/hour,
- living areas 30m<sup>3</sup>/hour per person,
- for windows installed in rooms having no other air inflow than through windows, the windows must be unsealed as shown in the drawing.

The most reliable indicator of properly functioning ventilation is relative humidity. It is advisable that it ranges from 40% to 60%. If ventilation is ineffective, then there is a rapid increase in humidity, which is caused, among other things, by cooking, washing, washing, bathing, etc. Hence, the humidity in the room increases not due to the ingress of water vapour from outside, but mainly from the listed sources of humidity in the room.

The most dangerous factor is condensation of water vapour on windows and walls. Those rooms exposed to low temperatures are particularly vulnerable, where, in extreme cases, there may even be frostbite.



In these rooms, as well as providing ventilation, it is essential to increase the internal temperature and force air movement against cold walls and windows. Please bear in mind that condensation of water vapour on a window or wall relies on the following factors:

- the room temperature at the partition (window, wall),
- the temperature outside the room at the partition,
- the relative humidity of the vapour at the partition,
- the value of the transmission coefficient K, which is a constant value that characterises its thermal insulation. The fogging effect on the glazing on the room side is by no means a defect, but merely a physical effect, while the condensation effect does not signify a defect, rather it confirms the high quality of the insulating glazing.

## INSTALLATION INSTRUCTIONS

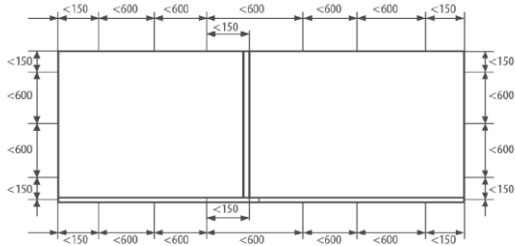
Prior to installing a window, you should bear in mind a few essential rules, the observance of which guarantees proper operation of the window and your full satisfaction with the purchase and its use.

Fixing the windows to the frame can be done in two ways: with anchors and with dowels.

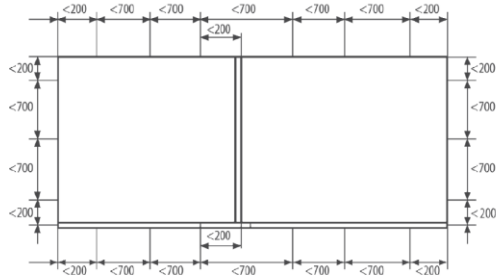
1. Between the window frame and the opening into which the window is to be installed, there must be a so-called assembly clearance of 10-20 mm on each side of the window. The maximum gap between the window frame and jamb must not exceed 40 mm. Failure to adhere to this tolerance may result in the warping of a frame placed into a window opening that is too tight, or in the case of a larger gap, an unsound fit.

2. Fixing of anchors or dowels:

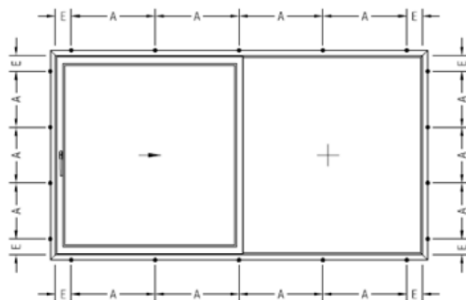
a. in white and aluminium windows, the distance of the anchors from the corners of the upper and lower window is approx. 150 mm, with a counterpart spacing of 600 mm



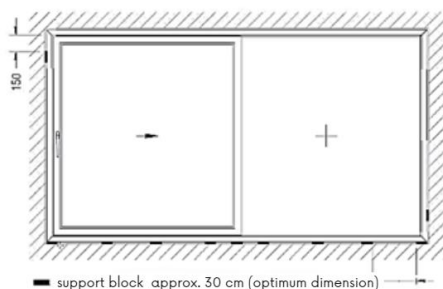
b. in a coloured window, the distance from the corners of the window is approx. 200 mm, with a counterpart spacing of 700 mm



c. HS and Slide - installation on dowels only

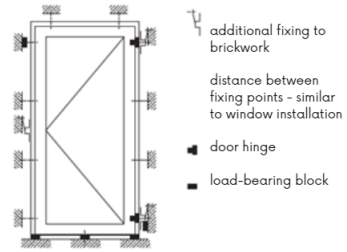


- fixing points
- A - distance between fixing points approx. 700 mm
- E - distance from inside corner approx. 150 mm



Installation with dowels along the perimeter. Dowel spacing as for window installation.

d. exterior doors



e. each anchor must be mechanically fixed to the window frame and with two screws to the jamb,

f. as regards PSK Lift&Slide doors, the running rail must be fitted with a support.

3. When fitted into the brickwork, the frame must be plumb and level, with a possible deviation of 1 mm per metre of frame length, but no more than 3 mm over its entire length.

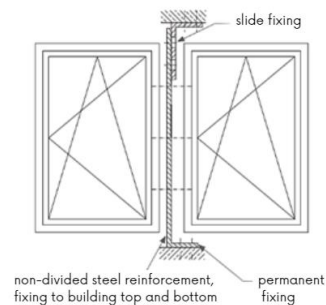
4. The discrepancy in the length of the diagonals must not exceed 3 mm.

5. The frame may not be fitted deeper than 5 mm against the wall face.

6. In case of using a wall extension with a face height of more than 60 mm, it must be fitted into the brickwork by means of brackets in accordance with the static requirements.

7. When installing a set of windows, it is advisable for the mutual bonding to be carried out in at least 3 points.

8. The steel reinforcement used from the connectors to join the windows into sets must be fitted into the building structure. This installation must not be permanent and must have a sliding mount to compensate for movements inherent in the building.



9. When sealing gaps with installation foam, it is essential to fill all spaces between the window and the wall with it thoroughly, while at the same time ensuring that the frame is not deformed. Similarly, when the wedges are removed, the resulting holes are also filled with foam.

10. Where window reveals are present, it is advisable to leave an expansion gap filled with installation foam.

11. When fixing external window sills, it is necessary to ensure that drainage holes are not obstructed.

12. To prevent malfunctions caused by blockage (rubbing of the fittings), it is necessary to ensure that no parts are contaminated with cement, lime, or mortar residues.

13. Foams used for filling connections must not react chemically or give off harmful substances.

### NOTE!!!

The information presented above constitutes general installation guidelines recommended by ABAKUS OKNA Sp. z o. o., which are part of Instruction 421 ITB - Technical Conditions for the Execution and Acceptance of Construction Work, Part B: Finishing Works, Book 6: Installation of Windows and Balcony Doors - which is the exclusive reference document as ABAKUS OKNA installation instructions.