

Maintenance Guide.



For your LuxWin Windows and Doors

Time to Double Up: Double the durability
Double the efficiency
Double the performance

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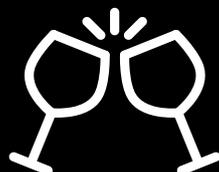


Congratulations.

on purchasing one of Western Australia's most respected
Double Glazed Aluminium Windows & Doors!

Your new LuxWin Windows and Doors are designed to meet high performance standards, including our ten (10) year structural warranty. However to ensure your LuxWin products remain in perfect condition and function accordingly, regular care and maintenance needs to be performed.

Please follow the below simple care and maintenance tips to guarantee you get the most out of your LuxWin products for many years to come.





Powder Coating.

Aluminium requires only minimal maintenance but a powder coated finish may deteriorate if a build-up of dirt and grime remains on the frame for a period of time. Regular cleaning is essential to preserve the maintenance of your windows and doors and decrease the damage to the hardware.

Benefits of Powder Coating

- Durable
- High Quality Finish
- Resistance to corrosion
- Versatile – large choice of colours to match the character of your business/home.
- Bonus protection, prolonging the life of the metal

Cleaning Frequency

How regularly you clean your window & door frames, glass, security screens and hardware depends on your home/business location.

Below are some guidelines to follow:

Environment	Frequency	Description
Rural/Surburban Environment	Maximum period between cleaning is 6 months. We recommend every 3 months.	Minimal atmospheric pollution. Regular maintenance will help to prevent gradual deterioration.
Coastal Environment	Maximum period between cleaning is 3 months. We recommend every month..	Windows & Doors within 15km of coastline, rivers or close proximity to a swimming pool have a higher risk of salt damage and corrosion.
Industrial Environment	Maximum period between cleaning is 1 month. We recommend every 3-4 weeks.	Heavy atmospheric pollution. Exposure to heavy grime will quickly cause visible deterioration to your frames.

How to Clean Aluminium Powder Coated Frames.



Step 1: Remove any items of jewellery such as rings, bracelets and watches. Gloves are always recommended.



Step 2: Start with warm water and a pH-neutral soap or mild household detergent. Never use harsh chemicals or solvent based cleaners as these harsher solutions can damage the finish and will void your warranty.



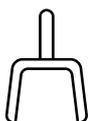
Step 3: LuxWin recommend a soft, clean sponge or cloth to wash your aluminium frames. Abrasive cleaners such as steel wool, sand paper or scourers should never be used and will cause damage/scratching to the coating.



LuxWin Tip: For stubborn stains use only recommended solvents (eg, isopropyl alcohol or methylated spirits) on the affected area and rinse with clean water. Do not use other aggressive solvents.



Step 4: Once finished cleaning, surfaces should be thoroughly rinsed with clean water to remove all residues.



Step 5: Even if you don't open your windows, dirt, sand, dead insects, dust and even pet hair will still find a way into your tracks and sills. Each of these can cause damage and affect the way your windows open and close. If the dirt/dust is loose you can use a small vacuum cleaner attachment or we recommend first wiping the track with a dry microfiber cloth followed by a spray of warm soapy water and wiped down with a soft cloth. Repeat as necessary until dirt is removed. Finish with a light spray of silicone based lubricant (found in all hardware stores).



LuxWin Tip: Avoid spraying silicone lubricant directly onto the window. It could create a greasy mess on the frame and if the lubricant gets onto the glass, it could leave a permanent mark.



Step 6: Ensure weep holes in the window and door tracks are kept clear to allow for maximum drainage.

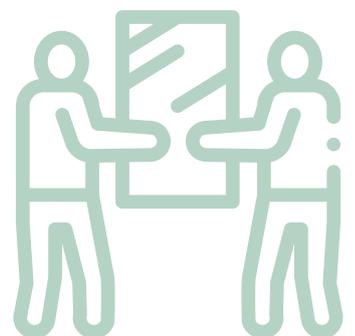


Standard Glass.

Maintaining Standard Glass

Glass care is extremely important as the build-up of dirt and grime can damage and reduce the visibility of light transmission. Below are a few helpful LuxWin tips to help maintain the performance and aesthetic value of your glass.

- Avoid abrasive, powder based cleaners and scouring pads. Harsh materials should not be used to clean your glass
- The more time you wait between washing your glass, the harder the glass will be to get clean. Regular maintenance is always recommended.
- At no point in time should your glass be hit with the full force of a hose nozzle or high pressure cleaner. The full force of water can get under your frame and potentially damage your window gaskets or sealed joints.
- Removing paint or heavy stains with a blade or sharp object can cause severe damage to your glass.
- Don't allow any water or cleaning materials to remain in contact with the glass, frame, sealants or gaskets. If left they can cause deterioration to the window components over time.



How to Clean Standard Glass.



Step 1. Clean you glass preferably on a dry, cloudy day. This may seem surprising as you can obviously see dirt and grime a lot better with sunlight. The sun, however can prematurely dry your window washing solution/fluid, leaving residue and streaks. If you want that glorious streak free shine we recommend a cloudy day.



Step 2. Before you begin cleaning remove any items of jewellery such as rings, bracelets and watches. Gloves are always recommended.



Step 3. Cleaning products: We recommend distilled white vinegar, an effective, streak free, eco-savvy glass cleaner. Pour 1 cup of distilled white vinegar into a spray bottle, filling the remainder of your spray bottle with clean water.

Chemical based cleaners can corrode the surface of the glass, as can ammonia or alcohol based cleaners.



Step 4. If dirt and dust is loose simply wipe down glass surface with a microfiber cloth. If it has been a while since you last cleaned your glass we recommend you soak the surface with clean water, this will loosen any deeper deposits or dirt. Do this before applying the recommended cleaning agent.



Step 5. Spray your cleaning product either directly onto the glass surface or your cloth. We recommend you wash the wetted surface with a lint-free cloth or towel and then lightly sponge off any leftover dirt.



Step 6. Once you have finished washing, the glass should be thoroughly rinsed with clean water to remove any cleaning residue.

Don't allow any water or cleaning materials to remain in contact with the glass, frame, sealants or gaskets. If left they can cause deterioration to the window components over time.



Step 7. Polish the surface dry by wiping down with a clean lint-free cloth. Apply light pressure being careful not to scratch the surface of the glass.



LuxWin Tip: To remove any residue from the corners of the glass we recommend using small cotton swabs, they are the perfect size and do the job.



Step 8. To remove any paint spots on the glass use a solvent or graffiti removal solution. Make sure any solvent based cleaners do not come into contact with the powder coated aluminium frames or hardware.

Do NOT use any abrasive objects on the glass surface, such as razor blades, steel wool or scourers.

Note: Ensure all cleaning cloths are free of any abrasive substances.



Corrosion Maintenance.

Aluminium windows and doors are the ultimate choice for superb visual appeal, low maintenance, energy efficiency and resistance to the harshest of weather conditions and although they do not rust they do corrode, why? Elements and Environments;

Homes within coastal areas (beaches & estuaries), industrially congested areas, polluted areas and homes subjected to chlorine vapour (swimming pools) require regular maintenance and cleaning.

Cleaning Frequency

Environment	Elements	Maintenance
Suburban/Metropolitan Environment	Heavy Rain & Moisture Light Traffic	Semi-annual cleaning is necessary, we recommend every 4-6 months.
Coastal/Marine Environments	Salt Particles Chlorine Vapour Strong Winds	More frequent cleaning is necessary, we recommend every 3 months.
Industrial/ Manufacturing Environment	Sulphur Particles Heavy Traffic	Monthly cleaning is advisable to prevent deterioration.



Security Screen Maintenance.

LuxWin Security Screens feature a high quality, extremely durable, weather resistant finish. Like all fixtures within your home, regular maintenance is required to maintain the original appearance and function of your screen.

1. Consider your Location

The location you live in will establish how frequently you need to clean your LuxWin Security Screens. The three (3) biggest factors being climate, traffic and level of pollution within your environment.

2. Use the right Cleaning Products

We recommend using a small amount of mild household detergent, a soft sponge or cloth and clean lukewarm water.

Do NOT use any abrasive type cleaning agents such as Ajax, they will cause surface scratches and damage the finish of your LuxWin Security Screens.

Cleaning Frequency

Environment	Description	Frequency
Mild	Suburban areas, away from heavy traffic and industrial sites.	Every 6 months
Moderate	Industrial/Manufacturing areas with heavy pollution.	Every 2-3 months
Extreme	Coastal areas within 10km of beaches, rives, estuaries and swimming pools.	Every 2-4 weeks



Hardware Maintenance.

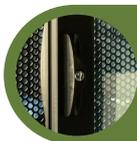
To ensure your LuxWin products continue to work well, it is very important to inspect and clean all hardware and moving parts (i.e. handles, catches, rollers and hinges).

- To maintain the inner workings of your locks, handles and catches give them a light spray of silicone based lubricant. Cleaning and lubrication help to maintain smooth operation of all moveable parts but make sure when spraying your lubricant that it does not come into direct contact with the finished surface of the product.
- Check the external finish of all hardware are kept clean by removing any harmful residue, such as salt spray. To remove, spray a non-abrasive cleaning agent, such as Inox (found in all hardware stores) onto a soft cloth and wipe down.
- Rollers will either be of an axle design or pre-greased, meaning they don't require any lubrication.
- All tracks and sills must be kept clear of dirt, debris and other matter which can cause damage and restrict the proper function of your rollers, guides and drop bolts.
- Weepholes must be kept clear to allow maximum drainage. If your weepholes get blocked it can cause the water to fill your window door track.

Hardware Suppliers:



HOPO[®]
DOOR AND WINDOW HARDWARE



CP Doric

WARRANTY

The extent of our warranty is limited to defects arising from unsound workmanship or defective materials for a period of ten (10) years from the date of final installation, subject to the following conditions:

Moving parts and associated hardware which are subject to wear as part of standard use are guaranteed for a period of two (2) years from the above specified date.

The products must be installed and maintained in accordance with LuxWin Windows installation and maintenance recommendations; and relevant Australian Standards (www.standards.org.au).

The customer must not attempt any correctional work to allegedly faulty products without first obtaining written consent from LuxWin Windows to do so.

LUXWIN WINDOWS WARRANTY DOES NOT COVER:

Products that have not been maintained in accordance with the Care and Maintenance instructions specified by LuxWin Windows.

Products have been used other than for the purposes for which they were designed

Products have been subjected to abuse, misuse or neglect.

Colour variations and discolouration that may occur with powder coated or anodised finishes.

Products have been subject to abnormal conditions, including environment, temperature, water, fire, humidity, pressure, stress or similar.

The alleged defect in the product has arisen due to the customer's failure to install, use and maintain the Product in accordance with LuxWin Windows Care and Maintenance recommendations or the National Construction Code.

Products subjected to corrosive environments.

To the extent permitted by Law, any consequential loss arising from a defective or faulty Products supplied by LuxWin Windows.

LuxWin Windows accepts no responsibility for glass breakages once instalment has finished, for example thermal cracking or spontaneous glass breakage. Glass breakages caused by unsound workmanship or faulty materials are the exception.

LuxWin Windows assumes no liability for damage to whole of product, for example abrasive cleaning agents or brick cleaning acids.

WARRANTY REQUIREMENTS

Aftermarket Tinting: Any aftermarket tinting applied to your LuxWin Windows glass will void your glass warranty. Applying a non-compatible film can cause thermal stress damage to the seals or glass. Bear in mind that the glass may feel hotter to touch rather than cooler as it's stopping the unwanted heat at the window.

We recommend tint film be supplied by an accredited tinter, aligned to the Window Film Association. Check the product warranty that the film extends to the glass that the film is being applied to.

Cleaning agents: the use of any non-approved cleaning product or abrasive cleaning agent can cause damage to the surface of you aluminium windows and doors. Using either of these against the recommendations of this information pack will void your warranty on the finish.



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