

Product Documentation

Sales Order Number _____

Customer Name _____

Project Date _____

Customer Signature _____

By signing this document, I acknowledge that I have received the relevant information regarding the cleaning, maintenance and warranty of the product, as stated below.

- Hardware Care and Maintenance Documentation
- Paint Care and Maintenance Documentation
- Glass Care and Maintenance Documentation
- Product Warranty Documentation

1.0 Read before Installation

1.1 Upon delivery of products, inspect for quality, confirm all shipped as orders, store in a dry, cool, upright and clean location until installation. Areas of concern should be photographed, documented and reported to Alumatherm within 48 hours of delivery.

1.2 All windows and doors must be installed **SQUARE, LEVEL AND PLUMB**. Refer to AAMA 2400-10 installations instructions. Refer to AAMA 609 & 610-10 for cleaning instructions. Copies are available upon request.

1.3 Stucco, concrete, and plasterboard materials or dust left on frames, glass, and hardware will damage these surfaces. Remove all materials from surfaces before any damage takes place or malfunction occurs.

1.4 Protection During Construction

Upon installation, each product should be cleaned and covered with protective material that will not harm the glass or the finish.

Contact:

(510) 463-0301

Sales@Alumatherm.us

2.0 Cleaning Frequency

- a. Procedure 1 - Every 3 months (Require if within 3 miles of salt water)
- b. Procedure 2 - Every 6 months (Required if within 6 miles of salt water)
- c. Procedure 3 - Every 5 years maintenance (required on all products)

2.1 Coastal installations require cleaning of window and door surfaces and hardware surfaces to remove corrosive elements. If within (3) miles of salt water, cleaning is required once every 3 months. If within (6) miles of salt water, cleaning is required every 6 months.

3.0 General Cleaning

3.1 All exposed exterior surfaces should be rinsed with fresh water. **DO NOT** use high pressure devices (hoses, pressure washers, etc.) Ensure all weep holes are free of blockage. Drying after washing is recommended.

4.0 Painted Finishes

4.1 Use fresh, warm, soapy water and a soft cloth to clean painted surfaces. **DO NOT** use any chemicals or other substances that can remove color or gloss from a painted surface.

5.0 Concealed Window Hinge Cleaning and Maintenance

5.1 As with most mechanical devices, hinges require periodic maintenance and lubrication. The hinge in general and particularly the pivots, sliding shoe and track must be kept free from dirt, debris and any obstructions at all times.

5.2 Carry out the following checks every five years:

- a. Clean any dirt or debris from the hinge and clear any obstructions from the pivots, sliding shoe and track.
- b. Lubricate all pivot points with light machine oil and wipe away excess, one drop per pivot is sufficient. We suggest one of the following lubricants or equivalent:
 - a. General light engineering oil
 - b. Castrol Everyman

5.3 Products that are installed within (3) and (6) miles of an ocean require additional maintenance.

- a. If within (3) miles of an ocean, clean dirt/debris out of track of hinge and apply lubricant as stated above. This procedure should be completed once every 6 months.
- b. If within (6) miles of an ocean, clean dirt/debris out of track of hinge and apply lubricant as stated

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6.0 Warranty

6.1 Product Warranty

Free of manufacturing defects for 10 years from date of purchase. Care and maintenance instructions must be followed and documented.

6.2 Hardware & Components

Free of manufacturing defects that significantly impair operation or usage. Care and maintenance instructions must be followed and documented.

6.3 Insulated Glass Unit

Free of significant obstruction within the air space (e.g. chips, scratches, fingerprints, moisture and discoloration) for ten (10) years. Care and maintenance instructions must be followed and documented.

6.4 Painted Finish

Limited to a 10-year warranty. Products that are installed within (3) and (6) miles of an ocean require increased maintenance (see care and maintenance). Care and maintenance instructions must be followed and documented.

6.5 Exclusions

Products for which Alumatherm has not been paid in full. Labor and any expenses related to replace or repair. Non-factory modifications. Failures caused by structural settlement, vibration, corrosion, localized heat exceeding 150 degrees, acts of nature, product abuse, harmful fumes, vapors or chemicals. Temporary metal bowing from direct heat (thermal twisting), uniform finish fading, finish crazing on lighter anodizing shades. Glass cracks, surface damage, breakage, normal distortion, failure resulting from installation in high moisture areas, failure to order capillary tubes or properly close them, applied film and normal glass deflection. Glass and metal possess natural imperfections and Alumatherm uses a 60" determination distance whereas the Federal Government (ASTM) allows 120".

The foregoing warranty and remedies are exclusive and are made expressly in lieu of all other warranties, expressed or implied, whether in fact or by operation of law statutory or otherwise. Alumatherm neither assumes nor authorizes any other person or entity to assume for it any other liability in connection with the sale, installation or use of the product. In no event will Alumatherm be liable to the purchaser for any damages including but not limited to, any direct, special incidental or consequential damages arising out of or relating to the sale, installation or use of or inability to use the product or any claim by any other party.

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