

The operating and maintenance principles

1. The protective foil must be removed from PVC and aluminium profiles as soon as the windows are installed. Do not use any sharp tools to remove the foil, otherwise the profiles and the glass can be scratched.

2. Cleaning the frames and window sashes – PVC and aluminium windows.

PVC and aluminium surfaces should be cleaned with a soft cloth or sponge soaked in a mild liquid cleaning agent, not containing abrasive powder. It is not permitted to use any harsh chemicals except washing benzene. Do not clean the frames and sashes with any sharp tools as they may cause permanent and scratches.

3. Maintenance of the seals.

The seals should be wiped with silicone grease or petroleum jelly at least once a year.

4. Cleaning and replacement of the windows.

The glass should be cleaned using appropriate cleaners not containing ammonia and other aggressive substances.

In the case of PVC and aluminium carpentry, it is recommended to carry out the glazing by the qualified personnel and, in the case of installation by the Customer, maintain caution.

5. Maintenance and adjustment of fittings.

The fittings should be checked regularly for cleanliness and wearing. At least once a year all moving parts and component joints must be oiled to ensure the maintenance of the fittings. Cleaning agents must not compromise the anti-rust coating of the fittings. Installation and repair works should be carried out by the qualified personnel.

NON-COMPLIANCE WITH THE PRINCIPLES OF INSTALLATION, USE AND MAINTENANCE WILL VOID THE WARRANTY GRANTED

BY AM Okna Sp. z o.o. Sp. j.

Additional Information

The description of the acceptable defects in double-glazing developed on the basis of the PN-B-13079:1997 Insulating glass units.

Lp.	Name of the defect	Defects in double-glazing with the surface:		
		below 1,0 m ²	1,0 - 2,0 m ²	above 2,0 m ²
1.	Separate defects in the form of inclusions	unacceptable	unacceptable	unacceptable
2.	Separate defects and linear defects in the form of blisters: - cracking and open blisters - closed blisters	unacceptable acceptable 2 defects up to 2mm (on the edge up to 3mm, not clustered)	unacceptable acceptable 3 defects up to 2mm (on the edge up to 3mm, not clustered)	unacceptable acceptable 5 defects up to 2mm (on the edge up to 3mm, not clustered)
3.	Linear defects (scratches)	acceptable when total length is 40 mm and one single scratch max. 15 mm. on the edge single scratches with length of 20 mm are acceptable	acceptable when total length is 45 mm and one single scratch max. 15 mm. on the edge single scratches with length of 20 mm are acceptable	acceptable when total length is 50 mm and one single scratch max. 15 mm. on the edge single scratches with length of 20 mm are acceptable
4.	Defects in the form of nicks and chippings at the edges	acceptable single defects with the largest size of 3.0 mm	acceptable single defects with the largest size of 3.0 mm	acceptable single defects with the largest size of 3.0 mm



OKNA
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HANDLING OF CONSUMER COMPLAINTS Service Department

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Warranty terms

§1

1. As a guarantor, AM Okna Sp. z o.o. Sp. j. shall guarantee the performance of the window and door carpentry
2. The warranty period counted from the date of the product sale is as follows:
 - a. In the case of installation by the Installation Team of AM Okna Sp. z o.o. Sp. j. Company:

5 years for the PVC and aluminium windows and doors
 - b. In the event of the windows installation by an unauthorised installation team or the installation by the buyer, which remains in accordance with the assembly instructions being the part of this Warranty Card:

2 years for the PVC and aluminium windows and doors
 - c. 2 years for the external and internal PVC and aluminium doors
 - d. 1 year for the extra components, e.g. handles, door closers, fanlight openers and accessories
 - e. 3 years (from the date of manufacture) for the double-glazing insulation
 - f. 1 year for any detected scratches or defects inside the glazing unit which are larger than 3 mm. Handling of the complaint requires three pictures (defect, sticker, entire structure)

§2

1. The basis for recognising the warranty claims is completing the Warranty Form available at www.amokna.eu
2. To obtain a guarantee for AM Okna Sp. z o.o. Sp. j. products and to consider a complaint, it is necessary to keep this guarantee card, the purchase invoice and to settle all payment obligations towards AM Okna Sp. z o.o. Sp. j.
3. AM Okna Sp. z o.o. Sp. j. is obliged to verify the grounds for the complaint. Complaints submitted in an improper manner and upon the guarantee period expiration, as well as groundless complaints shall not be examined.
4. AM Okna Sp. z o.o. Sp. j. reserves the right of ownership to all products supplied until the payment of the full amount, and until that moment such products are not under the warranty. Lack of payment of the full amount does not pause or stop the warranty period.
5. The Customer is required to cover the cost of the service team travel, working hours and a hotel in the event of an unjustified call under the warranty claim. In the event of a reasoned call under the warranty claim, the travel costs, working hours and a hotel for the employees of AM Okna are fully covered by AM Okna.

§3

1. During the warranty period AM Okna Sp. z o.o. Sp. j. removes free of charge any defects of the sold products which are defects arising in the course of production and undertakes, in its sole discretion, to repair the defective products or replace with the product without defects. The manufacturer does not accept other costs related to the product defects, others than the above-mentioned. The method of claim handling remains at the discretion of AM Okna.

The warranty does not cover in particular any damages arising from the: installation incompatible with the instructions or good construction practices, design changes made by the Customer without arrangements with the manufacturer, the use of the product in accordance with the intended purpose, omissions to the maintenance or unprofessional service, external factors such as fire, salts, alkalis, acids and other chemical substances or caused by natural disasters, repairs carried out by unauthorised persons, use of third-party parts without the consent of AM Okna, improper use, cleaning with inadequate measures, improper maintenance.
2. The Customer is required to undertake quantitative (immediately after the reception) and qualitative (24h after reception) reception of the products to check for any apparent defects that cannot be the basis for the claim following the receipt of the windows. The apparent defects include: dimensions, divisions, colours and mechanical damage of windows or profiles such as cracks, scratches, etc.
3. Product defects arising during the guarantee period shall be rectified within 21 days from the date of notification, but the time for rectification may be extended if the repair requires replacing structural elements of the products or due to important reasons, such as weather conditions.

Warranty terms

4. There shall be no delay in processing a complaint if the Customer Service reports to the Customer on the agreed date to process the complaint and is unable to do so for reasons attributable to the Customer. In such a case the deadline for handling the complaint shall be extended by the time of the resulting delay. If the Customer does not allow the repair to be carried out twice, they shall be deemed to have waived their guarantee claims.
5. Guarantee claims may only be asserted for latent defects, i.e. defects which can only become apparent during the operation of our product and which are beyond the control of the user; such defects shall not include: adjustment of the hardware in the woodwork (friction of the sash against the frame, poor pressure of the sash, air leakage, water leakage, etc.), maintenance of the hardware, profiles, varnish coatings, gaskets and non-standard elements of the woodwork fittings.
6. The manufacturer's liability shall be limited to the amount of the purchased woodwork (excluding installation costs). The manufacturer shall not be liable for any costs above those incurred to remove the defect.
7. This warranty does not cover:
 - a. Contamination of the profiles and windows with mortar, rubble, lime, plaster, paint, etc.
 - b. Normal wearing parts
 - c. Mechanical damage caused by transportation and installation performed locally by the Customer, or due to instability of the structure in which the products are installed
 - d. Mechanical damage of the windows, i.e. cracks occurring during the use, thermal cracks
 - e. Window defects allowed by the standards and the regulations described in the attached manual
 - f. Irrelevant product defects not visible after installation.
 - g. installation inconsistent with the installation instructions or with construction standards, structural changes made by the Customer without prior arrangements with the manufacturer, use of the product inconsistently with its intended purpose, failure to maintain or improper use, external factors such as fire, salts, lyes, acids and other chemical substances or caused by natural disasters, repairs carried out by unauthorized persons, use of parts from other manufacturers without the consent of AM Okna, improper use, cleaning with inappropriate agents, improper maintenance.
8. AM Okna Sp. z o.o. Sp. j. reserves the right to decide on the scope of responsibility related to damage (destruction) of windows, while referring the matter to an independent expert or agreed between the parties and to respect the results of the expert opinion issued in this mode. The cost of expertise shall be borne by the party against whom a decision has been passed.
9. AM Okna Company shall determine the repair or replacement of the defective product.
10. When the defect of the product is irremovable or its removal would cause a reduction in quality of the product, then the complaint may be resolved with the consent of the Customer by reducing its price.
11. The guarantee terms and conditions shall include "operation and maintenance rules" as well as installation manuals as an integral part thereof.
12. The guarantee for the goods shall not exclude, limit or suspend the rights of the Purchaser resulting in particular from the Act of 23 April 1964, the Civil Code, and the Act of 30 May 2014 on consumer rights. In case of sales of tradable products between entrepreneurs, pursuant to Article 558 § 1 of the Civil Code, the parties exclude the liability of AM Okna Sp. z o.o. Sp. j. under the warranty terms and conditions.
13. The guarantee shall be of a contractual nature and the parties mutually exclude any other provisions.