

YOUR GUARANTEE OF EXCELLENCE



INSTALLATION AND MAINTENANCE

BGW PRODUCTS ARE MANUFACTURED FROM THE MOST SUITABLE MATERIALS AND FINISHES AVAILABLE AND WHEN PROPERLY MAINTAINED, WILL GIVE MANY YEARS OF QUALITY SERVICE.

Builders/Home Owners

Please Note

When you are installing windows and doors there are some precautions you should take to ensure that the products will retain their ex-factory condition until installation is complete and the job handed over.

BGW products usually arrive on the site in a fully finished condition. However, they can be damaged through careless handling, and are particularly vulnerable when being installed in brick or concrete block construction.

Remember

- Keep wet cement, mortar and brick-cleaning acid from contact with timber or aluminium (particularly if the finish is anodised), before, during and after installation.
- If accidentally splashed, wash off immediately with clean water otherwise permanent staining or damage may occur.
- Do not use acid to remove mortar stains on window frames.
- Hose down brickwork to remove residual cleaning acid that may leach out and cause damage to the finish later.
- Do not place windows directly onto green concrete slabs.
- Keep the tracks of sliding windows and doors clear of sand and cement droppings.
- Do not use window or door frames to support planks or temporary scaffolding.
- Clean up when the job is complete with mild detergent and rinse with clean water.

Aluminium Products

A good general rule is that aluminium should be washed to remove dirt deposits as often as it is necessary to wash windows.

Aluminium requires only minimum maintenance but, like your motor car, the finish may deteriorate if dirt, which collects on the surface, is allowed to remain unwashed over a period of time. This is because dirt absorbs moisture present in the atmosphere. Moisture can contain salt near the ocean or other impurities in industrial areas, and it is the combination of dirt and contaminated moisture that can cause deterioration of almost any surface finish.

In rural areas where normally there is very little contaminated moisture, you may not need to clean your aluminium fittings more than every six months. In industrial and coastal areas, washing at intervals of one to three months may be required – or even more frequently in locations close to the ocean or in heavily polluted industrial areas, especially where the windows or other product is sheltered from the washing effects of the rain.

To clean aluminium, use the mildest treatment you can which produces satisfactory results. Start with warm water, with soap or detergent. On anodised material try solvent cleaners (eg: kerosene, turpentine, white spirit), or non-etching chemical cleaners, or a wax-based polish cleaner. Never use harsh liquid chemicals, abrasive cleaners or steel wool.

Timber Products

BGW timber products are delivered ready for surface treatment. Raw (untreated) timber

should be protected from water (including high humidity) prior to surface finishing to prevent staining, warping, swelling, etc and a high quality surface finish should be applied as soon as possible, following the manufacturers directions. Primer alone will not provide adequate protection to the timber. This surface finish coating should then be maintained in good condition on both internal and external faces. This can be achieved by regular cleaning with non-abrasive cleaners and refinishing when breakdown of the coating occurs. Applied coatings and refinishing must include all edges of doors including top and bottom. Steel wool or other metallic abrasives must not be used to sand cedar and other fine grain timbers. Use fine grit sandpaper or sanding blocks.

To avoid water staining, keep tracks and sash openings clean and free of leaves and other debris that may retain water. Ensure that the weep slots in windows and doors are kept clear to allow maximum drainage.

We do not recommend the use of ordinary steel fasteners as these may corrode which will result in unremovable stains.

Windows and doors facing direct sunlight should be painted in light reflective colours. Windows and doors painted or stained dark colours or different colours on each face may warp which would void the Manufacturers Warranty. All edges should be sealed including top and bottom edges.

Please consult a professional painter for advice on under-coating and painting standards. Some timber products require a further drying period before being painted and your painter can assist you with this.



7 YEAR GUARANTEE

CONDITIONS

YOUR BATHURST GLASS & WINDOWS (“BGW”) PRODUCTS ARE GUARANTEED AGAINST DEFECTS ARISING FROM FAULTY WORKMANSHIP OR MATERIALS FOR A PERIOD OF SEVEN (7) YEARS FROM THE DATE OF DELIVERY BY BGW, SUBJECT TO THE FOLLOWING CONDITIONS:

- a. The product has been installed in accordance with the relevant Australian Standards and recognised building practice.
- b. The product has been maintained in accordance with industry recommendations.
- c. The product has not been subject to misuse, physical abuse or neglect.
- d. Manufacturing standards and tolerances are not deemed defects, nor are industry variations in the colour of aluminium and timber componentry.
- e. BGW accepts no responsibility for glass breakage (except for faulty workmanship or materials). Wire reinforced glass, toughened glass, float glass, laminated glass and mirror glass is guaranteed against defects and degradation for a period of three (3) years.
- f. Moving parts which wear out as a part of normal use are guaranteed for two (2) years.
- g. This guarantee is limited to the repair or replacement of the faulty product at the company's discretion but does not extend to the installation or refinishing of a replacement product.
- h. Finish failures or corrosion of aluminium or other components due to environmental conditions such as air pollutants, acid rain or other corrosive substances are defects which have arose due to the conditions and are therefore not the responsibility of BGW.
- i. Corrosion, wear, or failure of standard components in seacoast applications (within 5 kilometres of coastal waters) is not covered under this warranty as deterioration is possible under climate conditions.
- j. Normal wear or discolouration of finishes including the tarnishing of brass is a result of conditions or applications and are therefore not the responsibility of BGW.
- k. Only repairs carried out by BGW personnel or authorised BGW agents are covered by this guarantee.
- l. Claims under this guarantee should be made within one month of the defect arising in the product. Copies of documentation showing the purchase date of the product should be included with your written claim and forwarded to the BGW office.

*This guarantee is in addition to all other rights and remedies in respect of this product to which you are entitled under the Trade Practices Act and similar State and Territory laws. For the benefit of the consumer.
Effective 1 August 2013*



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