

CONGRATULATIONS
on your purchase of

TASMAN
PRODUCTS

The aluminium and glass building products that have been supplied by Tasman's Windows and Doors have a

7 YEAR GUARANTEE

In addition to your statutory rights, Tasman will repair or replace any Tasman's windows & doors that are defective due to faulty materials for 7 years from the date of delivery.

1 YEAR GUARANTEE

Tasman will replace any moving part that wears out as part of normal use within 1 year from the date of delivery

Please read the Terms and Conditions enclosed.

See inside for
MAINTENANCE RECOMMENDATIONS
for your Tasman products



Australian
Owned & Made



TASMAN

7 YEAR GUARANTEE

TERMS & CONDITIONS

Tasman Windows and Doors is a member of the Australian Window Association and as such conforms to an Industry Code of Conduct designed to protect consumers.

Subject to the following conditions and limitations, Tasman Windows and Doors guarantees its products against defects arising from faulty workmanship or materials for seven years from the date of delivery or installation.

For the purpose of this warranty "the product" can mean a window, door, insect screen, safety screen, Stainless View™ screen, Ali-View™ screen, shower screen, glass splashback, mirror, or wardrobe door ordinarily manufactured and sold by Tasman Windows and Doors.

CONDITIONS AND LIMITATIONS

- 1 The product is installed in accordance with the relevant Australian Standards and building practice. Unless otherwise specifically confirmed in writing, Tasman Windows and Doors accepts no responsibility for waterproofing and/or re-sealing of penetrations and such remains the responsibility of others.
- 2 The product has been maintained according to Tasman Windows and Doors maintenance recommendations and has not been subject to misuse, physical abuse, or neglect.
- 3 In respect of window and door products, this guarantee is void if Tasman Windows and Doors insect screens, safety screens, Stainless View™ screens and Ali-View™ screens have not been manufactured and fitted by Tasman Windows and Doors installers or personnel nominated by Tasman Windows and Doors.
- 4 Manufacturing standards and tolerances are not deemed defects, nor are industry variations in the colour of aluminium componentry and glass.
- 5 Tasman Windows and Doors accepts no responsibility for glass breakage (except for faulty workmanship or materials). **Wire reinforced glass, toughened glass, float glass, laminated glass, mirror glass, framed mirror glass and painted glass is guaranteed against defects and degradation for one (1) year, e.g. desilvering, black edge/creep and clouding.**
- 6 **Moving parts, where applicable, which wear out as part of normal use are guaranteed for one (1) year.**

- 7 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 refurbishing of a replacement product or any other consequential or indirect damage incurred as a result of the defect. Only repairs carried out by Tasman Windows and Doors personnel or authorised Tasman Windows and Doors agents are covered by this guarantee.
- 8 This guarantee is in addition to all other rights and remedies in respect of this product to which you are entitled under the *Competition and Consumer Act 2010 (Cth)*.

WARRANTY CLAIMS

Claims under this guarantee must be made within one month of the defect arising in the product. Other than as provided by law Tasman Windows and Doors will repair or replace the product to the extent that it is functionally equivalent to the original product supplied.

Copies of documentation showing the purchase date of the product should be included with your written claim and forwarded to the nearest Tasman Windows and Doors office. All warranty claims will initially require a deposit to be paid. After inspection by Tasman Windows and Doors personnel or authorised agents, the customer will be advised if the claim is covered under warranty. If the claim is under warranty, the deposit will be refunded, and the product will be repaired or replaced by Tasman Windows and Doors. Otherwise, upon the customer's request, Tasman's Windows and Doors will provide a quote to rectify the problem.

TASMAN

MAINTENANCE RECOMMENDATIONS

CARING FOR YOUR
TASMAN PRODUCTS



Carwin Homes

MAINTENANCE OF POWDER COATED ALUMINIUM FINISHES

- In a rural atmosphere, cleaning may not be needed more frequently than every 6 months.
- In industrial and marine environments, more frequent cleaning (e.g. monthly, every 3 months is necessary).
- **It is important** that non-abrasive mild detergent solution is used for cleaning.
- Add the non-abrasive mild detergent solution to a bucket of warm water.
- Wet a clean, soft, non-abrasive damp cloth then wipe the aluminium.
- Make sure that the surfaces are thoroughly rinsed after cleaning to remove all residues.

MAINTENANCE OF WINDOW AND DOOR GLASS

- All glass surfaces should be kept clean by prompt removal of all dirt.
- Use clean water and soft, clean rags as buttons or grit can scratch the glass.
- In some instances, a small amount of mild detergent may be of some benefit. However, **DO NOT** use any form of abrasive cleaner or household cleaners.
- When using detergent make sure that the surfaces are rinsed well after cleaning to remove any detergent residue.

SPECIAL INSTRUCTIONS FOR SOLAR COMFORT GLASS AND OTHER LOW-E COATED GLASS PRODUCTS

- The special coating on these types of glass is more difficult to clean.
- Use only soft, clean cloth, free from grit or buttons with a mild soap or detergent and water or recommended glass cleaner solution.
- Make sure to dry off excess water.
- **DO NOT** use abrasive cleaning agents.

MAINTENANCE OF WINDOW, DOOR AND WARDROBE TRACKS

- Excess dirt or grit should be removed from window, door and wardrobe tracks, either by vacuuming or brushing out.
- Windows and Doors are designed to allow water into the sill channel, which is then drained through drain holes. The drain holes must be cleared of any obstruction.

MAINTENANCE OF WINDOW AND DOOR ROLLERS

- Remove the sliding panel of the product from the inside of the house. With the window or door partly open, lift the sliding panel up into the head while tilting the bottom of the panel towards you, out over the sill. Slide the panel downwards to remove it from the frame.
- Use a vacuum cleaner with a narrow nozzle to clean the track thoroughly.
- Use a soft rag and water mixed with mild detergent to wipe the track and rollers.
- It is important that rollers are cleaned 3-4 times a year.

MAINTENANCE OF HARDWARE

- General periodic maintenance is required on all hardware supplied such as locks, hinges, catches, closers and the like.
- The external finish of hardware must be kept clean by removing any harmful residue (especially salt spray) from the surface using a non-abrasive cleaning agent.
- Internal mechanisms of locks, catches, etc should be kept in good working order by applying a light spray of lubricant (WD40, RP7 or similar).
- **Care should be taken** during maintenance of internal mechanisms that any finished surface (e.g. paint etc) is well-protected to avoid damage.

MAINTENANCE OF INSECT AND SAFETY SCREENS

- Clean screens 3-4 times a year.
- Add a small amount of mild detergent to a bucket of warm water.
- Remove the screen from the window (as per instructions shown right).
- Hose the screen down thoroughly. Dip a soft nylon brush into the bucket of water and gently brush the screen.
- Hose down well.
- Allow the screen to dry before installing in the window.

REMOVING TASMAN INSECT OR SAFETY SCREENS FROM SLIDING DOORS

- Firstly, turn the adjustment screw near the bottom of the screen frame anti-clockwise.
- Then while standing outside, lift the screen up into the head while tilting the bottom of the panel towards you out over the door track. Slide the panel downwards to remove it from the frame.
- Replace by reversing the above sequence.
- **DO NOT** attempt to remove Tasman sliding door screens from the inside.

REMOVING TASMAN INSECT OR SAFETY SCREENS FROM SLIDING WINDOWS

- Firstly, remove the sliding panel of the window from the inside of the house (as per instructions in the maintenance of window and door rollers section).
- To lift the safety screen out, turn the two buttons at the top of the screen to a horizontal position.
- Lift the screen up into the head then tilt the bottom of the panel towards you, out over the sill.
- Replace by reversing the above sequence.
- Insect screens are removed and replaced the same way, except there are no buttons to turn.
- **DO NOT** attempt to remove Tasman's sliding window screens from the outside or remove them with the sliding panel still in the window.

MAINTENANCE OF STAINLESS VIEW™ AND ALI-VIEW™ SCREENS

- Stainless View™ and Ali-View™ screens should be cleaned at frequent intervals as indicated in the table below.
- It is important that non-abrasive mild detergent solution combined with warm water and a clean, soft, non-abrasive cloth, is used for cleaning.
- Hand cleaning is recommended except for multi-storey buildings and large commercial projects where carefully controlled methods to loosen deposits of dirt and grime are required.
- It is essential to finish off the cleaning by thoroughly rinsing all surfaces to remove all residue.
- Fibre brushes may be used to loosen dirt and grime, but abrasive papers such as sandpaper or emery paper **MUST NOT** be used.

MAINTENANCE OF SHOWER SCREEN GLASS, MIRROR AND SPLASHBACKS

- Cleaning of shower screen glass should be performed at least weekly to remove soap stains, which left unclean can etch the shower screen glass, marking it permanently and therefore possibly voiding this guarantee.
- Glass can be cleaned with a soft, clean rag without buttons or grit. Use a few drops of diluted methylated spirits or a recommended spray on glass cleaner solution, following the manufacturers' instructions. Excess cleaning solvents should be removed with a squeegee and clean water immediately. Never use abrasive cleaners on the glass as this could result in scratching the surface of the glass.
- Check that there is adequate clearance between all glass edges and that buffers and stops are intact.

MAINTENANCE OF FRAMELESS SHOWER SCREEN HARDWARE

- The surface of these fittings should always be cleaned with a small amount of detergent in water, followed by a clean water rinse and wiped only with a clean 100% cotton terry cloth towel.
- Never use abrasive cleaners, as scratching will result. Also never use paper towels, paper-based wipes, cellulose, plastic sponges, or fake chemois cloths, as they are highly abrasive.
- Hinges and fixings are to be checked at least every 6 months to ensure screws have not become loose, and that the hinges operate smoothly.
- Apply a few drops of sewing machine oil to the pivot pin on metal hinges every 6 months.

TASMAN'S RECOMMENDED MAINTENANCE INTERVALS

TYPE OF ENVIRONMENT	DEFINITION OF ENVIRONMENT	MAXIMUM MAINTENANCE INTERVALS
MILD	Being rural, away from the coast and remote industry and urban activity	6 Months
MODERATE	Being mainly urban, inland and away from heavy industrial activity	3 Months
TROPICAL / SEVERE	Being coastal/marine, subject to salt deposition and within 15km of the eastern coast or 10km of the western coast of Australia	2-4 Weeks

TASMAN

HARDWARE RANGE

Essential . Signature . Commercial

Our comprehensive range of windows and doors is equally matched by an extensive range of hardware options.

Whether you are a renovator, homeowner, builder or designer, our range provides the flexibility to help you achieve your design concept.



TASMAN
Windows & Doors

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WINDOWS & DOORS

INSECT & SECURITY SCREENS

SHOWER SCREENS

MIRRORS & WARDROBES

GLASS SPLASHBACKS



Australian Owned & Made

Tasman's products are proudly made in Australia and designed specifically to meet all Australian conditions.

Product availability, pricing, features, options, sizes, configurations and performance are subject to regional variations, design requirements and building codes.

Images are for illustration purposes only and may not accurately represent the product. Tasman's Windows & Doors reserves the right to change, alter or delete any aspect of this product without notice.

We recommend visiting a Tasman's showroom before ordering to view colour swatches, glass samples and actual products.

