



„AMEX-BĄCZEK” SP. Z O. O. SP. K.

Falknowo 13, 14-240 Susz
entered into the National Court Register conducted by the District Court in Olsztyn
under KRS number 0000666517
NIP 744-14-85-088 | Regon 510815144

GUARANTEE CARD NUMBER.....
window ID number (order, invoice)

DATA OF THE USER.....
name and surname, address of residence

DATE OF ISSUE.....

DATE OF ASSEMBLY.....



stamp of the seller



stamp of the fitter

The complaint should be made in writing (electronically: to e-mail address of the seller) in the place of purchase of the goods/services with a description of a defect and the guarantee card filled in. The complaints are considered by the Department of Service „AMEX-BĄCZEK” SP. Z O. O. SP. K., Falknowo 13, 14-240 Susz, tel (89) 648 69 03, fax (55) 278 75 53 e-mail: serwise@amex-baczek.pl, www.amex-baczek.pl

CONDITIONS OF GUARANTEE

1. „AMEX-BĄCZEK” SP. Z O. O. SP. K. as a guarantor provided the guarantee to the joinery produced by it from the PVC profiles and aluminum profiles under the principles provided in „Conditions of Guarantee”.
2. The guarantee period is counted from the issue date of the goods and amounts to:
 - a. In case of PVC joinery:
 - 6 years for windows and balcony doors in Termic+* technology
 - 5 years for windows and balcony doors
 - 2 years for doors
 - 2 years for special structures (lifting-sliding, sliding, harmonic, revolving, arcs, slopes, round windows)
 - b. In case of aluminum joinery:
 - 3 years for the whole joinery manufactured
 - 3 years for fire joinery
 - 5 years for fire panes
 - c. In case of additional equipment of PVC and aluminum joinery, so called railings, knobs, electric locks, locks, inserts, hinges, self-locks, openers for lights, ventilators and commercial goods (e.g. wall stands) – the manufacturer's warranty is valid for 1 or 2 years
 - d. In case of combined panes:
 - 5 years (from the production date) for tightness of packages of combined panes (in this period in the intra-pane space limited with a distance profile no water steam will be created); the guarantee excludes combinations with the decoration and sanded glass and the panes with different shapes than rectangular, e.g. circles, arcs, slopes.
 - 1 year for stating the defects inside the pane packages: dirt, cracks
 - e. For external coatings of PVC and aluminum profiles: powder-coated aluminum profiles; white PVC profiles; mass-dyed PVC profiles; Renolit and other veneers; profiles with TEXTURE® coating - color durability is guaranteed for 5 years.
 - f. The guarantee period for the substitute supply (i.e. new product delivered in the substitution of a defective one) is 12 months however no less than the primary guarantee period.
3. The guarantee is applicable in the territory of the country, to which the sale transaction was made.

* 6 years of guarantee is granted only for the joinery in Termic+ plus technology provided in the period from 36 to 48 months counting from the moment of making the purchase, the purchaser will report the willingness to perform additional payable review. The Department of Service and Assembly of Amex-Bączek each time individually makes the valuation of the reported review. If in the listed period the purchaser does not report the willingness to perform additional review, the guarantee for the goods shortened by one year and amounts to 5 years counting from the purchase.

4. During the guarantee „AMEX-BĄCZEK” SP. Z O. O SP. K. removes free of charge all defects disclosed in the product sold, being the defects created during production, supply and assembly (if it results from the provisions of the agreement) or defects of the material and undertakes, at its discretion, to repair the defective product or to replace it for the goods without defects. The manufacturer bears no other costs of repair except for the abovementioned. The method of fulfilling the claims remains at discretion of „AMEX-BĄCZEK” SP. Z O. O. SP. K.
5. The Client shall be obliged to make available the goods in the place of its mounting in the period available for both sides. In case of failing to provide the defective goods by the client in the next three dates of inspections indicated by the Producer, the complaint will be rejected.
6. On sale between the entrepreneurs, the purchaser will lose rights for guarantee, if he did not check the obtained goods with reference to quantity and quality and did not notify the seller about the defect immediately, and in case when the defect was disclosed later – if he did not notify the seller immediately after it has been stated.
7. Visible defects in the goods upon the purchase should be complained about within 7 days from the purchase date, before starting any assembly activities. The quantity, measurement complaints and about the functions must be reported on collection of the goods or else the guarantee is lost. The producer does not bear liability for the loss, damage or destruction of the goods resulted from other reasons than the defects therein.
8. In case of the PVC doors mounted outside it is required to apply a proper roofing preventing from a direct contact of solar rays and rain falls with external layer of the doors. The lack of proper, independent roofing may result in the loss of guarantee.
9. Groundless calling the service is fully payable for the Client. The refusal to settle the fee for the service may be the basis to cancel the guarantee.
10. The guarantee does not cover the damages caused as a result of:
 - a. Transport and storage of products by the Client in another position than the required one (vertical position with 5° declination) - details: page 3 Transport and Storage,
 - b. Storage of products in protective stretch foil on giving from the warehouse „AMEX-BĄCZEK” SP. Z O. O. SP. K.
 - c. Assembly of joinery performed or ordered by the Client, inconsistent with the manual of assembly or principles of building art,
 - d. Construction changes made by the Client without the consent of „AMEX-BĄCZEK” SP. Z O. O. SP. K.,
 - e. Application of the product inconsistent with the purpose,
 - f. Repairs performed by the unauthorized persons,
 - g. Improper usage, maintenance and exploitation,
 - h. Usage of external factors such as, fire, salts, lye, acids and other substances containing chloride.
11. The guarantee does not cover:
 - a. Mechanical damage of both panes and the joinery itself, i.e. cracks caused during exploitation,
 - b. Defects of panes allowed by the standard PN-EN 1279-1:2018-08 Combined panes,
 - c. Regulation activities of the joinery described in attached “Principles of exploitation and maintenance”,
 - d. Damage of the joinery resulting from the construction errors of the buildings and ventilation system.
 - e. Goods and products at a lower price
 - f. Thermal cracks of not hardened glass, caused by the change of thermal absorption of the pane independent on the manufacturer, caused by shutters, silkscreen, coating, putting posters, covering the glass, etc.
 - g. discrepancies in the colour of the glazing replaced under guarantee, resulting from a change in the production process, a change in the chemical composition of the glass or the effects of weather conditions
12. In the issues not settled in the conditions of guarantee the provisions of Civil Code shall apply.
13. We reserve the right to replace the goods subject to the complaint with defect-free goods made of a different material/component (profile, glass, steel, etc.) if the supplier of the material/component has withdrawn the product subject to the complaint from the offer.

Date of reporting the complaint	Notes to the employee of the Amex-Bączek service	Date of removing the defects and signature of the service employee

***Congratulations on your choice of our product
and please familiarize yourself with the assembly, use, maintenance and operation rules***

TRANSPORT AND STORAGE

The doors and windows should be transported and stored only in the vertical position (declination 5°). The windows should be stored until the assembly in the place not exposed to direct sunrays and contact with hot items, impregnation agents, glues, paints and solvents. The windows should be stored without stretch foil.

Once the glazing has been delivered as a separate good (outside the structure), it must be stored in such a way that it is not exposed to direct sunlight and the straps and/or poles that secured the glazing during transport must be loosened.

ASSEMBLY

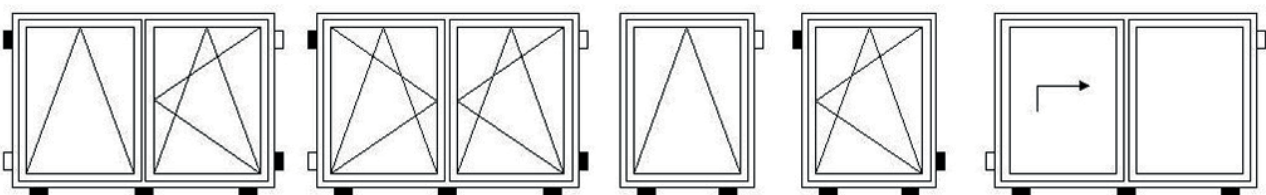
- The assembly should be performed by specialist companies (possessing knowledge and experience in the scope of assembly of building joinery), in accordance with the building project and recommendations of suppliers of the systems for the production and assembly.
- Proper assembly of joinery should fulfill the following functions:
 - transferring loading onto the walls of the building resulting from own weight, force of wind, difference in temperatures,
 - assuring tightness and optimum thermal and acoustic insulation,
 - proper diffusion of steam water,
 - assuring proper insulation from atmospheric conditions.
- Dimension and location of the structure of the joinery towards the wall should result from the technical documentation of the building and should be agreed with the representative of the investor.

Typical technical documentation stipulates that minimum gaps (expansion joints) must be provided according to the table below:

Type of profile / length of elements [m]	b [mm] foam (decompression tape)				t [mm] foam (decompression tape)		
	do 1,5	do 2,5	do 3,5	do 4,5	do 2,5	do 3,5	do 4,5
PVC white	10 (8)	15 (8)	20 (10)	25 (10)	10 (8)	10 (8)	15 (8)
PVC (coloured in the weight)	15 (8)	20 (10)	25 (10)	30 (12)	10 (8)	15 (8)	20 (8)
PVC with covering	10 (8)	10 (8)	15 (8)	20 (10)	10 (8)	10 (8)	15 (8)
Aluminum (dark)	10 (8)	10 (8)	15 (10)	20 (10)	10 (8)	10 (8)	15 (8)
Aluminum (light)	10 (8)	15 (8)	20 (10)	25 (10)	10 (8)	10 (8)	15 (8)

Maximum dimensions of gaps (dilatation) should not exceed 30 mm with the application of one-component foams and 40 mm with the application of decompression tapes.

- The windows are amounted with a proper preparation of the window hole after removing the infiltration of the mortar, concrete, etc. and then taking off the window wings.
- The frame of the window is inserted into the wall hole, preserving the gaps in accordance with point 3 using the supporting inserts and distance wedges. The inserts and wedges must be performed from the impregnates, hard wood, plastics or similar material. After mounting the frame one should leave necessary amount of supporting insterts and remove all distance wedges.



Two-wing windows (R+RU)

Two-wing window (RU+RU)

Tilted window (U)

Tilted-Turned Window (RU)

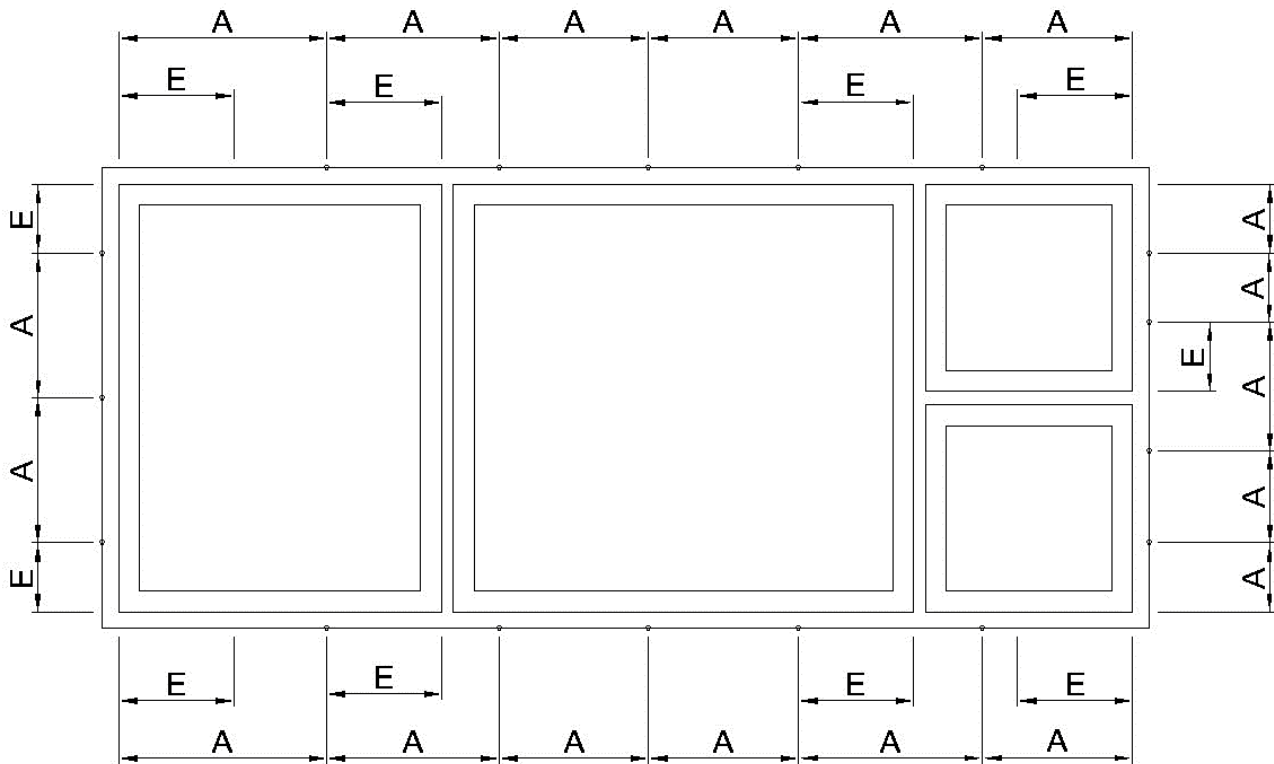
Sliding Window

□ Distance wedge

■ Supporting insert

6. Permitted deviations from the vertical and horizontal direction of the placement of joinery may not exceed 0,15% (1,5mm deviation per 1 meter of the element length).
7. To mount the frame in the wall of the building/elevation the assembly connectors are used (distance pins/dowels, anchors, screws, twists) or complete systems for assembly systems. The selection of the connectors should be adjusted to the size and type of the construction of the joinery and dependent on the type of the material used for the construction of walls. Non-typical constructions, colour windows, entrance doors, sliding doors, HS, harmonic doors, arc windows are recommended to be mounted on dowels.

Required placement of the mounting elements for windows:



- A** - Distances of mounting max 700 mm for white and colour windows
- E** - Distances of mounting from the internal corner of the frame for white windows 150 mm
- E** - Distances of mounting from internal corner of the frame for colour windows 250 mm

8. Assembly gaps should be filled in with the proper insulation material, in accordance with the recommendation of the manufacturer of these goods. It is recommended that the system of sealing the joinery on its peripheral part consisted of the following layers:
 - internal - performed from steam-tight materials (tapes and steam-tight foils, silicones),
 - central - performed from materials assuring tightness and thermal and acoustic insulation (polyurethane foams, mineral materials, impregnated sealing tapes)
 - external - performed from steam-permeable materials (tapes and steam-permeable materials)
 So as not to allow for deformation of the frame, the foam should be injected with the wings put on. One should preserve the principle "tighter on the internal side of the connection of the window with the wall than on the external side".
9. It is recommended to assemble the external window sills directly to the sub-window sill plate. In case of no possibility to mount the external window sills to the sub-window sills plate, mount the window sills not to cover the discharge holes. The connections of window sills in the places exposed to the operation of rainwater tighten with the butyl and silicone tape.
10. After mounting the wings one may, if there is necessity, to adjust them. The hinges of the wing have the possibility of regulation in all planes. It assures central location of the wing and light closing.
11. Protective foil from joinery one should be torn off after completing all plastering and painting works, not later however than before the lapse of 2 months from the day of assembly. After tearing off the protecting foils one may out covers on the dewatering channels, hinges and tighten the knobs. During the assembly one should pay attention that the dewatering holes were not covered with a window sill or in case of balcony doors, layer of the floor.

The solution presented has the application for typical cases of assembly. As there are many constructions of walls as well as there are different architectonic expectations, it is recommended to consult the method of assembly with the representative of the investor. The recommendations of the manufacturers of the mounting and sealing materials used are treated in priority and prevail over the provisions of the manual of assembly.

PRINCIPLES OF EXPLOITATION AND MAINTENANCE

1. Cleaning of frames and wings (windows and doors)

The areas of frames and wings should be cleaned with a soft cloth or a sponge absorbed with mild detergents, not containing abrasive powder. It is prohibited to use aggressive chemical agents except for the extraction petrol (refers to OVC surfaces).

For washing the area of the frames and aluminum wings one should use clean water with an addition of small amount of natural detergents with the temperature not exceeding 25°C. One should not use abrasive cleaning agents. One must not use organic solvents containing esters, ketones, alcohols, esters of glycols, chlorinated hydrocarbons etc., and agents superficially active which may react with aluminum.

One must not clean the frames and wings with sharp tools as they can cause permanent and non-removable cracks.

2. Maintenance of gaskets

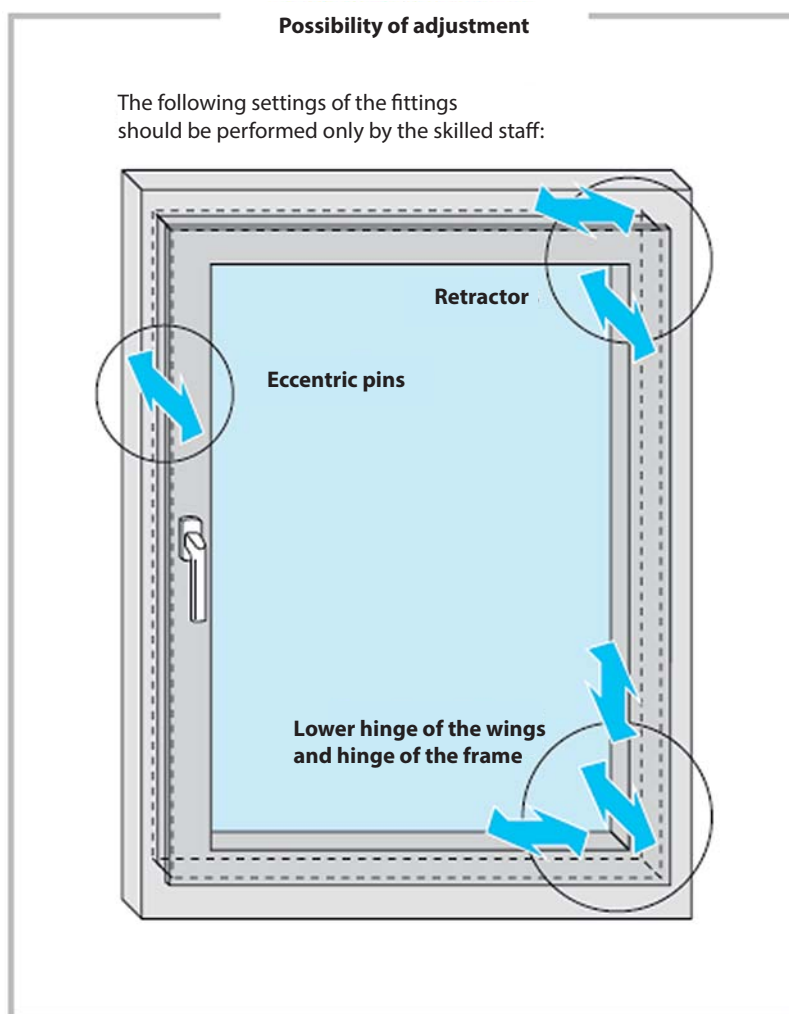
The gaskets should be cleansed with silicone lubricant or technical Vaseline at least once a year.

3. Cleaning and replacement of panes

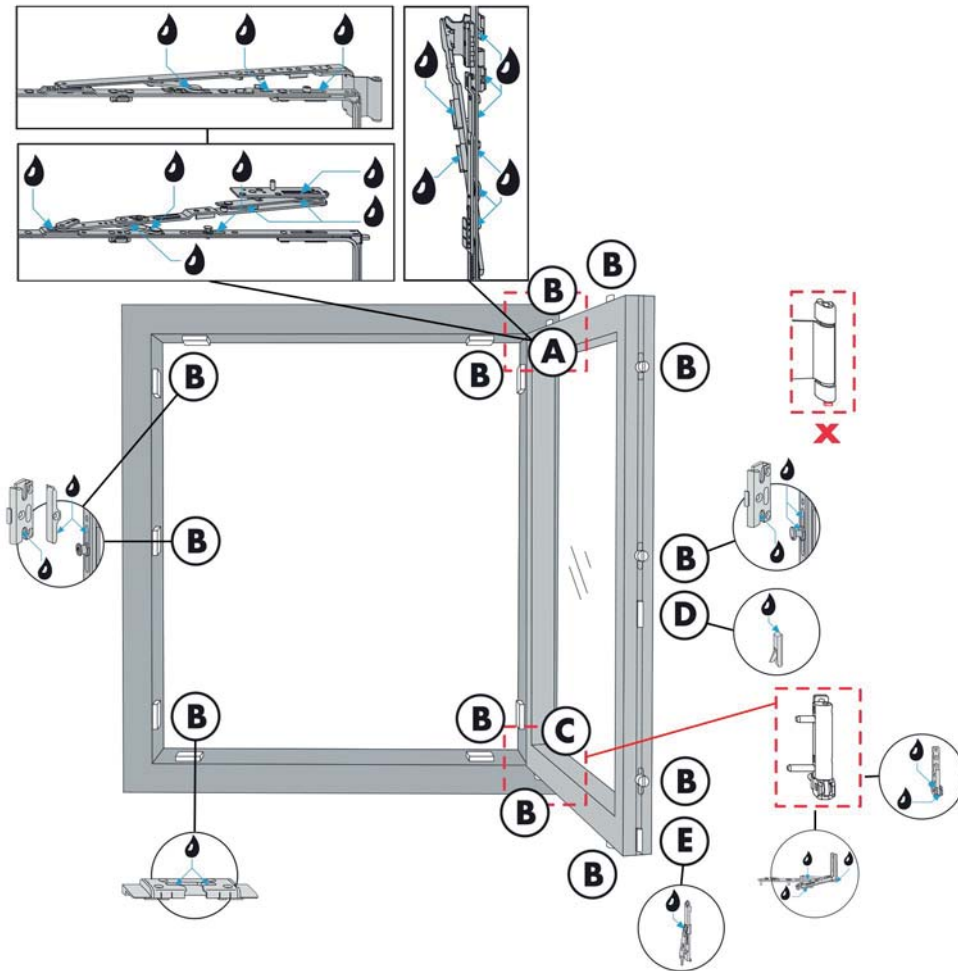
The panes should be cleansed with the commonly available cleaning agents not containing ammonium and other substances with aggressive nature. In case of PVC joinery, it is recommended to perform glazing by the professional staff with independent performance, with special care.

4. Maintenance and regulation of metal fittings

The elements of fittings should be controlled regularly with reference to cleanliness and degree of wear. At least once a year all movable elements and places of cooperation of elements should be lubricated with oil for maintenance of fittings (e.g. technical vaseline). The caring-cleaning agents used may not infringe the anti-corrosive layer of fittings. The assembly-repair works should be performed by the qualified staff.



MANUAL OF OPERATION



Failing to comply with the principles of assembly, exploitation and maintenance shall result in losing the guarantee granted by „AMEX-BĄCZEK” SP. Z O. O. SP. K.