CDM

Warranty Card

We are part
of your home!
Design for generations!

Fundusze Europejskie Polska Wschodnia
Rzeczpospolita Polska
PARP Grupa PFR
Unia Europejska Europejski Fundusz Rozwoju Regionalnego

WARRANTY CARD

Customer's/Company data:

Customer's signature:

Sales point and signature

Transport: MANUFACTURER'S, RETAILER'S, COMMISSIONED, CUSTOMER'S.

Signature of the person issuing the card

Sale agreement no......

Production order no......

Consignment note no......

Shipment date......

Fill in the case of installation by an authorized installation team:

Date of installation (day, month, year)

Data of the installation group (company name, address, telephone number, TAX ID NUMBER)

Signature of the installation team's employee

Customer's Signature:

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Garantiekarte Deutsch

Download
Warranty Card English

TERMS & CONDITIONS OF WARRANTY

1. The manufacturer grants a warranty for the entire product (listed in subsections a and b), which consists of a warranty for:

– wooden structures
– tightness of the glass unit
– fittings (except for additional accessories)
– varnish coating
– aluminum siding

(a) Warranty on the individual products in the case of authorized installation:

– wooden windows – 5 years
– wood and aluminum windows – 5 years
– external doors – 2 years
– winter gardens – 1 year
– facade systems – 1 year

(b) Warranty in the absence of authorized installation:

– wooden windows – 2 years
– wood and aluminum windows – 2 years
– external doors – 2 years
– winter gardens – 1 year
– facade systems – 1 year

c) Warranty on the remaining products regardless of the type of installation:

– wooden window sills – 1 year
– window shutters – 1 year
– accessories: vents, reed switches, door closers – 1 year
– other products offered by the seller – 1 year

2. The liability under the warranty covers only defects resulting from causes inherent in the sold products.

3. The warranty period begins upon the release of the product. However, any rights under the warranty can be exercised by the Buyer only after the payment of all the receivables to the Seller.

4. The manufacturer guarantees the high quality of the delivered products, corresponding to the requirements of the norm EN 14351–1:2006 "Windows and doors - Product standard, performance characteristics"; EN 942:2007 "Timber in joinery – General requirements"; EN 14220:2006 "Timber and wood-based materials in external windows, external door s and external doorframes - Requirements and specifications"

5. For the duration of the warranty period the manufacturer undertakes to repair free of charge any latent defects revealed during operation, and not visible at the time of the purchase. Claims concerning latent defects must be submitted in writing at the sales point where the purchase was made, immediately after the defect is detected, but no later than within 7 days of its detection, along with the indication of the subject of the complaint.

6. Complaints concerning defects, which have been revealed at the time of acceptance should be submitted within 14 days of delivery – before the installation of the joinery in the building.

7. The Manufacturer, as the Warranter, reserves the right to assess and qualify the defects and the method of repair.

8. The Seller is obliged to reply to the warranty claim within 14 days.

9. The warranty covers products:

a) warehoused and stored in accordance with the requirements of the PN-05000 standard, i.e. indoors, in dry and ventilated premises,
b) installed in accordance with the installation recommendations,
c) without any signs of planing and structural changes made by the user,
d) which were subject to ongoing maintenance in accordance with the manufacturer's recommendations
e) stored in appropriate conditions, i.e. the premises should be regularly ventilated and should have efficient ventilation,
f) used in accordance with the manufacturer's recommendations, i.e. the windows should be cleaned with the use of warm water with a mild cleaning agent - avoid products containing abrasives and acids,
g) any minor damages to the varnish coating should be replaced immediately under pain of loss of warranty rights.
h) The warranty covers products used and maintained in accordance with the instructions for the use of windows **(see Attachment no. 2 - "Instructions for the maintenance, restoration, operation and use of windows").**

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10. In the case of products sold outside the territory of the Republic of Poland - after identifying and qualifying the product for repair, the manufacturer shall provide the necessary materials to the customer's premises, and the customer shall replace them on their own. **The customer submitting a warranty claim is obliged to provide the full documentation in order for the complaint to be processed, i.e.: descriptions, photos, diagnosis and other items required by the manufacturer. The manufacturer does not perform free repairs outside the territory of the Republic of Poland.**

11. The embedding of the window has to be performed after the execution of all the wet works.

12. The warranty does not cover:

a) mechanical damages associated with improper use/exploitation of the product; in particular, paint coatings, elements of the fittings, wooden structures,

b) damage to the glass units, i.e. cracks, breakages, scratches on the external surfaces, and stains and efflorescence on external surfaces caused by chemical agents or thermal factors. Described in detail in the Visual Assessment of the Glass Pane Quality included in the Warranty Card **(see Attachment No. 3 - "Visual Assessment of the Glass Pane Quality").**

c) any damages resulting from freezing, condensation on (the inside and outside of) the product, associated with the improper climatic conditions inside the premises and with inefficient ventilation,

d) optical phenomena on the glass window panes caused by variable intensity of illumination of the building (e.g. rainbow effect),

e) differences in the shade of the window panes resulting from the delivery of the windows on different dates, caused by technological change introduced by the glass producers,

f) improper functioning or damage of fittings components caused by contamination (e.g. plastering mortar, paint, sand), improper maintenance or lack of periodic maintenance,

g) adjustment of the fittings (the first adjustment is carried out by the company performing the installation in accordance with the instructions included in the Warranty Card; the subsequent regulations are carried out by the user according to the adjustment instructions,

h) effects of chemical agents,

i) products the Buyer agreed not to be covered by the warranty due to the specific nature of the order (such exclusion may apply to individual items in the order),

j) defects and damages associated with exceeded norms and technical approvals resulting from the buyer's order in which he declared that he acknowledged the new effects of these exceedances,

l) differences in the shades of paint and varnish coatings due to natural wood grain patterns and wood coloring, and arising from the delivery of windows at different dates,
m) products in which alterations have been introduced without the consent of the Warranter or in which the following items were mounted directly on the elements of the products: grates and other security elements, insect screens, blinds or roller blinds mounted on screws (with the exception of mounting on the glazing beadings),
n) products with a visible wood structure resulting from the natural grain pattern,
o) natural wear and tear and minor faults not impacting the use of the product,
p) damages resulting from improper operation or installation defects,
q) damages resulting from improper maintenance of the product - the buyer is obliged to maintain the product on his own in accordance with the attached maintenance instructions (see Attachment No. 2 – "Instructions for the maintenance, restoration, operation and use of windows and doors") (błąd w oryginale???]
r) other circumstances for which the manufacturer is not responsible,
s) Complaints concerning the natural change in the color of the wood under lasur coatings, caused by prolonged exposure to sunlight, will not be accepted.

13. The warranty is voided in the case of:

a) independent introduction of alterations,
b) determination that any type of grates or security elements were attached directly to the elements of the joinery
c) determination that the seals and fittings were coated with paint,
d) the warranty being incorrectly filled, i.e. there is no purchase date, stamp and signature of the seller,
e) entries or corrections in the warranty card were introduced by unauthorized persons,
f) improper installation of the joinery (see Attachment No. 1 - "Company guidelines for the installation of CDM window joinery"
g) destruction of the joinery on the construction site by various kinds of construction crews
h) visible effects of excessive humidity at the construction site, which resulted in the damage of the joinery
i) installation of the joinery before the completion of wet works in the building
j) absence of the warranty card (in the case of website visit of the service team the customer is obliged to present the warranty card, in the absence thereof the customer will be charged according to the Price List).

14. The Warranter is not obliged to perform the activities provided for in the instructions for the maintenance, cleaning and adjustment of windows and doors, which should be performed by the buyer on their own and at their own expense. (except if the customer purchases the service of adjustment and maintenance of fittings from the Manufacturer of the window).

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15. The claims should be submitted on specifically defined forms prepared by the Service Department.

16. The obligations under the warranty will be fulfilled as soon as possible (within no more than 6 weeks from the date of submission), except where that is impossible for important reasons (e.g. weather conditions). In such case the Seller will determine another deadline for the removal of the defect.

17. In the case of submission of unjustified complaints concerning defects resulting from improper storage, improper use and maintenance of the product, the costs of removal of the defect, as well as the travel costs of the service team, shall be borne by the buyer.

18. The customer will each time provide the manufacturer or persons authorized by him with access to the defective product for inspection and removal of faults.

19. The customer's failure to provide the manufacturer or persons authorized by him with access to the defective product within the agreed deadline shall be interpreted as a withdrawal of the complaint.

20. In the event the product is damaged during transport, the cost of the repair is borne by the carrier.

21. In matters not covered by the terms and conditions of the warranty, the provisions of the Civil Code are applicable.

22. Disputes arising from this warranty will be settled amicably, and in the absence of an amicable settlement of the dispute, they will be submitted to a competent court with jurisdiction for the headquarters of the manufacturer.

23. The purchase of the product is tantamount to the acceptance of the terms and conditions of the warranty.

24. Attachments to the Warranty Card:
Attachment no. 1 – "Company guidelines for the installation of CDM window joinery".
Attachment no. 2 – "Instructions for the maintenance, restoration, operation and use of windows and doors"
Attachment no. 3 – "Visual Assessment of the Glass Pane Quality".
Attachment no. 4 – "Service Team visit at the customer's premises".

Attachment no. 1
Company guidelines for the installation of CDM window joinery

Wooden windows manufactured by CDM have a number of advantages that render their use easy and enjoyable. They are equipped with high-class multi-point locking fittings, thermal insulation glazing units and acrylic varnish coating with increased resistance to adverse weather conditions. The installation of the joinery should be performed by specialized installation teams with appropriate experience and expertise. The basic steps of woodwork installation, ensuring the smooth and correct performance of woodwork installation works, are presented below:

· inspection and preparation of the opening in the wall,
· setting of the window in the opening,
· mounting of the frame in the wall,
· execution of insulation around the frame,
· adjustment of fittings

1. Inspection and preparation of the opening in the wall
Each installed window should be inserted into a finished opening in the wall. It is unacceptable to enclose the frame of the window with a wall during the process of its erection and to use the frame as a form work element for the execution of the wall lintel above the window. As a result of such installation the window is fitted too tightly, without any clearances, without proper insulation. What is even worse, stresses from the wall structure are transferred through the window resulting in its improper functioning. Therefore, the opening in the wall should be 3-4 cm wider than the width of the window frame (1-2 cm on each side), and 5-8 cm taller (1-2 cm from the top and 3-6 cm from the bottom). The angles of the opening should have 90 degrees, and the diagonals should not differ by more than 1 cm, which can be checked using a tape or a string. If the opening in the wall is larger than recommended, this results in increased and unnecessary consumption of insulating material, and if the angles are not right angles, it may cause the "skewing" of the frame. All interior surfaces of the wall opening should be smooth, free of deficiencies and the internal insulation layer should protrude beyond the surface of the wall in the frame. The bottom surface of the opening should be uniform, even, and executed using a layer of bonded material allowing for the stable placement of the window.

2. Setting of the window in the opening

In order to facilitate the manipulation of the window during installation, the window sashes should be removed and only the frame should be used. In relation to the depth of fitting of the window and the window threshold in the wall opening, it is important that the dew point isotherm (10°C) for the wall passes through this window. Only then can we avoid the phenomenon of water vapor condensation on the inside of the window. In a layered wall

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insulated with mineral wool or polystyrene, this isotherm is usually limited with a layer of insulating material, therefore the window should be mounted at that height (or actually depth of the opening). After setting the frame on the threshold you should determine the horizontal and vertical directions (level and plumb) of the sides of the frame with the use of a spirit level and block the frame in the correct position using spacer and support wedges (Figure 3). In plastered frames it is advisable to interrupt the continuity between the internal and external plasters, preferably with an insulation layer.

3. Mounting of the frame in the wall

The CDM company recommends fixing windows using a system of anchors for the installation of wooden window (Fig. 1). Mounting anchors for PVC windows should not be used under any circumstances. The anchors have to be attached to the frame before the frame is set in the wall opening, at a distance of 15 cm from each corner, the distance between subsequent anchors should be no greater than 700mm (Fig. 2). The anchors should be mounted in the frame with 3.5 x40 mm wood screws. After the initial setting of the frame and its wedging the anchors are mounted to the wall using wall plugs. Please remember to attach each anchor to the wall using two wall plugs, except in cases where the anchor is mounted to a reinforced concrete wall. In such case the use of one wall plug is acceptable.

4. Execution of the window insulation

Wooden windows are characterized by the thermal insulation of Rs = 0.9-1.6 and high wind and water tightness. In order to maintain these parameters for the entire opening we have to seal the gap between the frame and the wall in such a way that it becomes resistant to water and cold penetration. Polyurethane mounting foams are currently most commonly used for this purpose. After they are applied to a gap they start swelling, thus sealing the gap completely. There is a danger in this case, that if the foam is not applied skillfully to the gap, excess foam which cannot find a way out of the gap may push the frame away from the wall, resulting in the creation of a bulge. In order to prevent this, primarily low-pressure polyurethane foams should be used. In addition, when sealing balcony doors a tensioner should be installed halfway up the door's height. It should be secured so as not to damage the window frame. We should always keep in mind, however, that mounting foam is only an insulating material and it is unacceptable to use it as the sole material fixing the window to the wall.
The insulating layer around the frame should be uniform, without interruptions, and of equal thickness. On the outer side, a waterproofing layer should also be executed along the gap. The layer should be executed especially carefully along the bottom frame, corners and the area of contact with the flashing. This insulation layer should be executed using materials such as durable elastic putties e.g. silicone. After the polyurethane foam has hardened the spacer wedges should be removed and the support wedges should be left. Then we should once more check whether the frames are plumb, level and square, and use polyurethane foam to fill the holes created after the removal of the wedges.

The CDM company recommends covering the window frame with adhesive paper tape in order to avoid the contamination of the window with polyurethane foam. Please note that this should be a special adhesive tape for acrylic surfaces, which must be removed immediately after the window is sealed with polyurethane foam.

In order to improve the thermal insulation parameters, we recommend the use of an additional sealing layer in the form of a vapor barrier tape from the inside and a vapor permeable tape from the outside.

5. Adjustment of fittings

CDM windows are equipped with multi-point locking fittings, which lock the window sashes in several places around the entire perimeter and allow for the use of one handle to control door opening and tilting functions. The multi-point locking fittings is a high-precision mechanism. However, the fittings have a tolerance of a few millimeters allowing for their adjustment in several directions. In the fittings used by the CDM company this adjustment is performed using a hex key in accordance with the window adjustment instructions. Each user can perform window adjustment on his own based of the instruction manual. After inserting the sashes in the mounted frame, the installer should also inspect the proper operation of the windows, lubricate the fittings components in the places indicated in the instruction manual and make adjustment where necessary. Window sashes should open and tilt easily, without any friction and resistance, and the contact pressure of the sash against the frame should be even around the entire perimeter.

6. Finishing works

The task of the authorized installation team is not only to mount and adjust the window but also to sash the premises clean and tidy. The installer should be able the plaster in areas where the it has been damaged, e.g. plaster carved out for the mounting anchors. During installation we should keep in mind that the final element of the new window is the sill installed underneath it and sloping in the direction opposite to the window. In regards to the outer side, we must remember about the flashing which should be properly installed under the window gutter drip and which protects the wall against water dripping. An additional aesthetic element are the masking strips applied around the window and used outdoors and indoors.

Required materials and tools

1. One component polyurethane low-pressure foam
2. Paper self-adhesive tape for acrylic surfaces.
3. Spirit level.
4. Hammer drill.
5. Mounting anchors - appropriate for the given wall

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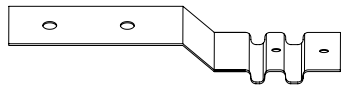
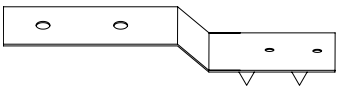
6. Wedges.
7. Tools for window or door adjustment.
8. Wood screws and wall plugs.
9. Optional vapor barrier tape and vapor-permeable tape.

Figure no. 1 mounting anchors for the installation of wooden windows



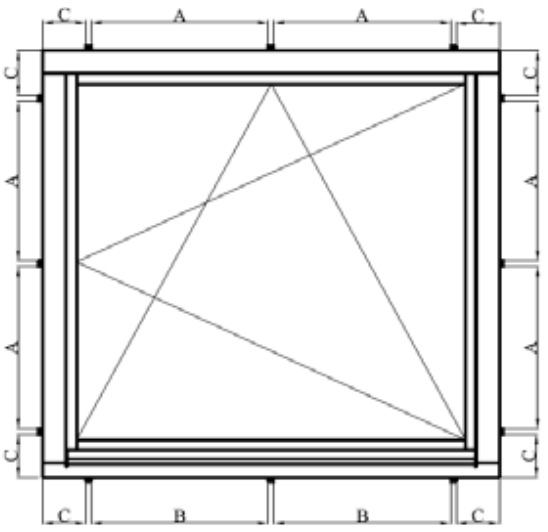
profiled anchors (side and top)



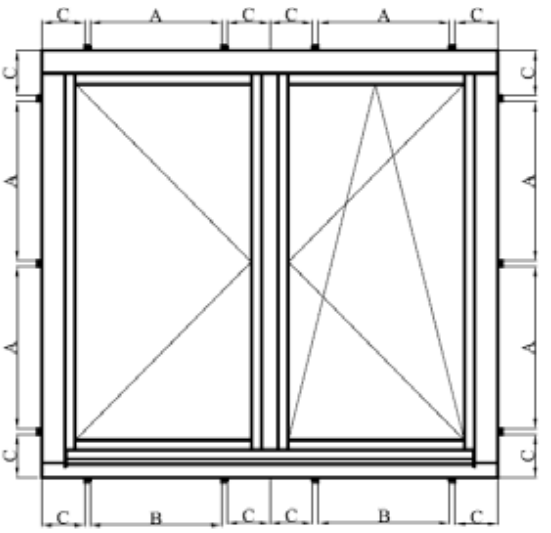
driven anchors (bottom)

Figure no. 2 - the principle of anchor spacing

single casement window and fixed window



double casement window and all windows with mullions



dimension A
– max. 700 mm

dimension B
– opened and fixed window max 700 mm
– sliding and folding window max. 500 mm

dimension C
– max. 150 mm

Figure no. 3 - Spacing of the support and spacer wedges

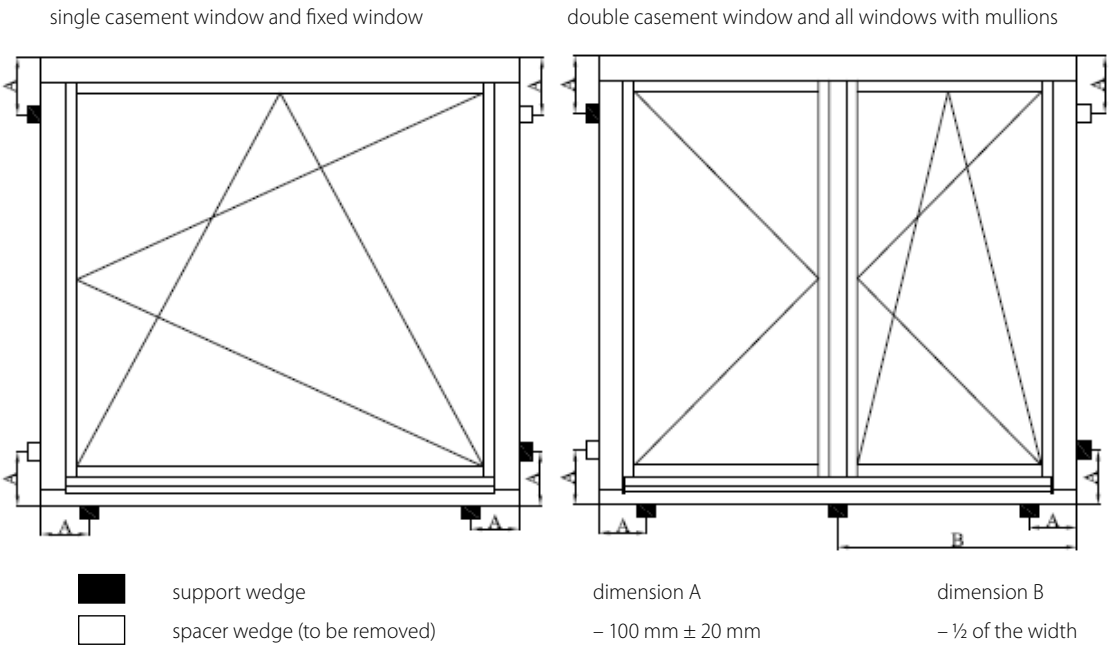


Figure 4 – Diagram of the window frame embedding

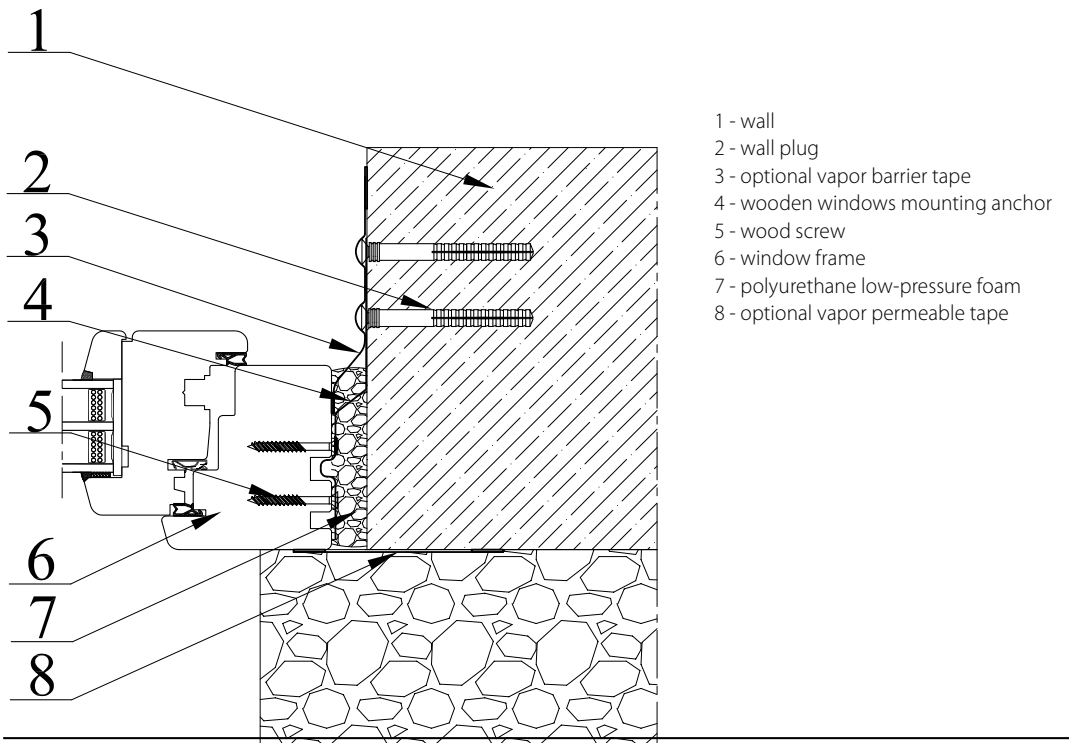


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Figure no. 5a - Diagram of threshold setting for doors opened to the outside

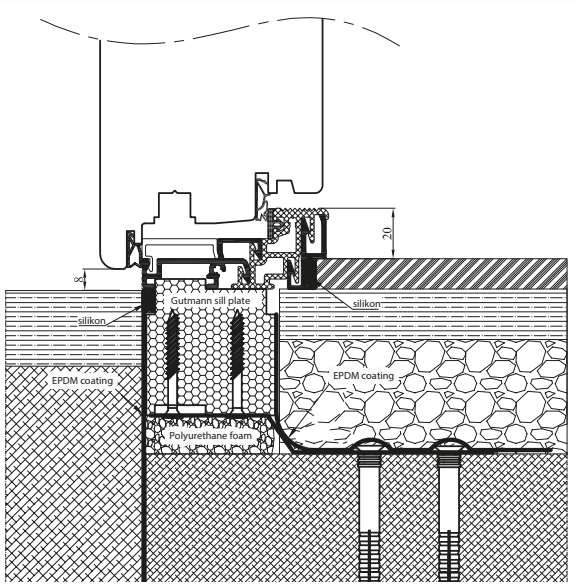
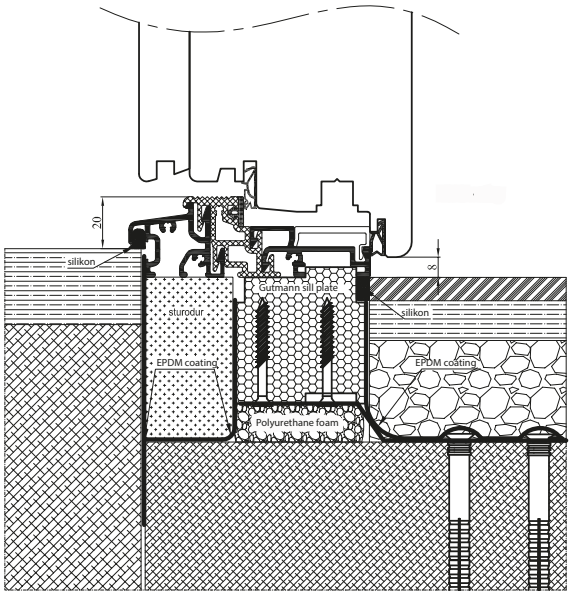


Figure no. 5b - Diagram of threshold setting for doors opened to the inside



Spacing of the mounting anchors and wedges in accordance with Figures 2 and 3. Gutmann thresholds are available in heights of 30 mm and 50 mm. The thresholds can be joined freely in order to obtain the desired height.

7. Installation of the Hs sliding window

In the HS lift and slide windows, the entire weight of the sashes is transferred to the threshold. Due to the large weight of the sashes (up to 400kg), the proper setting of the threshold is a prerequisite for the proper functioning of the window throughout the period of use.

The installation should begin with:

a. Fixing the connector plates on the entire perimeter of the window.
The spacing of the connectors should be executed in accordance with Figure No. 6 It is important for the connector plates to be made of galvanized sheet steel with a minimum thickness of 2 mm and dimensions of 40x250mm.

b. Leveling and anchoring of the threshold, accounting for the established depth of the threshold setting in the flooring.
The threshold should be supported through a self-leveling screed on the entire width of the window in accordance with Figure No. 7, or with spot supports through elements made of hard, non-absorbent materials such as impregnated waterproof plywood. The elements for the spot support should have a minimum dimension of 150x100mm and an appropriate thickness, and their spacing should be executed in accordance with Figure no. 8.
Before anchoring the threshold it is necessary to check its straightness using a long spirit level, which should also be used to check the leveling of the threshold. The threshold cannot be warped or oriented non-horizontally.

c. Setting of the window squareness.
Check the squareness of the entire structure using 2 spacer blocks placed diagonally on the doors. It is also necessary to check the vertical setting of the window in the direction perpendicular to the glass plane.

d. Mounting of the window in the wall.
The window should be mounted in accordance with the rules described in point 3.

e. Execution of the window insulation
The window insulation should be executed in accordance with the rules described in point 4.

An example of installation of a window with the sill supported on a self leveling compound is presented in Figure no. 9, while Figure no. 10 shows and example of installation with the sill based on spot supports.

We recommend using thermal sill plate systems, available in heights of 100, 150 mm. The sill plates can be joined or trimmed to achieve the desired height. Thermal sill plates can be replaced with a sill plate made of impregnated wood.

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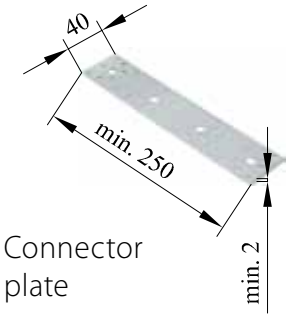
Figure no. 6
Spacing of connector plates



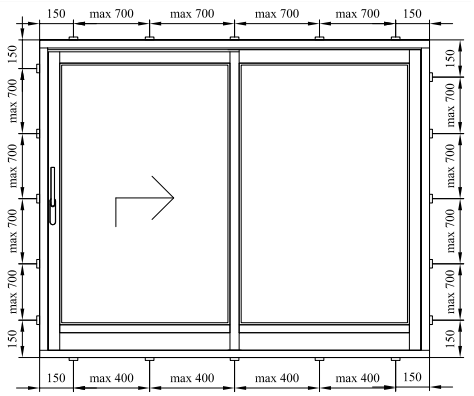


Figure no. 7
Sill embedded on
a self leveling compound

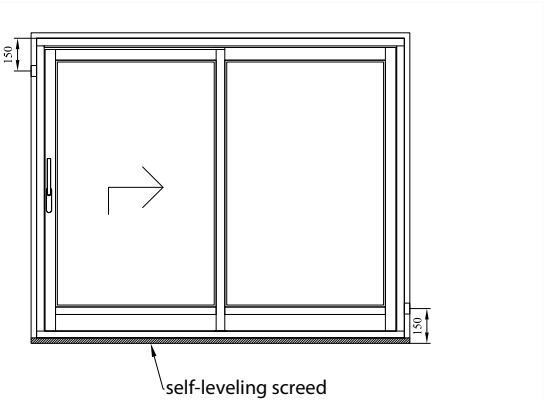


Figure no. 8
Sill embedded
on spot supports.
descriptions of the figures:

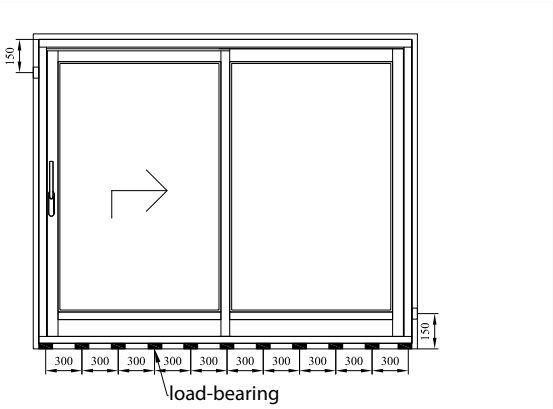


Figure 9 - Example of installation of the HS windows with the sill embedded on a self leveling compound

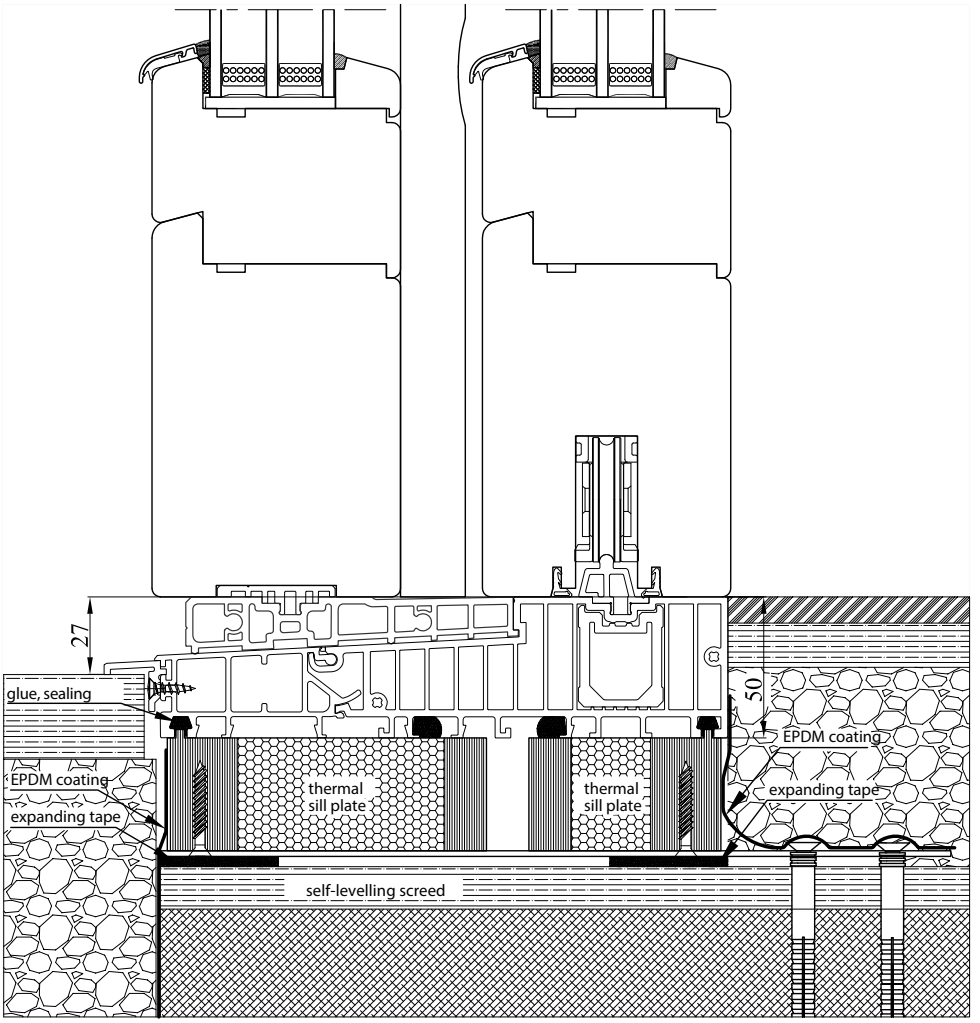


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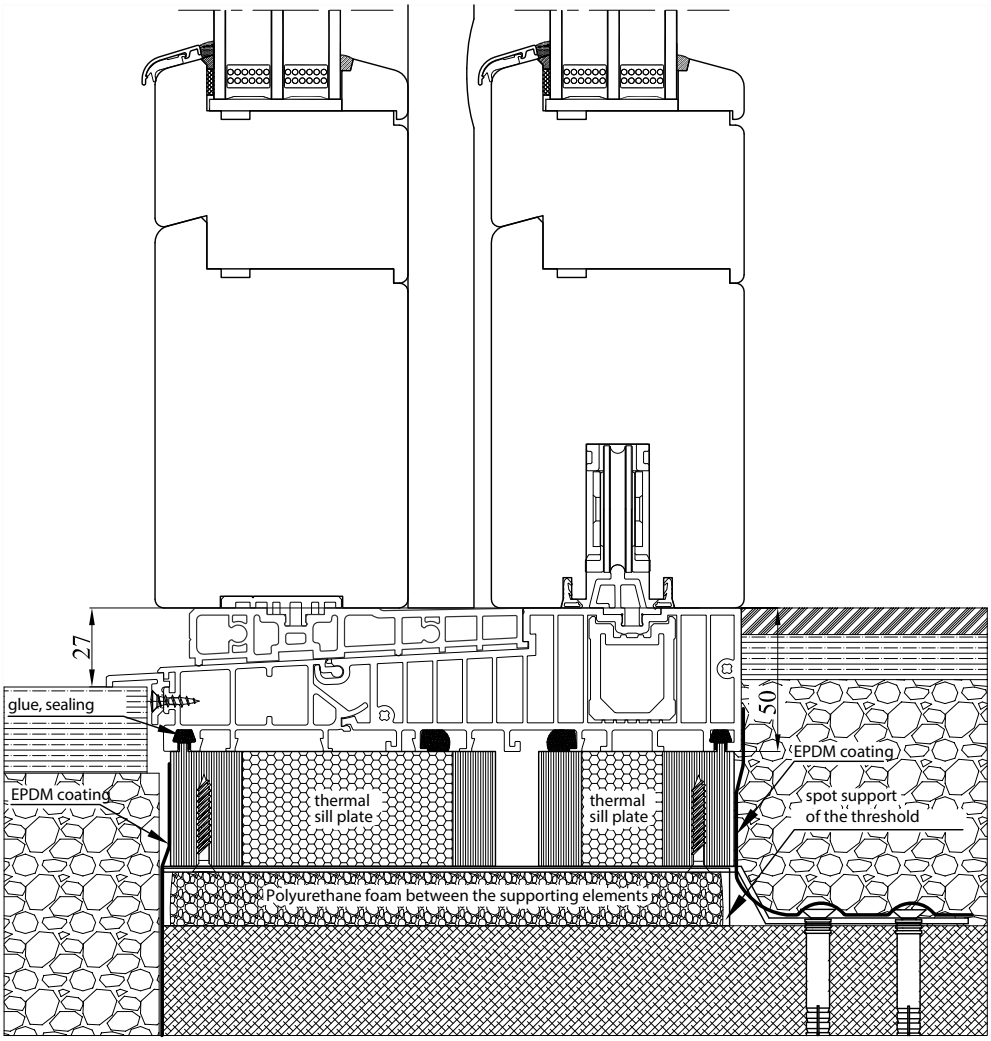
Figure 10 - Example of installation of the HS windows with the sill based on spot supports



Attachment No. 2

Instructions for the maintenance, restoration, operation and use of windows and doors

1. Cleaning and maintenance of the joinery

Twice a year (preferably before the summer and winter) the surface of the wooden windows should be thoroughly cleaned from dust, insects and others impurities using a mild detergent and water. This should be done not only for aesthetic reasons, but also in order to prevent the dirt from damaging the varnish coating (this type of contamination can result in the growth of green algae and fungi). After cleaning, a protective emulsion should be applies on the frames. Caution! Most products for cleaning glass contain ammonium chloride. After cleaning windows or glass panes in the doors it is necessary to remove the ammonium chloride residue, preferably using clean water. The cleaned elements should be wiped dry with a soft cloth.

Both transparent and opaque coating systems provide protection against the destructive impact of weather factors

Cleaning product: **Teknoclean 1951-00** effectively removes dirt, grease and other contamination from wooden surfaces. Packaging: 0,5 l

Care product: **GORI 690-31 Surface Maintenance**. Gives a shine and protects surfaces damaged by exposure to sunlight, rain and frost, but cannot be used as a replacement for the renovation of damaged coating. Packaging: 0,5 l

2. Inspection of the technical condition of the window and the varnish coatings

The window seals should be wiped once a year with talcum powder in order to prevent them from sticking to the varnished surfaces. In order to secure the ease of movement of the fittings, they should be greased or oiled after cleaning. When performing these steps we must check the correct operation of the fittings. We make sure that the position of the screws is correct. We also check the adhesion of the silicone to the glass. Inspecting the condition of the coatings on an ongoing basis allows us to quickly detect any damages. The condition of the coatings should be controlled each time after a hail storm, as the impact of ice crystals may cause damage to the surface. When inspecting the condition of the coatings, we must also check whether any cracks occurred in the joint filler. In the case damages of this type are observed, the joint filler must be removed completely and reapplied. Any cracks, chipping or flaking of the coating should be immediately repaired by the customer or by specialized service employees. Maintenance carried out in a timely manner will prevent further damage, and thus allow the user to save time and avoid unnecessary costs. Properly cleaned, cared for and regularly inspected paint coating should be renovated if it is determined that the layer of coatings has become thinner or in case micro cracks are found.

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3. Renovation

Prior to renovation all fittings should be secured against paint. All areas that will be renovated should be thoroughly cleaned using a mild detergent and rinsed with clean water. Window frames should be renovated using the same products they were coated with by the manufacturer.

During the renovation of the coatings we should keep in mind that impregnation, application of a primer or the topcoat layer cannot be carried out at a temperature below 8oC and relative humidity higher than 80%. We do not recommend applying coating in strong sunlight. Water-soluble products are fit for use for 12 months, provided they are stored in a tightly closed container at a temperature above 5°C.

The renovation process depending on the degree of damage to the surface.

3.1 The coating system is intact and requires only cosmetic touch-ups.

We apply two top coating layers (GORI 660/Aquatop 2600) in the appropriate color and shine using a synthetic brush with long bristle for acrylic paints. We should wait 4 hours before applying the second layer.

3.2 Minor flaking of the topcoat layer, without damage to the wood

We sand the damages places using fine sandpaper. Be careful to only sand damaged places and not to sand the primer. We carefully vacuum the surface from dust, wash it and let it dry completely.

We apply two top coating layers (GORI 660/Aquatop 2600) in the appropriate color and shine using a synthetic brush with long bristle for acrylic paints. We should wait 4 hours before applying the second layer.

3.3 Extensive damage of the coating

We should sand the entire window frame using fine sandpaper. Be careful not to sand the primer. We carefully vacuum the surface from dust, wash it and let it dry completely. We apply two top coating layers (GORI 660/Aquatop 2600) in the appropriate color and shine using a synthetic brush with long bristle for acrylic paints. We should wait 4 hours before applying the second layer.

Entirely damaged varnish coating, e.g. curring in the coating layer, hole in the coating. The complete restoration of the coating is necessary.

We remove the damaged coating using medium-grade sandpaper and then fine sandpaper. We carefully vacuum the surface from dust, wash it and let it dry completely.

We impregnate the raw wood (GORI 356* or Teknol Aqua 1410*).

After the impregnation layer has completely dried, we prime the surface using an undercoat in the appropriate color, in order to increase the adhesion of the top coat paint (Aqua Primer 2900/Antistain Aqua 2901/GORI 615).

We apply two top coating layers (GORI 660/Aquatop 2600) in the appropriate color and shine using a synthetic brush with long bristle for acrylic paints. We should wait 4 hours before applying the second layer.

3.4 Natural expansion and contraction of wood caused the cracking of the coating or the moisture penetrated the joints and cross sections.

We remove the damaged coating using medium-grade sandpaper and then fine sandpaper. We carefully vacuum the surface from dust, wash it and let it dry completely.
We impregnate the raw wood (Teknol Aqua 1410* or GORI 356*).
After the impregnation layer has completely dried, we prime the surface using an undercoat in the appropriate color, in order to increase the adhesion of the top coat paint (Aqua Primer 2900/Antistain Aqua 2901/GORI 615).
We fill the open joints with joint filler (TEKNOSEAL 4001 or GORI 691 V-Joint Protection).
We smooth out the joints using a wet cloth or a spatula and let them dry completely.
We seal all the exposed cross sections with the filler and allow them to dry completely.
We apply two top coating layers (GORI 660/Aquatop 2600) in the appropriate color and shine using a synthetic brush with long bristle for acrylic paints. We should wait 4 hours before applying the second layer.

4. Use, maintenance and adjustment of the fittings.

4.1 Use of the windows

Method of opening:
- fitting closed - handle positioned vertically downwards
- fitting in the OPEN position - handle in the horizontal position
- fitting in the MICROVENTILATION position - handle in upwards position at an angle of 45°
- fitting in the TILTED position - handle positioned vertically upwards

Please note that due to the application of anti burglary elements such as hooks, as well as the handle, it is necessary to use greater force in order to open it.

Maintenance of window fittings and adjustment of fittings:

Your windows and balcony doors have been equipped with high quality SIEGENIA fittings. In order to ensure the reliable operation of these fittings we recommend carrying out maintenance and inspection of the fittings at regular intervals (at least twice a year, or more frequently).

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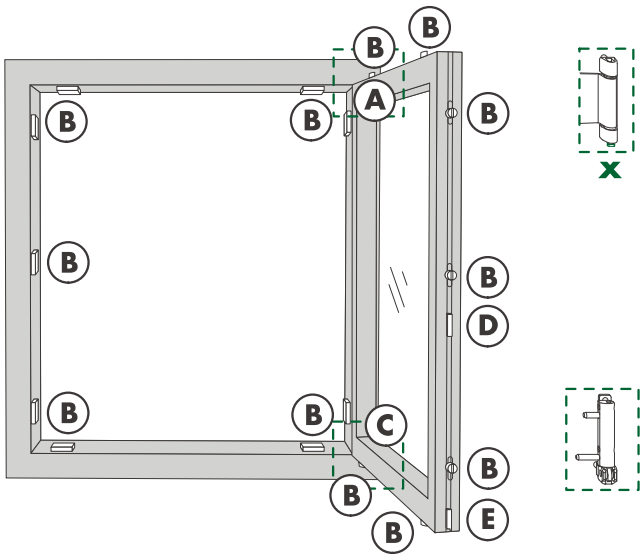
4.2 Maintenance of the fittings

Check all the elements responsible for the safety of the fitting [ ] in terms of attachment and possible friction.

- Check whether the pin of the upper frame hinge (x) is fully inserted. If not, push the hinge pin in completely.
- Check for loose mounting screws and proper mounting of the handle. Tighten the loose screws using the appropriate tools.
  Note: do not strip the screws during tightening!
- Replace the damaged components of the fittings or the stripped screws with the help of the appropriate service crew.

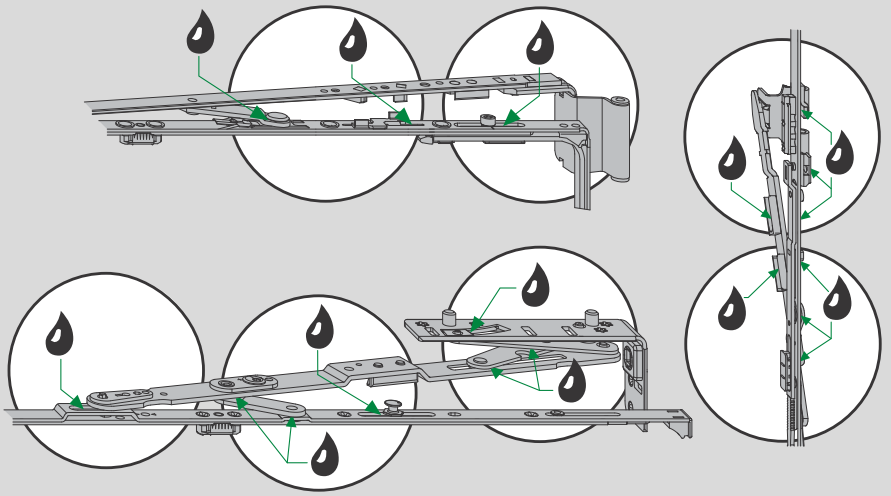
Lubricate all places where friction occurs.

- Only use lubricants/oils that do not contain acids and resins.
- In order to lubricate the moving parts of the fittings, use spray lubricants, which should be introduced into each hole of the fitting. After lubrication open/tilt the window a few times until the grease is evenly distributed and then wipe off the excess grease. Lubricate the hinges on the frame in the place where the bolt enters using a solid consistency grease (consistency class 2 according to DIN 51818). The GREENTEQ grease for fittings is perfectly suited for this purpose.



maintenance - fittings lubrication points

A



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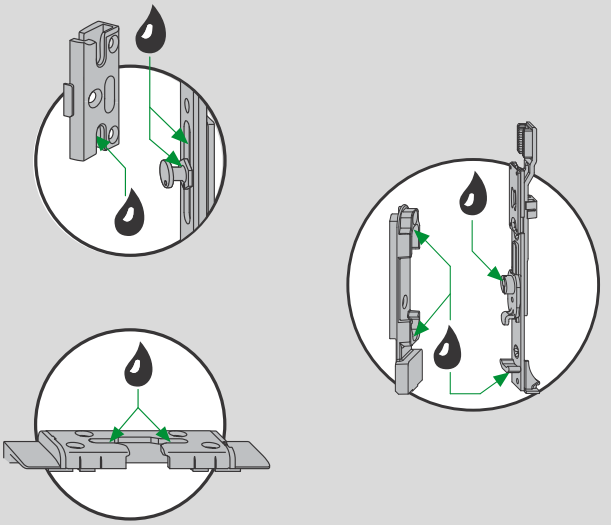
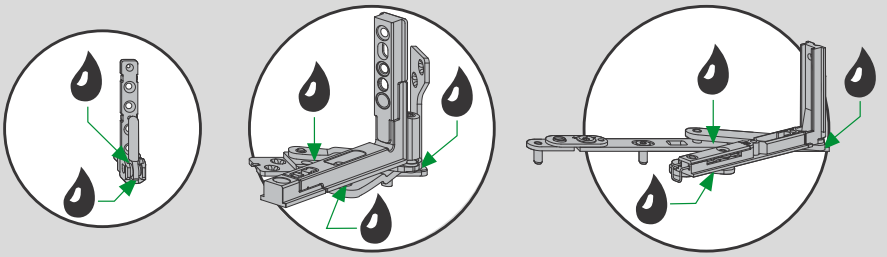


C



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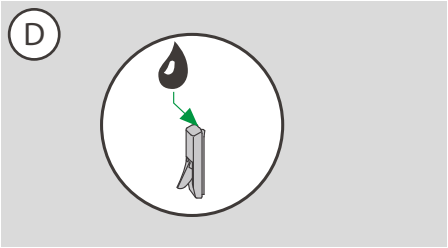
maintenance - fittings lubrication points

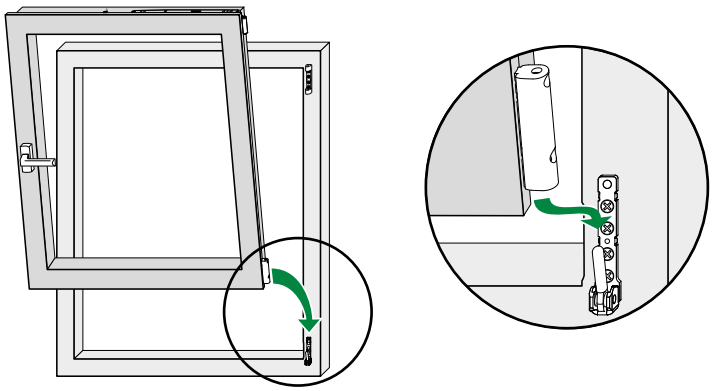


4.3 Adjustment of window fittings

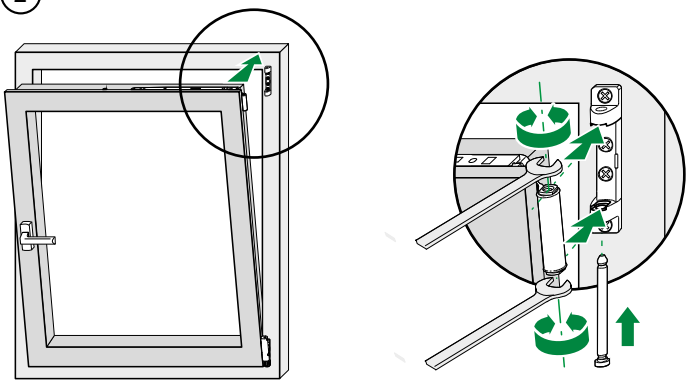
Installing and removing window sashes

Installation of the sash

1



2



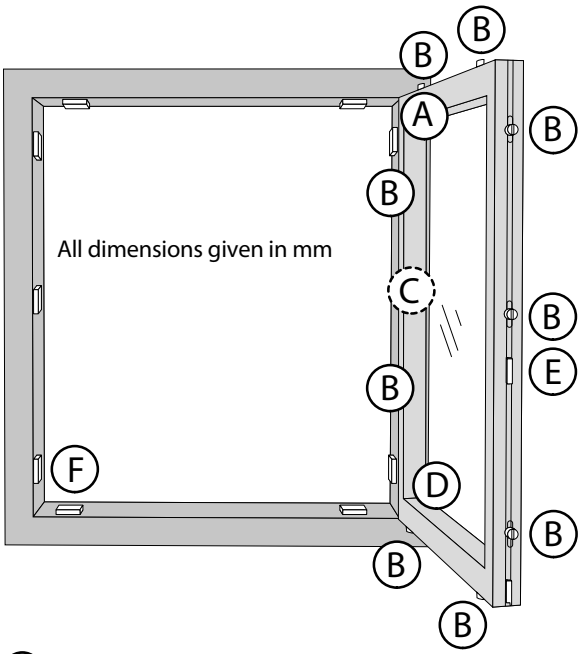
TITAN hinge side

The sash stay hinge pin should be inserted from the bottom, with the sash in the position of 0° or opened at 60°.

Removal of sashes

The sashes should be removed in reverse order.

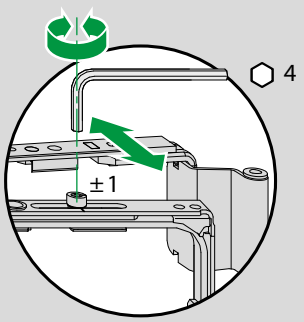
Method of adjustment



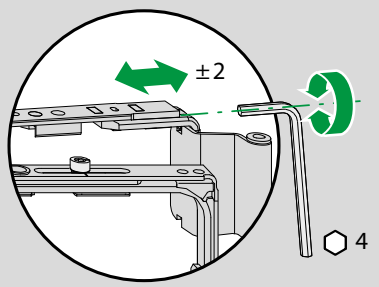
- A Stay and top hinge
- B Locing point
- C Tilt sash hinge (only for tilt sash)
- D Corner hinge – rebate corner hinge – bottom hinge
- E Door snapper
- F Run – up

A Stay

Pressure adjustment



Side adjustment



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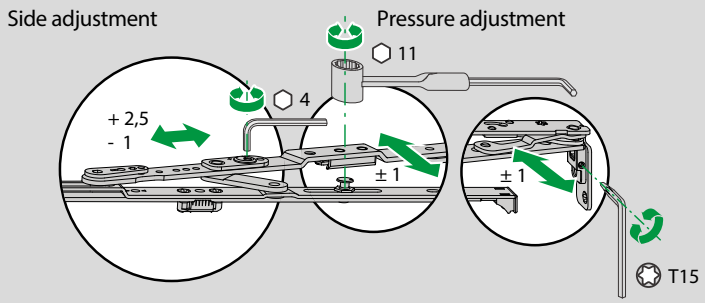
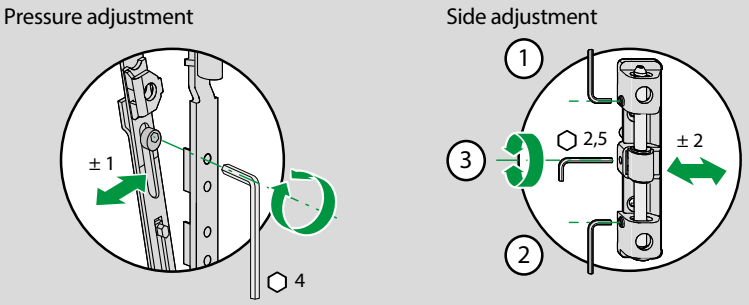
A Stay

Concealed hinges AXXENT 24



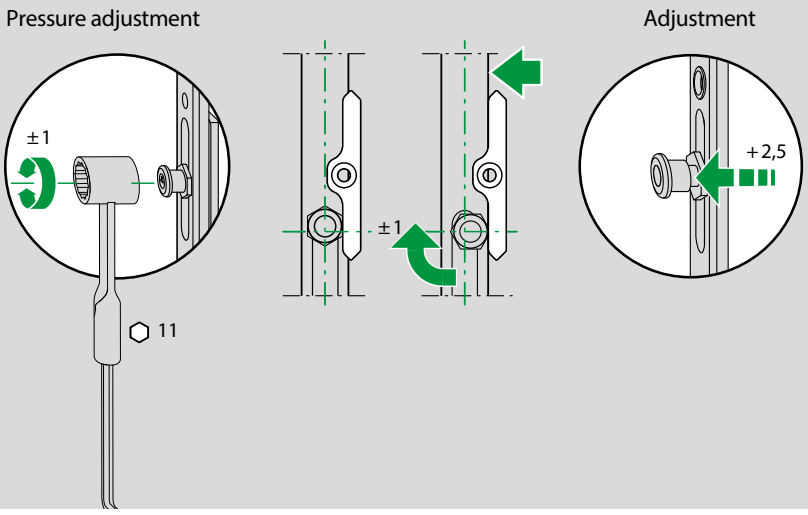
A Stay/Top hinge

Arched head



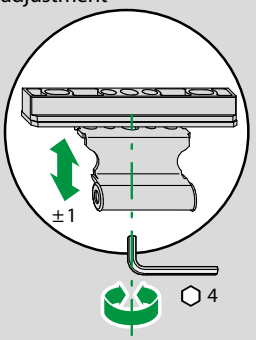
B Locing points

Comfort mushrooms

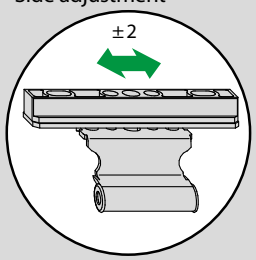


C Tilt sash hinge

Height adjustment

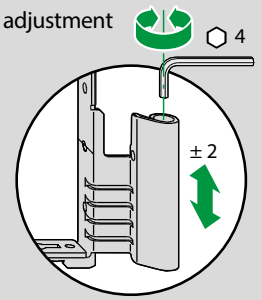


Side adjustment

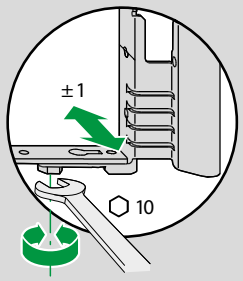


D Corner hinge

Height adjustment

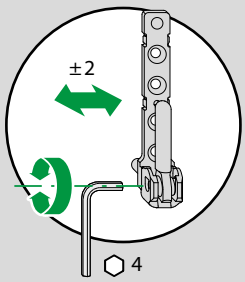


Pressure adjustment



D Bottom hinge

Side adjustment



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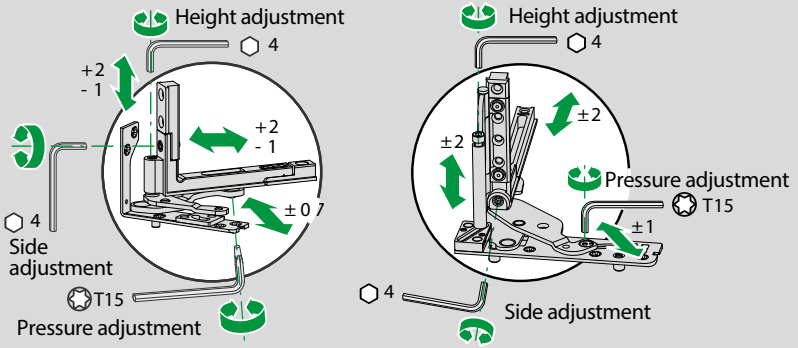
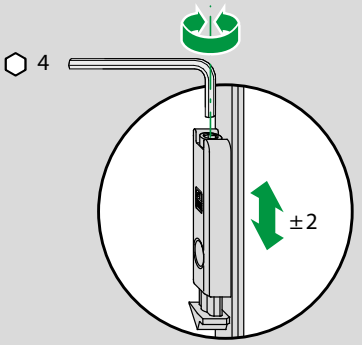
D Bottom hinge/Corner hinge

Concealed hinges AXXENT 24



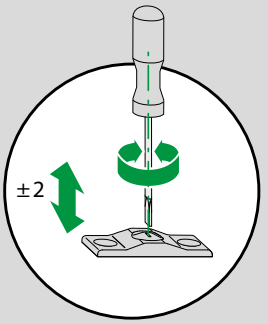
E Snapper

Height adjustment



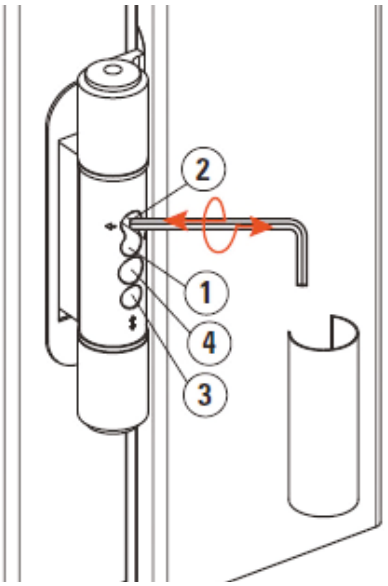
F Arched head run-up

Height adjustment



4.4 Adjustment of door fittings

HINGES 4mm hex key



Horizontal adjustment to the left
screw (1) by turning it to the left and tightening
screw (2) by turning it to the right
Horizontal adjustment to the right
screw (2) by turning it to the left and tightening
screw (1) by turning it to the right
Height adjustment
screw (3) to the right or the left in order to raise or lower the door
The adjustment mechanism is self-locking.
Adjustment of the seal clamp
screw (4) to the right or the left, until the desired pressure is obtained
The adjustment mechanism is self-locking. y

MIDDLE LOCKING PLATE
cross-screwdriver

UPPER and BOTTOM LOCKING PLATE
2.5mm hex key

Loosen the indicated screws, manually move the locking plate to the desired position, tighten the screws

loosen screws (1), turn screws (2) to the right or to the left to set the locking plate in the desired position, tighten screws (1)

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5. Seals:

Maintenance should be carried out every 12 months. After disassembly the seal should be cleaned from dust and grease using neutral cleaning agents. After drying we coat the rubber seal with a preservative in order to retain its flexibility and reassemble the seal in the window. In the event permanent damage or deformation is identified, the seal must be replaced with a new one.

6. Proper operation and safety of use:

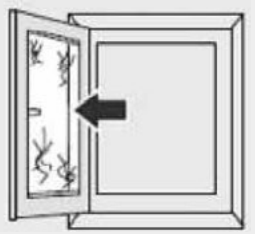
Do not leave the window sash in the open position during strong wind!

Do not put any objects between the window sash and the frame!

Do not apply any loads on the window!

In the case children with mental disorders have access to the window, it is necessary to install elements blocking the opening of the window! (window lock or a handle with a key locking)

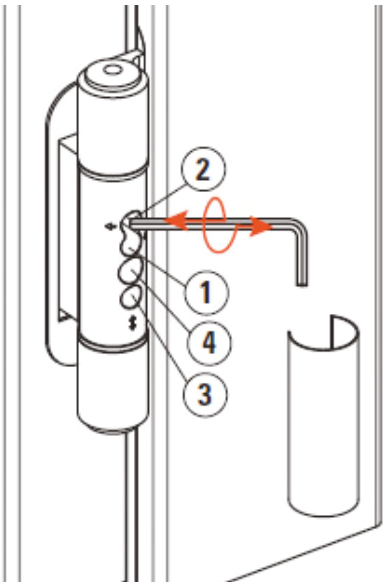
When opening the window, do not put your hand between the window sash and the frame! The impact of a strongly pushed window sash (e.g. by a gust of wind) may cause injury!



Do not push the sash against the frame

4.4 Adjustment of door fittings

HINGES 4mm hex key



Horizontal adjustment to the left
screw (1) by turning it to the left and tightening
screw (2) by turning it to the right
Horizontal adjustment to the right
screw (2) by turning it to the left and tightening
screw (1) by turning it to the right
Height adjustment
screw (3) to the right or the left in order to raise or lower the door
The adjustment mechanism is self-locking.
Adjustment of the seal clamp
screw (4) to the right or the left, until the desired pressure is obtained
The adjustment mechanism is self-locking. y

MIDDLE LOCKING PLATE
cross-screwdriver

UPPER and BOTTOM LOCKING PLATE
2.5mm hex key

Loosen the indicated screws, manually move the locking plate to the desired position, tighten the screws

loosen screws (1), turn screws (2) to the right or to the left to set the locking plate in the desired position, tighten screws (1)

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5. Seals:

Maintenance should be carried out every 12 months. After disassembly the seal should be cleaned from dust and grease using neutral cleaning agents. After drying we coat the rubber seal with a preservative in order to retain its flexibility and reassemble the seal in the window. In the event permanent damage or deformation is identified, the seal must be replaced with a new one.

6. Proper operation and safety of use:

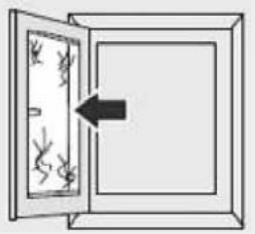
Do not leave the window sash in the open position during strong wind!

Do not put any objects between the window sash and the frame!

Do not apply any loads on the window!

In the case children with mental disorders have access to the window, it is necessary to install elements blocking the opening of the window! (window lock or a handle with a key locking)

When opening the window, do not put your hand between the window sash and the frame! The impact of a strongly pushed window sash (e.g. by a gust of wind) may cause injury!

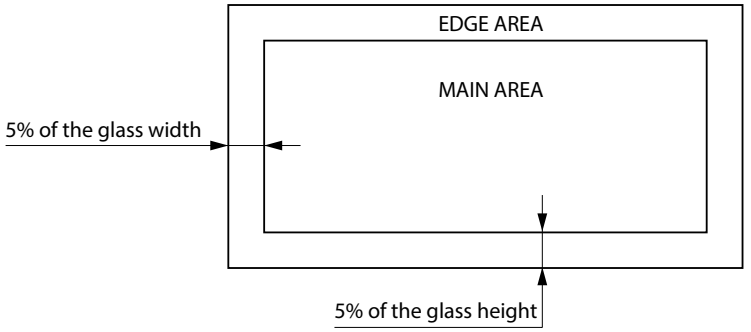


Do not push the sash against the frame

Attachment no. 3
Visual Assessment of the Glass Pane Quality

The insulated glass unit insulation should be assessed from a distance of 2 m, at right angle, in daylight, without direct sunlight exposure. Defects which are not visible from that distance will not be recognized.

Prior to the assessment, the edge area of the glass pane should be determined, consisting of 5% of the width and 5% of the height of the glass (as per the figure below)



TYPE OF DEFECT/ PHYSICAL PHENOMENON	LOCATION OF THE DEFECT		*REFERENCE DOCUMENT
	EDGE AREA	MAIN AREA	
1. SCRATCHES			
scratches on the FLOAT glass	acceptable, max. 4 pcs. / linear meter with a length up to 25mm	acceptable, max. 1 piece / square meter with a length up to 12mm	1
scratches on the TERMFLOAT glass with a length up to 75 mm	acceptable, provided they are not visually striking and do not obstruct vision	acceptable, provided they are not visually striking and do not obstruct vision	2
scratches on the TERMFLOAT glass with a length exceeding 75 mm	acceptable, provided that the distance between them is greater than 50mm	unacceptable	2
2. SPOT DEFECTS, I.E. SPECKS, PUNCTURES, SCRATCHES			
with dimensions up to 1 mm	acceptable, provided they are not visually striking and do not obstruct vision	acceptable, 1 piece / square meter	1
with dimensions from 1mm to 2 mm	acceptable, 2 pcs. / linear meter	acceptable, 1 piece / square meter	1
with dimensions from 2mm to 3 mm	acceptable, 1 piece / linear meter	acceptable, 1 piece / square meter	2
with dimensions exceeding 3 mm	unacceptable	unacceptable	2

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TYPE OF DEFECT/ PHYSICAL PHENOMENON	LOCATION OF THE DEFECT		*REFERENCE DOCUMENT
	EDGE AREA	MAIN AREA	
3. FOREIGN OBJECTS (e.g. threads)	unacceptable	unacceptable	1
4. AIR BUBBLE	unacceptable	unacceptable	1
5. GLASS CONTAMINATION	unacceptable	unacceptable	1,3
6. STEAM, CONDENSATION INSIDE THE GLASS UNIT	unacceptable	unacceptable	1,3
7. STEAM, CONDENSATION ON THE EXTERNAL SURFACE OF THE GLASS UNIT	acceptable	acceptable	1,3
8. MULTI-COLORED LINES, SO-CALLED BREWSTER'S FRINGES	acceptable	acceptable	1,3
9. COLOURED RINGS WHOSE MIDDLE IS NEAR THE CONTACT POINT OF TWO PANES, SO-CALLED NEWTON'S RINGS	unacceptable	unacceptable	1,3
10. NICKS AND CHIPPING AT THE EDGES	acceptable, single with dimensions up to 3mm	not applicable	1,3
11. NICKS AND CHIPPING AT THE EDGES	acceptable, provided that it doesn't clog the perforations of the spacer and is not visually striking	not applicable	CDM
12. VISIBLE BUTYL IN THE SPACE BETWEEN THE GLAZING	acceptable, provided they are not visually striking	not applicable	CDM
13. DISPLACEMENT OF THE SPACERS	acceptable up to 3 mm	not applicable	CDM

*Reference documents:
1 - Technical Criteria - Institute of Ceramics and Building Materials in Warsaw
2 - Standard PN-EN 1096-1:2012 "Glass in building. Coated glass. Part 1: Definitions and classification"
3 - Standard PN-EN 1279 "Glass in building. Insulating glass units"
CDM - internal guidelines of CDM Sp. z o.o.

Specific criteria for the evaluation of insulating glass units, which use laminated safety glass, e.g. 2B2, P2, P3, P4

1. SPOT DEFECTS, I.E. SPOTS, BUBBLES AND FOREIGN OBJECTS			
Glass surface	**Glass surface**	**Defects with a size up to 3.0mm**	**Reference document**
up to 1 m^2	acceptable	acceptable 1 piece	PN-EN ISO 12543-6:2011 "Glass in building -- Laminated glass and laminated safety glass: Appearance
from 1 to 2 m^2		acceptable, 2 pcs.	
from 2 to 8 m^2		acceptable 1 / square meter	
above 8 m^2		acceptable 1.2 /square meter (e.g. on a glass with a surface of 10m^2, 12 spot defects are acceptable)	
2. SCRATCHES			
Glass surface	**Scratches with a length <30mm**	**Scratches with a length ≥ 30mm**	**Reference document**
up to5 m^2	acceptable	unacceptable	PN-EN ISO 12543-6:2011 "Glass in building Laminated glass and laminated safety glass: Appearance
from 5 to 8 m^2		acceptable 1 piece	
above 8 m^2		acceptable, 2 pcs.	

Attachment No. 4
Service Team visit at the customer's premises

Date of visit	Undertaken actions	Signature of the person submitting the complaint	Signature of the Service Technician

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NOTES

Attachment No. 4
Service Team visit at the customer's premises

Date of visit	Undertaken actions	Signature of the person submitting the complaint	Signature of the Service Technician

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Telephone + 48 87 565 36 45, fax + 48 87 565 36 68, e-mail: cdm@cdm-drewno.pl

NOTES

NOTES

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NOTES

Contact

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