



CUSTOMER DOCUMENTATION



Timber windows & doors
Eurostyl Sp. z o.o. - Joinery manufacturer





TERMS & CONDITIONS OF SALE



Definitions & Interpretations

Under these conditions:

- **"Buyer"** means any individual, company or other legal entity or undertaking who agrees to purchase the goods from EUROSTYL Sp. z o.o.,
- **"Seller"** means EUROSTYL Sp. z o.o.,
- **"Goods"** means the window & door products which the Seller is to supply in accordance with these terms & conditions,
- **"Contract"** means the quotation provided being read in conjunction with and incorporating these terms & conditions,
- **"Terms & Conditions"** means the standard terms and conditions of sale set out in this document and (unless the context otherwise requires) includes any special terms and conditions agreed, in writing form between Buyer and Seller,
- **"Writing"** means e-mail transmission or post. We do not accept fax communication,
- **"Working days"** means every day except Saturdays, Sundays, and Public Holidays in the jurisdiction where the Seller is a resident.

§ 1

General

1. These Conditions shall be referred to as the "Terms & Conditions of EUROSTYL Sp. z o.o".
2. No variation of these terms & conditions shall be binding unless agreed in writing between the authorised representatives of the Buyer and the Seller.
3. (By paying a deposit) The Buyer declares that you have read and understood the terms & conditions, and accept their content.
4. Any typographical, clerical or other error or omission in any sales literature, quotation, price list, acceptance of offer, invoice or other document or information issued by the Seller shall be subject to correction without any liability on the part of Seller.
5. All quotes have a 'valid for' date which, upon re-quotation, could attract an increasing in cost if the 'valid for' date has expired.
6. All frame dimensions are actual unless previously specified.

§ 2

Quotations & Acceptance

1. All quotations made by EUROSTYL Sp. z o.o. are based on information received from the Buyer.
2. Any details, information, specifications, quantities, drawings or other information received or offered are used as a guide to provide a quotation for the buyers project at their request therefore assumptions are made.
3. By accepting and signing the offer you, the buyer, confirm that you have read the contents of the quotation and accept it as an accurate reflection of your requirements.
4. The seller shall not be liable for any direct, indirect or consequential losses of any kind due to delayed or failed deliveries of the goods, nor is the buyer entitled to terminate or rescind this contract until such occurrence exceeds 3 months.
5. The order must be "confirmed" and "acknowledged" before the expiry date stated on the quotation to qualify for the price quoted. Any expired quotation may receive an increase in cost upon a version update or extended expiry date.
6. EUROSTYL Sp. z o.o. reserves the right to change specification of their products without prior notice.

§ 3

Prices & Payments

1. The price of the goods shall be as agreed in writing between the Seller and the Buyer at the time of order.
2. All prices are agreed prior to placing order on the day that the agreement is signed and a 50% deposit of the total cost figure is paid.
3. Deposit payments are non-refundable.
4. The balance of 50% of the total cost figure will be due and must be paid in full prior to dispatch of the goods.
5. Failure to complete the payment in full after 28 days past the final balance payment due date before dispatch will result in the buyer forfeiting any claim or ownership in relation of the whole order of goods.
6. Any delay in outstanding payments will affect the release into manufacture and the subsequent lead time of the delivery.
7. Pallets are available at an extra charge and are non-returnable.
8. Any delay in payments will affect the lead time of the delivery.
9. The Buyer will not be entitled to withhold or offset payments of any amount to the Seller under the terms of this contract, irrespective of any claims made by the buyer for faulty or defective

goods or for any other claim which is contested by the Seller and the Buyer will settle accounts in full on the due date if a warranty claim is unresolved.

10. All goods remain the property of the Seller until paid in full.
11. Goods not paid in full are not covered by warranty.
12. Current account numbers are on the invoice.
13. The Seller is not responsible for losses incurred by the Buyer resulting from payment to the wrong account (currency conversion). The Buyer is obliged to pay the seller the missing amount before shipping the goods. The correct account is always indicated on the specific invoice.

§ 4 Order completion date

1. The order completion date is set by the Seller in consultation with the Buyer.
2. The order completion date begins on the day, when:
the Seller receives deposit to the Seller's bank account,
determining all the details of the order and confirming the compliance of the offer with expectations (signing the contract/offer and CAD drawings)
3. After this date, changes to the order are not possible.
4. In exceptional cases, with the Seller's consent, changes are possible. In this situation, the order completion date and price may change.

§ 5 Deliveries

1. In order for the transport to take place within the appointed date, the Buyer should take into account the time of transfer of money from his account to the Seller's account.
2. The organisation of transport or the goods issue (in the case of self-collection) takes place only after the entire amount has been credited to the Seller's account. Lack of timely payment results in a delay in transport.
3. The date of payment is considered to be the date of posting the money transfer on the Seller's account.
4. The cost of deliveries to site is not included in the cost unless otherwise stated and does not include optional extras such as moffett offload, weekend drops, and special transport.
5. Deliveries are based on a single delivery to an individual specified site address. Additional deliveries or multi-drop deliveries are available at an extra cost.
6. The Goods shall be dispatched in undamaged condition and shall be packed to provide adequate protection for transportation.
7. We will agree a delivery date on a working week day of your choice. Weekend deliveries can be arranged at an extra cost.
8. Neither the Seller nor the transport company are responsible for unloading the products at the Buyer's. The Buyer is responsible for providing human resources and equipment needed for unloading.
9. If mechanical means of offloading is not present on site or provided, it is the responsibility of the Buyer to provide means of manual offloading. Goods can be offloaded with the use of a moffett rear mounted forklift at an extra pre agreed cost.
10. It is the responsibility of the Buyer to advise if the specified site is or has limited restrictive or poor access to accept either an articulated or ridged truck.
11. Returned, failed, non-attendance, or aborted deliveries will be charged at a full rate. Re-delivery cost can be obtained on request, or the Buyer can collect from our holding area by arrangement. Storage charges will apply until the goods are shipped or collected.
12. The Seller is not responsible for:
 - delays in delivery resulting from the transport company's failure to comply with the contract with the Seller,
 - damage to products during transport resulting from violations of traffic regulations (careless driving),
 - damage to products during transport resulting from accidents and other road incidents, regardless of the cause and perpetrator,
 - damage to products resulting from the reloading of the Seller's products by the transport company. The seller never agrees to reload the goods,
 - damage caused during unloading,
 - theft or destruction of products after the Seller has completed the loading,
 - other events after the Loading is completed, which are beyond the Seller's control.
13. From the moment of the loading completion by the Seller until the moment of unloading by the Buyer, the responsibility for the products is taken over by the transport company.
14. Assortment, quantity and quality acceptance takes place during unloading or before loading (in the case of self-collection). After this time, all claims regarding obvious defects (e.g. mechanical damage to wood and varnish coatings, glass cracks, scratches), the number of joinery pieces and additional assortment will not be considered.
15. The Buyer is obliged to unload the goods quickly. The costs of unloading and the related risk are borne by the Buyer.
16. If, due to the fault of the Buyer, unloading cannot take place, the costs of storage and unnecessary transport shall be borne by the Buyer.
17. If the Buyer collects the goods with his own transport, he is obliged to collect the goods during the Seller's working hours after prior arrangement of the date of receipt.
18. It is the Buyer's responsibility on delivery, to ensure that all goods have been delivered/received, and that all goods conform to its specifications and requirements. No claims will be accepted for defects ascertainable on delivery in respect of goods not received or not conforming to the Buyer's written specifications and requirements.

§ 6

Storage

Goods will be stored for up to 10 working days free of charge following notice of availability from seller to Buyer arranging delivery. Orders or part orders of goods remaining in storage for more than 10 working days will be subject to charges as per item 7.II of these terms & conditions.

Any products requiring storage will attract a holding fee of L10.00 per window per week or part week until delivered. The goods will be invoiced in full after 28 days if not part or complete dispatched.

§ 7

Order cancellation

All products are made to measure. Therefore, in the event of cancellation of the order by the Buyer, deposit is not returned to the Buyer.

In the event of cancellation of the order by the Seller, his liability is limited only to the return of the advance payment and does not include any other costs and penalties.

If the Buyer fails to collect the ordered products (regardless of whether the order is paid in full or in part) within 6 months from the date of issuing the final invoice, this fact is considered as cancellation of the order and the products become the property of the Seller. In this situation, the buyer is not entitled to a refund (neither the advance payment nor the entire payment for the order).

§ 8

Goods

1. All products manufactured by EUROSTYL Sp. z o.o. should be stored level, with care, in a clean and dry environment.
2. Differences in pigment, colour, or variations in stain or minor natural irregularities in timbers do not constitute grounds for complaint.
3. Where stains or lacquers are applied to the finish, there is an acceptable discolouration and variance in colour due to the substrate and diversity of structure and material.
4. On various finishes, particularly stains where comb or finger jointed engineered timber have been used in manufacture, the joints may be visible.

§9

Claims

1. Quality and quantity of goods should be inspected at the time of unloading before signing delivery advice invoice. Claims after delivery advice note is signed due to failure to perform check upon delivery will not be covered under warranty or claims though may still be considered.
2. Any issue should be photographed immediately where possible before further movement, progression or installation.
3. Any complaints will be considered where possible within 7 days from the day of acknowledgement of claim received in writing.
4. All products manufactured by EUROSTYL Sp. z o.o. are covered under the EUROSTYL Sp. z o.o guarantee agreement unless previously agreed and stated on the quotation.
5. All guarantees and claim will be deemed void if the installation is proved to be incorrect. Non fault site visits are chargeable.

§ 10

Force Majeure

1. Seller shall not be liable to Buyer or deemed to be in breach of the Contract by reason of any delay in performing, or any failure to perform, any of the Seller's obligations in relation to the goods, if the delay or failure was due to any cause beyond the Seller's reasonable control. Without prejudice to the generality of the foregoing, the following shall be regarded as causes beyond the Seller's reasonable control:
 - act of God, explosion, flood, tempest, fire or accident,
 - war or threat of war, sabotage, insurrection, civil disturbance or requisition,
 - acts, restrictions, regulations, bye-laws, prohibitions or measures of any kind on the part of any governmental, parliamentary or local authority,
 - import or export regulations, embargoes, port blockages, closures, or otherwise preventing access passing,
 - strikes, lock-outs or industrial actions or disputes (whether involving employees of Seller or of a third party),
 - difficulties in obtaining raw materials, labour, fuel, parts or machinery,
 - power failure or breakdown in machinery (other than through misuse).
2. The delivery or installation period quoted is that anticipated at the time of the order and will be improved upon if at all possible. The company will not be liable for any delay in installation which is due to factors beyond the reasonable control of the company.

§ 11

Guarantee

1. The Seller grants a guarantee for its products.
2. Detailed information can be found in the "Guarantee Card" and "Use and Maintenance Manual".
3. Full guarantee conditions for the Seller's products can be found in the Warranty Card.
4. Buyer documentation, including the Guarantee Card, Instructions for use and maintenance, are available for download on the Seller's website in the DOWNLOADS tab.
5. By paying the deposit, the Buyer declares that:
 - has read the GENERAL TERMS AND CONDITIONS OF SALE AND DELIVERY and accepts them,
 - has read the guarantee conditions listed in the GUARANTEE BOOK and accepts them,
 - knows the rules of use and maintenance of purchased products included in the USE AND MAINTENANCE MANUAL, accepts them and undertakes to comply with them. Failure to comply with the rules contained in these documents results in the loss of the warranty.

§ 12 Complaints

1. Complaints about obvious defects, such as: assortment, number of pieces, colour and division of windows/doors inconsistent with the order, damage and scratches of glass or wood must be found upon receipt of the goods at the Seller's premises or upon unloading (in the case of transport by the Seller's fleet).
2. If any irregularities are revealed, the Seller must be informed immediately.
3. Mechanical damage found after acceptance are not covered by the guarantee.
4. In the event of non-compliance with the order, hidden defects, damage to products, the Buyer should immediately inform the Seller about them by phone, e-mail or in person at the Seller's registered office.
5. EUROSTYL Sp. z o. o. may request additional information from the Buyer regarding the reported defects.
6. The Buyer undertakes to provide the Seller with full information on the time and circumstances of the defect/ fault and to deliver photos/videos revealing the defect/fault in person or by e-mail.
7. The complaint will be considered within 14 working days from the date of creating the Complaint Protocol. If the situation requires, the deadline may be extended (waiting for an expert opinion from a specialist, supplier, etc.)
8. The detailed procedure and date of rectification of defects will be mutually agreed between the parties.
9. If the repair is impossible (season of the year, unfavourable weather conditions, waiting for the delivery of the defective part), the deadline for removing the defect may be extended. The joint parties agree on the nearest possible date.
10. Insignificant defects of the product, which remain invisible after installation and do not affect its utility value, such as scratches, holes left by production screws and paint joints on the outside of the door frame, are not subject to complaint and are not covered by the guarantee.
11. A complaint is not a reason to withhold payment for joinery. Goods which are not paid for are not subject to complaint.
12. If the defect/fault does not require its removal in the production plant, repairs are made at the Buyer's premises.
13. If the repair must be performed at the Seller's premises, then the parties mutually agree on the date of receipt of the defective product and delivery of the repaired product.
14. Due to a possible change in the supplier's offer, the Seller cannot guarantee that a defective element of windows/doors/window sills (fittings, handle, paint, etc.) will be replaced by an identical one (brand, appearance, colour, function), but will make every effort for it to be as close as possible to the item being replaced.
15. The Buyer shall each time provide the Seller or persons authorised with the access to the product under complaint for inspection and removal of defects.
16. Preventing the access by the Buyer to EUROSTYL Sp. z o. o. or its representative to the product under complaint within the set time limit shall be treated as the Buyer's withdrawal from the complaint.
17. Eurostyl Sp. z o.o. is a supply only company and therefore will not be responsible under this Warranty for the costs of dismantling, installation or other workmanship relating to any replacement product or spare part, including any costs of lifts, scaffolding, cover by tarpaulin or other measures or equipment required to replace a product or spare part.
18. Disputes should be resolved amicably as far as possible. In the case of court decisions, the competent court is the court of the Seller's registered office.
19. In matters not covered by the above provisions, the provisions of the Civil Code shall apply.

Buyer

Seller

.....
(place and date, legible signature, stamp)

.....
(place and date, legible signature, stamp)



TERMS OF QUARANTEE



All products presented in the offer, manufactured by Eurostyl Sp. z o. o. are covered by the guarantee. The document confirming the guarantee is invoice that entitles you to any warranty claims.

EUROSTYL Sp. z o. o. based in Chelmek, taking into account the good of the Buyer, also provides post-guarantee service by providing assistance in a full range of services.

This Guarantee will not apply to any fault that is due to incorrect or negligent storage, transportation, fitting, installation, lack of or inadequate maintenance, incorrect or negligent operation whether by the Beneficiary or any third party.

This Guarantee is conditional upon compliance with the guidance notes contained within the Eurostyl Sp. z o.o. Operation and Maintenance Manuals and/or User Guides. If the Beneficiary is not in possession of such manuals or guides then these can be ordered from Eurostyl or downloaded from Eurostyl's website.

Timber windows and doors add value to homes and can provide well many years' lifecycle comparing very favourably to other materials. To achieve such extended lifespans the items must be maintained in a suitable fashion.

§ 1

1. These guarantee conditions apply to windows/doors/window sills manufactured by EUROSTYL Sp.z o.o.
2. By placing an order, the Buyer declares that he has read the Guarantee Terms and the Use and Maintenance Manual of Eurostyl Sp. z o. o., and accepts both.

§ 2

1. The beginning of the guarantee period is the date of sale, specified in the sales document.
2. The manufacturer, EUROSTYL Sp. z o. o. with its registered office in Chelmek at Pl. Kilińskiego 1, grants a guarantee for the period of:
 - a. Wooden and wood-aluminium windows: 24 months,
 - b. HS and PSK balcony windows: 24 months,
 - c. External wooden doors: 24 months,
 - d. Internal wooden window sills: 24 months.
3. Tightness of glazing unit: 60 months.
4. Guarantee limitations:
 - a. Additional window and door equipment: handles, knobs, window shells, motors, door closers, controllers, signboards, door handles, handrails, air vents: 12 months,
 - b. Door bolts with electronic/biometric access control: 12 months
 - c. Oiled paint coating: no guarantee,
 - d. No paint coating: no guarantee.

§ 3

Products damaged mechanically or chemically or exposed to an aggressive natural environment, wear or normal ageing of the product and in the case of non-compliance with the restrictions defined in the product's technical documentation, as well as those specified in technical approvals and product standards, are not covered by the guarantee.

The guarantee does not cover defects caused by factors beyond the control of Eurostyl Sp. z o.o., including circumstances of force majeure.

The guarantee does not cover defects in products resulting from e.g.:

- improper storage or transport by the Buyer,
- mechanical damage,
- soaking in water,

- the action of aggressive chemical compounds such as acids and alkalis or atmosphere with high corrosive aggressiveness (e.g. water vapour environment, significant pollution with sulfur, carbon, nitrogen oxides and dust) capable of causing negative changes to the material,
- the action of aggressive environmental factors capable of causing negative changes to the material.

The guarantee does not cover:

- damage caused by improper use of the product and resulting from an unjustified delay in performing the repair, which could have contributed to the occurrence of damage to a larger extent,
- damage resulting from contact with materials that produce galvanic cells, alkalis or acids, and components operated in an atmosphere with particularly high corrosive aggressiveness - (areas far from the shore into the sea with high salinity, coastal areas with high salinity, swimming pools, saunas, laboratory and chemical etc.),
- sheets bent after the varnishing or anodising process, due to the fact that discolouration, cracks or paint chips may occur in the places of bending,
- wood-like colours that may show a slight difference in the structure of wood imitation and do not maintain the uniformity of the surface and its shades. There is a possibility of slight differences in the shades of products in the case of delivery in parts or several deliveries, which does not constitute a defect of the products and is not covered by the warranty,
- products about which the Buyer has been informed that they are not covered by the warranty,
- defects and damage caused by the Buyer's non-compliance with the warranty conditions.

The Buyer loses the rights under the warranty in the event of any modification of the product, interference with the product by unauthorised persons, any attempts to repair the product made by unauthorised persons, as well as in the event of abandonment of the obligation to maintain the products.

§ 4

The guarantee does not cover:

1. products without lacquer coating and oiled products,
2. products in which the Buyer has installed his own fittings or the fittings have been modified at his request,
3. mechanical damage to paint coatings, hardware components, wooden structures as well as cracks and scratches of glass packets. Mechanical damage (breaking of the coating by an outside force) does not constitute a fault in materials or workmanship but will cause premature breakdown of the paint system. Should damage of this nature occur it is incumbent upon the owner to make good the repair ensuring the use of correct materials and workmanship.)
4. the effects of chemicals, inappropriate detergents, bleaching agents, cleaning and scouring agents, preservatives and inappropriate adhesive tapes,
5. damage to the paint surface, fittings, gaskets and other components of windows and doors resulting from unprotected woodwork during repairs inside and outside (e.g. plaster splashes, dust from grinding gypsum finishing coats getting into the fittings, etc.),
6. the phenomenon of water vapour condensation, in particular water vapour condensation within the contact area of the glass with the sash/window frame and water vapour condensation on the surface of vents and fittings,
7. damage caused by random events, e.g. fire, flood, burglary,
8. differences in the shades of the lacquer coating caused by the natural grain pattern and colour of the wood,
9. visible wood structure visible under the paint resulting from the natural grain pattern- there is a natural variation in the colour and texture of the timber,
10. discolouration and differences in shades of rails and panels resulting from the natural properties of timber (e.g. differences between softwood and hardwood, radial and tangential cross-section) and natural colour changes caused by the passage of time. Over a period of years some paint or stain finishes may exhibit slight variation from the original colour. This will not affect the performance of the decorative system and does not constitute a fault. It is expressly agreed that any variations in colour or texture of any material used in the products shall not be a defect. Eurostyl accepts NO responsibility for the colour variations in timber.
11. wood structure along the annual increments manifested as slight unevenness between late and early wood (raised grain),
12. natural changes in the colour of wood under azure coatings, caused by sunlight,
13. normal wear and tear and minor defects that do not affect the use of the product,
14. defects caused by the Buyer's negligence or ignorance,
15. defects resulting from improper use of products, including product defects resulting from their storage or use in an environment with inadequate air humidity. The required relative humidity in the room where the windows and doors are installed as well as their subsequent use is 40 - 60%.
16. features resulting from the use of softwood, e.g. resin exudation, which shall be deemed a natural phenomenon,
17. surface contamination caused by normal use,
18. damage to the product resulting from improper use of the functionality of the fittings and lack of maintenance,
19. improper maintenance of the product or lack thereof. The Buyer is obliged to maintain the products on their own in accordance with the applicable EUROSTYL Sp. z o. o. Maintenance Manual,
20. defects that remain invisible after installation and do not affect the functional properties,
21. damage caused by the interference of unauthorised persons other than the manufacturer or its service, consisting in product repairs, alterations, etc.,
22. quantitative shortages of elements and accessories visible upon receipt of the goods,
23. damage and defects caused during transport, reloading provided by an entity other than EUROSTYL Sp. z o.o.,

24. damage caused by improper storage,
25. damage or faults due to accident, misuse or neglect,
26. damage or faults resulting from structural weakness, subsidence, heave or other defect in the property at which the installation is carried out,
27. other defects caused by the Buyer.

§ 5

Products which are not covered by the guarantee:

1. installed contrary to the "Assembly instructions" by a contractor who is not authorised by EUROSTYL Sp. z o. o.,
2. where discolouration, damage, depreciation of elements and subassemblies occur as a result of wood swelling resulting from excessive relative humidity in rooms - above 60%, e.g. carrying out wet works after installing joinery with insufficient ventilation of rooms and insufficient ventilation of rooms during use.

§ 6

1. The guarantee does not exclude, limit or suspend the Buyer's rights resulting from non-compliance of the product with the order.

§ 7

1. The Buyer's rights under the guarantee expire in the event of failure to pay within the agreed period.

§ 8

1. The visibility of the defect is determined by making a visual assessment of the product at a distance of at least 1,5 meters from the surface of windows and doors, standing at an angle as perpendicular to the surface of the door as possible.
2. Paints for painting timber from different manufacturers, even with the same name, may differ in shades. We do not guarantee that the shade of the paints we use on our products will coincide with the shade of the paint (even with the same name) of another woodwork manufacturer.
3. It is not possible to completely match the colour of wooden joinery to joinery made of PCV profiles (e.g. wooden windows to plastic doors or vice versa, in particular azure colours).
4. Exposure of wooden joinery to external weather conditions changes the shade of the paint. If windows or doors are added later, the shade of the new windows may be slightly different than those installed earlier. When partial replacement of windows in a building, we recommend ordering by elevation, not by floors.
5. The Customer's claims arising from the points above are unfounded and are not subject to the guarantee.

§ 9

1. We do not take responsibility for the selection of the pattern and colour of the woodwork and its matching to the facade of the building.
2. We do not take responsibility for the selection of optional accessories such as the colour and model of the handle, internal mullions, ornamental and tinted glass, etc.
3. Should the customer fail to advise EUROSTYL Sp. z o.o. of the building specifications in writing, all goods produced, will be suitable for fully sheltered terrains and will sustain the minimum ratings for the wind and water.
4. The Customer's claims arising from the points above are unfounded and are not subject to warranty.

§ 10

1. Eurostyl Sp. z o. o. as a guarantor, reserves the right to assess and qualify damages and to choose the form of fulfilment of the guarantee obligations.
2. Under the guarantee EUROSTYL Sp. z o. o. has the right to one of the following forms of performance of the guarantee obligations:
 - a. repair of the product under complaint,
 - b. replacement of the defective product,
 - c. granting a discount objectively corresponding to the shortcomings.
3. By signing these Warranty Terms and Conditions, the Parties agree that the Customer's primary claim under the guarantee is the demand for free removal of defects.
4. In case, it is not possible to repair the product, the liability of Eurostyl Sp. z o. o. as a joinery manufacturer, is limited to delivering a new, defect-free product and does not include any additional costs associated.
5. Eurostyl Sp. z o.o. is a supply only company and therefore will not be responsible under this Warranty for the costs of dismantling, installation or other workmanship relating to any replacement of the product or spare part, including any costs of lifts, scaffolding, cover by tarpaulin or other measures or equipment required to replace the product or spare part.
6. Eurostyl's (sp. z o.o.) liability is limited only to the replacement value of the defective product. In no circumstances shall Eurostyl Sp. z o.o. be liable, in contract, tort, negligence or otherwise, for any incidental or consequential loss or for any special, exemplary, liquidated or other damages or penalties of whatever nature or other financial loss whatsoever arising out of or in connection with the products including the use or resale (if applicable) of any products.
7. Eurostyl Sp. z o.o. will not be responsible for any fault in any product arising from any specification or design of any third party.
8. In the event of a claim, the maximum liability of Eurostyl Sp. z o.o. shall be the replacement value of the components (except, where fitting was carried out by the Eurostyl Sp. z o.o. replacement items will normally be fitted free of charge).

No responsibility will be accepted for any consequential losses (including for example storage, site labour, damage) from any material defects.

9. Please note that all warranties exclude any damage or consequential loss caused by vandalism, abuse, malicious damage or by any work or attempted work carried out by anyone other than Eurostyl Sp. z o.o. (unless acting with the written permission of Eurostyl Sp. z o.o.).
10. Abuse of the guarantee rights consisting in unjustified summoning of employees of EUROSTYL Sp. z o.o. results in the Customer's obligation to pay the costs incurred by EUROSTYL Sp. z o.o. costs, including travel costs and working hours or days.

§ 11

1. Complaints about obvious defects, such as: assortment, number of pieces, colour and division of windows/doors inconsistent with the order, damage and scratches of glass or wood must be found upon receipt of the goods at the Eurostyl's premises or upon unloading (in the case of transport organised by Eurostyl).
2. If any irregularities are revealed, the Eurostyl Sp. z o.o. must be informed immediately.
3. Mechanical damage found after receipt is not covered by the warranty.
4. In the event of non-compliance with the order, hidden defects, damage to the products, the Buyer should immediately inform Eurostyl about them by phone, e-mail or in person at the Eurostyl's headquarters.
5. The Buyer is also obliged to download the COMPLAINT PROTOCOL from the Eurostyl's website, complete it and deliver it to the Eurostyl's headquarter (in person or by sending a scan/photo of the protocol via e-mail).
6. Eurostyl Sp. z o.o. may request additional information from the Customer regarding reported defects.
7. The Buyer undertakes to provide the Eurostyl Sp. z o.o. with full information on the time and circumstances of the defect / fault and to deliver photos / videos revealing the defect / fault in person or by e-mail.
8. The complaint will be considered within 14 working days from the date of creating the Complaint Protocol. If the situation requires, the deadline may be extended (waiting for an expert opinion from a specialist, supplier, etc.)
9. The detailed plan and date of rectification of defects will be mutually agreed between the parties.
10. If the repair is impossible (season of the year, unfavourable weather conditions, waiting for the delivery of the defective part), the deadline for removing the defect may be extended. The parties jointly agree on the next possible date.
11. Insignificant defects of the product, which remain invisible after installation and do not affect its utility value, such as scratches, holes left by production screws and paint joints on the outside of the door frame, are not subject to complaint and are not covered by the guarantee.
12. A complaint is not a reason to withhold payment for joinery. Goods not paid for are not subject to complaint. (If payment has not been received in full for the goods.)
13. If the repair must be made at the Eurostyl's premises, then the parties jointly agree on the date of receipt of the defective product and delivery of the repaired product.
14. Due to a possible change in the supplier's offer, Eurostyl Sp. z o.o. cannot guarantee that a defective element of windows/doors/window sills (fittings, handle, paint, etc.) will be replaced by an identical one (brand, appearance, colour, function), but will make every effort for it to be as close as possible to the item being replaced.
15. The Customer shall each time provide the Eurostyl Sp. z o.o. or persons authorised with access to the product under complaint for inspection and removal of defects.
16. Preventing access by the Customer to Eurostyl Sp. z o. o. or its representative to the product under complaint within the set time limit, shall be treated as the Customer's withdrawal from filing the complaint.

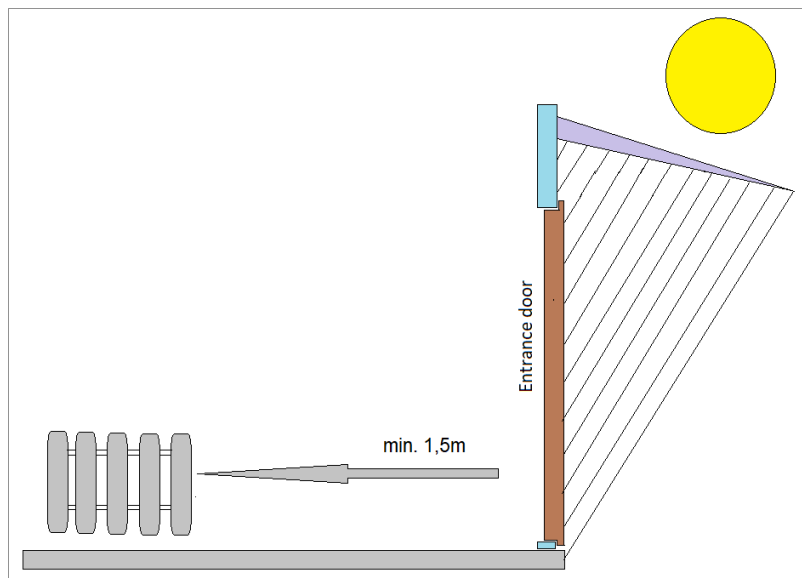
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1. All repairs and modifications to the product during the guarantee period performed by persons not authorised by EUROSTYL Sp. z o. o., void the guarantee for purchased products.
2. The customer is obliged to remove all stickers no later than 14 days after the purchase, under threat of losing the guarantee for the purchased products.
3. Unassembled joinery should be stored in covered, dry and airy rooms. Joinery cannot be stored directly on the ground.
4. If any moisture gets under the protective packaging, the packaging should be removed immediately and the joinery should be moved to the appropriate place.
5. Eurostyl Sp. z o.o. is not responsible for the consequences of improper storage of products.
6. Eurostyl Sp. z o.o. is not liable for any damages arising from the use of the product or resulting from the inability to use it, including loss of profits, losses incurred and other incidental or consequential damages. Eurostyl Sp. z o.o. is also not responsible for claims made by the user against third parties.

NOTE 1: Individual joinery elements (e.g. frame and sash) painted in azure colours may differ in shades and colour intensity. This is a natural property of wood and is not subject to complaint.

NOTE 2: Lighter discolouration of the varnish coating may occur on wooden joinery painted with acrylic paints after rainfall- they should not be removed, rubbed off, washed, etc. in any way! Please allow it to dry and the paint coating will return to its original state. Discolouration results from the properties of water paints and is not a defect of the lacquer coating.

NOTE 3: The guarantee for the glass covers only the leak tightness of the assembly.



ROOFING OVER EXTERNAL WOODEN/WOODEN-ALUMINIUM DOORS

The role of the external door roofing is huge and very often underestimated by customers. The roof significantly extends the life and beauty of wooden/ wooden-aluminium doors. The doors should be protected against direct sunlight and precipitation by installing a roof over them or installing them in recesses in the building structure. It should be remembered that the roof must protrude beyond the outline of the open door (at an angle of 90°). It is important that during the summer the roof protects the entire door at noon. Failure to comply with this requirement will void the guarantee.

WOODEN/ WOODEN-ALUMINIUM EXTERIOR DOOR AND HEAT SOURCES

External wooden/ wooden-aluminium doors cannot be installed closer than 1.5 m from a heat source (radiator, fireplace, underfloor heating). Failure to comply with this requirement will void the guarantee.

DOOR GUARANTEE LIMITATION

Ideally, external door frames should be set well back from the outer face of a wall. External doors opening outwards should be particularly well protected. Guarantee on doors is not valid if the door is installed in a wall without a protective roofing, or where there is no cover provided from a roof overhang or a protruding head drip.

GOOD TO KNOW - ADDITIONAL DOOR EQUIPMENT

BUMPER

Prevents mechanical damage to the door. It limits the opening of the sash and protects against hitting the wall, which may result not only in denting, but also breaking the sash or frame.

You can buy it at any DIY store.

Install according to the manufacturer's instructions, but not closer than 2/3 of the leaf from the hinges.

SELF-CLOSING MECHANISM WITH A LOCK

Helps to close the door. It protects the door against damage caused by careless use (too wide and rapid opening) and draughts. It also allows you to block the open sash, e.g. when carrying items.

ARE YOU BUILDING A HOUSE?

1. Install the joinery after all wet construction works and after drying the rooms.
2. Install makeshift replacement doors during construction.
3. Remove all product protection and stickers after assembly. Leaving them on the paint coating or glass may damage the coating and paint or glass.
4. To protect the wooden joinery, use tapes intended for this purpose, other tapes may damage the paint coating.
5. Air out as often as possible to remove moisture from rooms.
6. Control the construction and finishing team, make sure that during their work there is no damage to the installed joinery, in particular the door.
7. Control the joinery so that it is not contaminated, e.g. with mortar, paints, glues.
8. Control fittings. Construction dust, plaster, etc. destroy the fittings.
9. Remember! Failure to follow the instructions in the documentation voids the guarantee.



OPERATION & MAINTENANCE GUIDE



Dear Customer,

we are grateful that you have decided to buy windows and doors supplied by Eurostyl Windows Sp. z o.o. We trust you will enjoy trouble free usage for many years. You have chosen a high quality product which has been designed and produced to meet the highest of standards. If maintained properly, you will enjoy your windows and doors for many years to come. These simple maintenance and operating guidelines will ensure you prolong the life of products, keeping them in excellent condition and looking their very best.

Our policy is continuous improvement in products, changes in specification may be made from time to time without prior notice.

These operating and maintenance instructions are intended for the user (end user) and must be kept for future reference. For safety reasons, all users must be informed of their content.

We ask that you spent some time in familiarising yourself with its contents so that you are best placed to enjoy trouble free performance for years very long time.



RULES FOR PROPER USE OF WINDOWS

- Use the windows and doors only for the intended purpose.
- When using, maintaining and cleaning windows and doors, comply health and safety requirements.
- Follow the instructions stated in the manual.



Open windows and casement doors always represent a danger zone!

WARNING!

- Risk of injury when closing windows and casement doors!
- Risk of crushing in the event of reaching in between sash and frame when closing the window or casement door!

For this reason:

- When closing windows and casement doors, never place Your hands between sash and frame, and always proceed with caution.
- Keep children and people who cannot evaluate the risks involved away from danger.
- Close and lock the window or door sash during the winds and drafts. Otherwise the window or door sash can move in an uncontrolled manner or bang open due to the draught! If the sash is not locked closed, damage to the window/ door or other items may occur and personal injury is also possible.
- Small parts under the opening area of casement doors can lead to damage to the flooring.

WARNING!

- Risk of damage due to smaller items in the opening area of casement doors. Due to the opening movements, these parts are trapped between the sash and floor, thereby resulting in damage.



Risk of injury due to catching body parts in the opening between the sash and frame!	<ul style="list-style-type: none"> • Don't put Your hands between sash and frame when closing windows and casement doors, and always proceed with caution. • Keep children and people who cannot evaluate the risks involved away from danger.
Risk of injury due to falling through opened windows and casement doors!	<ul style="list-style-type: none"> • Always proceed with caution when near open windows and casement doors. • Keep children and people who cannot evaluate the risks involved away from danger.
Risk of injury and property damage from pressing the sash against the opening edge (reveal)!	<ul style="list-style-type: none"> • Refrain from pressing the sash against the opening edge (reveal).
Risk of injury resulting from obstacles in the gap between the sash and frame!	<ul style="list-style-type: none"> • Refrain from placing obstacles in the gap between the sash and frame
Risk of injury and property damage due to additional loads on the sash!	<ul style="list-style-type: none"> • Avoid additional loading of the sash.
Risk of injury due to wind action!	<ul style="list-style-type: none"> • Avoid the action of wind on the open sash • Close and lock the window or balcony door sash during the winds and drafts. • Lock all sashes closed when winds and storms are forecast

GENERAL USE INSTRUCTIONS

Not following the instructions below results in voiding the warranty!

Defects caused by unsuitable conditions, excessive and rough use are not covered by the guarantee!

Windows and doors may become damaged in the following cases:

- when the window or door is forced open,
- when windows, doors and fittings are stained with mortar, plaster, concrete, paint or other aggressive material,
- when hardware is contaminated or operated without proper lubrication,

- when windows, doors and fittings are exposed to high temperatures,
- if the surface coating is not treated in compliance with the specified methods,
- when cleaning windows, doors and fittings by solvents, abrasive agents, and hard and sharp tools,
- if a sash is locked in open position by stops, pins, etc., it may be dislocated from hinges, or a window or a door may be damaged when shut or shut by draught,
- if in windows and doors are closed cables, strings, etc., as the sash profile becomes bent and the sealing becomes damaged, which may result in impaired tightness or damage to the sash, frame or glazing,
- if after completed installation the installation blocks located around the frame are removed,
- The window must not be left in an open position during a storm or strong winds.

Notice:

- When the installation is completed, do not remove the installation blocks located around the frame, do not open or use the windows and doors until the PU foam has hardened, as this could result in a deflection of the frames.
- Do not leave heavy or large sashes open for a long time, as this can lead to their hanging down, rubbing and subsequent damage.
- Ensure proper ventilation.
- Turn the handle only when the sash is completely closed to the frame!
- The customer is obliged to remove the protective foils and all stickers from the products within 14 days of the purchase.
- Leave all expert maintenance work to professionals.

GENERAL CLEANING & MAINTENANCE INFORMATION

Regular cleaning & maintenance are a prerequisite for ensuring a long service life and functionality of the equipment.

- Simple steps such as wiping down the joinery finish on a regular basis to remove dirt and insects will help extend the lifespan of the decorative finish and therefore the joinery and can be done at the same time as cleaning the glass.
- Twice annual timber maintenance using the Remmers Care Set will help to extend redecoration intervals, as will the following household maintenance steps:
- In autumn, clear guttering and downpipes and repair any leaks.
- Each spring, inspect the joinery and spot repair any minor areas of coating damage and open joints.
- At the same time inspect the glazing lines to ensure the seal is intact and will shed water away from the timber sash.
- When cleaning the glass surfaces, also check the surfaces of the hardware for contamination and, if necessary, clean with a damp cloth and a pH-neutral cleaning agent.
- The below materials can't be used to clean your windows and doors: hard materials such as knives, steel wool, metal scrapers, sandpaper, aggressive or corrosive cleaning agents etc. These will damage the surface of your window -and door elements.
- Don't use high pressure hose or steam cleaners.
- Only close the window or door sash once the cleaned parts have dried.
- Remove dust and dirt from the sash edge hardware regularly, at least twice a year, and oil the hardware as needed.
- Glazing labels must be removed immediately after the installation.
- Any attempts to complete repairs without the correct resources or product awareness could result in personal injury or damage to the mechanism.
- Repairs and repainting of window units must only be carried out by our specialists.
- Faulty or damaged parts must be immediately put right!



INTERVALS FOR MAINTENANCE AND CLEANING:

The position, weathering and external environmental impacts are key factors when it comes to the frequency of cleaning and maintenance, but our windows and doors (all elements) should be washed and maintain at least twice per year.

- A more frequent maintenance intervals it is required in case they are undergone to strong sunlight on south facing facades
- In coastal or industrial environments where there is the possibility of exposure to salt or pollution, it is strongly recommended to increase the frequency of cleaning and maintenance.
- He increase in frequency is, relative to the amount of pollution and the geographical location of the building.

- Joinery installed in buildings in the immediate vicinity of an industrial site or the coast should be thoroughly cleaned every 2 months.
- Care should be taken to ensure all salt/industrial deposits are removed from the frames, weatherseals as well as hardware.
- All drainage slots should be cleared.

HARDWARE/ WINDOWS AND DOORS FITTINGS

General cleaning information:

Regular cleaning is a prerequisite for preserving the service life and functionality of the hardware. When cleaning the windows and doors, also check the hardware components for contamination and, if necessary, clean with a damp cloth and a pH-neutral cleaning agent. Only close the window or casement door once the cleaned parts are dry.

To maintain the surface quality of the hardware components for the intended use in the long-term and to avoid deterioration, the following points must be observed:

Protection against corrosion

- Keep dry the hardware and the rebate areas so that they are not exposed to direct moisture or condensation (important during the building stage).
- Clean the hardware components with a moist cloth only, avoid permanent wetness!

Protection against soiling

- The hardware should generally be kept free of deposits (e.g. salt in coastal areas) and soiling. Immediately remove soiling during the building stage caused by plaster, mortar or similar with water.
- Protect hardware and striker plates from contamination (dust, dirt, paint, etc.).

Protection against corrosive, acidiferous cleaning agents

- Clean the hardware with a soft, lint-free cloth and a mild, pH-neutral cleaning agent in diluted form only.
- Never use aggressive, acidic or solvent-based or abrasive cleaners (scouring pads, steel wool, etc.). This can result in hardware damage!

If hardware is damaged in this manner, it may impair the function and/or impair the safety-relevant characteristics, and as a consequence, this can result in personal injury and damage of other items.

NOTICE! Defective or damaged points must be repaired and restored immediately by skilled personnel.

MAINTENANCE OF FITTINGS

We recommend a maintenance check every 6 months clean all dirt, dust and debris from all parts of the product.

- Use a vacuum cleaner or a small soft brush to remove dry materials.
- Use a dry, lint-free cloth to remove any remains of dirt.
- All fittings must be regularly inspected to ensure that they are firmly fixed.
- Where necessary all fixing screws have to be tightened, with all damaged/worn parts exchanged for original parts by a qualified technician,
- Verify that other hardware fitted to the window assembly, e.g. hinges, locking mechanism(s), handles, motors, etc. are operating correctly.
- Lubricate all pivoting and sliding parts of the products using high quality light, machine oil. Recommended grease for fittings: Adhesive grease with Teflon spray, e.g. OKS 3751 or another with the same parameters.
- Don't use a WD40-type or silicone-based maintenance spray for lubrication purposes.
- Wipe any excess lubricating oil over the surfaces of the hinge mechanism links using a soft lint free cloth.
- Check the correct and smooth operation of hardware.
- Only close the window or door sash once the cleaned parts have dried
- Entrance door hinges require no lubrication.
- Vertical slider spring balances are pre-lubricated and don't require any maintenance.
- A qualified technician must execute all major adjustments or replacements.
- The handle needs to be operated at least once per month in order to maintain smooth operation of the internal fitting.

NOTICE!

- Hinging and unhinging of the window sash or casement door sash as well as all adjustments to the hardware may only be carried out by a certified specialist!
- The maintenance of safety-related parts (pivot posts and scissor stay hinges) may also only be carried out by certified specialists!

FRICION HINGES

- To attain optimum performance, the scissor mechanism of the friction hinges will require periodic lubrication, normally 2 x per year. The pivots, sliding shoe and track should be kept free of dirt and debris and lightly oiled, including the stay arms etc.
- Areas of high friction or wear should have petroleum jelly applied.
- The hinge is factory set and may, after continued use, loosen.
- When this occurs, use a small flat bladed screwdriver to turn the screw on the friction hinge clockwise to increase the amount of friction. The same adjustment should be made to both the bottom and top hinges to the window.
- When window is stiff in operation turn the screw anticlockwise until the desired result is achieved.

BRASS FURNITURE

- Brass furniture is protected with lacquer. Through normal wear and tear, this lacquer may peel or become tarnished.
- Clean with warm soapy water.
- Under no circumstances use any form of metal cleaner or aerosol sprays.
- The lacquer coating especially on external fittings, can suffer a possible breakdown, especially in coastal areas where the salt air can attack the lacquer more than normal. Therefore, the life of the lacquer is beyond the manufacturers control and cannot be guaranteed.

WROUGHT IRON, BLACK & PEWTER FURNITURE

- Iron in any form is susceptible to rusting.
- When two areas of components come into contact with each other, and abrasive action is enacted, and at some point the painting process is lost by this contact.
- The article should be periodically wiped over with a lightly oiled cloth.
- A regular light oiling is recommended.
- Coastal areas may require this maintenance process more frequently
- The rusting process is a natural process and is not under warranty.

MAINTENANCE BOTTOM PROFILE/TRACK (BI FOLD , LIFT & SLIDE DOORS)

Standard maintenance on the bottom profile: at least every month.

- Overtime, dirt and general debris may gather in the bottom profile of your sliding door.
- Clean and if necessary, clear the drainage slots of any materials which may have collected over time.
- Keep the tracks free from obstruction and excessive dirt or water.
- Visible surfaces should be cleaned using a damp cloth and mild detergent, then wiped dry.
- Check on the tracks to ensure they are free of debris and in a suitable condition. If grease is applied, this will just retain dirt and dust therefore minimizing the lifespan of the wheels.

HANDLES

Standard maintenance check: at least every 6 months.

- All fittings must be inspected to ensure that they are firmly fixed.
- Where necessary all fixing screws have to be tightened, with all damaged/worn parts exchanged for original parts by a qualified technician.
- Over tightening of the fixing screws could apply unnecessary strain to the locking mechanism's gearbox therefore impairing the lock.

SEALS

- Only use mild cleaning agents to clean the seals.
- Do not use any dissolving cleaning agents such as acetone, nitro-cellulose thinners, alcohols, acids, alkalis or similar. These dissolve the surface texture of seals.
- The flexibility of the seal, and thus the service life, can be extended with special cleaning materials for seals.
- These should be applied around twice a year.

GLASS

- Commercially available glass cleaners which are free from ammonium chloride can be used to clean glass surfaces.
- Detergent solutions, acids or fluoride cleaning agents or abrasives must not be used.
- Only clean glass surfaces with a soft lint-free cloth.
- Never use microfibre cloths, cleaning sponges, scouring cloths, steel wool, metal and abrasive items or similar – these will scratch the glass surface.
- If glazing is broken or damaged in another way, it is not deemed a latent defect and such damage is not covered by the guarantee.

LEADED GLASS

- Take care when cleaning leaded elements as excessive pressure can dislodge the lead from the glass surface.
- Warm soapy water moderately applied with a cloth, is an adequate cleaning method.

NOTE: Externally exposed lead will oxidize (white or mottled staining). This is a natural phenomenon and cannot be avoided. This process can take a few months to complete but when it has the lead will be dark Grey in colour and no longer stain.

VISUAL QUALITY OF SEALED GLASS UNITS

Due to the nature of the glass production process, perfect optical quality and artefact-free surfaces cannot be guaranteed. This is confirmed by the Glass & Glazing Federation document 'Visual quality of double glazing - after installation'.

Inspection:	The sealed unit is acceptable if the following are neither obtrusive nor bunched:
<ul style="list-style-type: none"> • stand no less than 2m away from the panes, • 3m for toughened, laminated or coated glass, • look through the glass, not at it, • check in natural light, not direct sunlight, • no moisture on the glass surface, • exclude from the check the 50mm wide band around the edge of the glass. 	<ul style="list-style-type: none"> • bubbles or blisters, • hairlines or blobs, • fine scratches not more than 25mm long, • minute particles.
If you have any queries regarding the visual quality of your glass, please contact.	

When cleaning the gaskets, repeated and vigorous rubbing must be avoided!

TIMBER SURFACE/ COATING

To maintain an optimal and durable surface finish of wooden window frames and doors, regular cleaning and maintenance is required.

INTERVALS FOR SURFACE MAINTENANCE AND CLEANING:

- The position, weathering and external environmental impacts are key factors when it comes to the frequency of cleaning and maintenance. This should be carried at least out twice a year, in spring and autumn.
- On sharp edges the coating film has a lower thickness. On these areas maintenance may be required sooner.
- Dark colours are highly susceptible to solar heat gain and therefore may create higher levels of substrate instability (mostly shown on and around joints). This may be further exacerbated with significant fluctuations in relative humidity.

Cleaning:

- Timber surfaces are best cleaned with a mild cleaning such as diluted washing-up liquid or soap solution.
- Abrasive and corrosive cleaning agents and cleaning agents containing solvents destroy the painted surface. Only use soft, lint-free cleaning cloths which do not scratch the painted surface for cleaning.
- Dry the timber profiles after cleaning with a dry, soft cloth.
- Detergents with alcohol can soften the painted surface if left too long.

Maintenance:

- Varnished wooden parts of windows and doors must be maintained as needed and protected against environmental conditions.
- The timber surface is exposed to weathering, such as sunshine, rain, air moisture and temperature. After a long period and depending on the intensity, this can impair the surface, resulting in very small cracks and similar, for example.

Minor damages and micro-cracks appearing on the surface are caused, also, by hailing or mechanical damage. If this occurs, water can penetrate under the surface finish. These damage of wood are manifested by blue-stain.

- All these slight damage must be repaired immediately (re-painting) to prevent subsequent, more extensive repairs.
- Twice a year (spring, autumn) washed and dried frames should be covered with a soft cotton cloth with a special REMMERS (Cleaning emulsion+ Preservative milk) care preparation and any excess should be removed.
- The preparation should not be applied in the rain, in strong sunlight or on a hot surface. The temperature suitable for the treatment is 10-23°C.
- The care set offers the following benefits: cleans surface removing any damaging dirt or mould, restores gloss level helping improve water shedding properties of the coating system, provides a sacrificial coating that reduces the erosion of the factory applied coating system.
- Following the application a protective film is created, sealing all microscopic cracks.
- The regular and correct application of these agents prolongs the surface finish life-time as well as the interval of the doors and windows renovation.
- Damage to paint (surface finish) caused by environmental effects is not a defect covered by the guarantee.
- Paint (surface finish) repair and renovation is not a service provided within the guarantee period.
- The surface finish guarantee applies only if the agents from the service set are used.
- Wood is a natural product that can contain resin. Occasionally beads of crystallised resin may form on the surface of the frame. These beads can be removed by gently rubbing with a cloth dampened with meths or other alcohol based substance. After this process the lacquer must be reapplied to the repair area.
- **Repairs and repainting of window units must only be carried out by certified specialists.**



ALUMINIUM SURFACE:

- On aluminum surfaces, dirt that is not too stubborn can be removed using a sponge and water with a neutral cleaning agent, e.g. washing-up liquid, added to it.
- Do not use any acidic and strong alkaline cleaning agents which attack the surface.
- Never use abrasive cleaning agents or sponge scourers. Solvents (e.g. acetone, benzine, nitro-cellulose thinners) also damage the surface.
- Surfaces must not be cleaned in direct sunlight. The surface temperature must not exceed 23°C.
- Cleaning and maintenance agents are available from specialised dealers or the window manufacturer.
- Only use soft, lint-free cloths for cleaning and maintenance.
- If necessary, test the cleaning agent and cloth in an inconspicuous area (internal rebate area or similar).

CAUTION!

Microfibre cloths contains substances and fibres that can destroy the surface of timber, glass and the seals.

Microfibre cloths are therefore unsuitable for cleaning windows!

Only use soft, lint-free cleaning cloths for maintenance. If necessary, test the cleaning agent and cloth in an inconspicuous area (internal rebate area or similar).

PROTECTION PRIOR TO CONSTRUCTION WORK AND OTHER SIMILAR ACTIVITIES

Take extra care when protecting and covering timber windows, aluminum cladding, drip caps of timber windows, aluminum window sills!

- Before applying plaster, cover all frames, sashes, glazing and fittings with a plastic sheet. If you use adhesive tapes, choose those that are intended for acrylic paints; otherwise the coating may be damaged or stained with the adhesive, when tearing it off.
- The tapes must be removed within one week from their application; otherwise the paint may become damaged or stained with the adhesive.



- If the drip caps or drainage on alu-clad frame become stained with render during construction work, they must be cleaned and washed immediately with clear water; otherwise their surface finish will be damaged (etched) and warranty void.
- Contact with plaster, render, mortar or concrete mixtures may also cause damage to the surface finish and impair the functioning of all parts of windows, doors, glazing, sealing and wooden material.
- When the construction work is completed, remove all residual plaster, debris, mortar from windows, doors, glazing and sills immediately. Remove all plaster from the hardware paying special attention to the upper parts of sashes and frames.
- Take care that no debris and plaster enters the hardware and locks as this could lead to their malfunctioning.
- Never use sharp or pointed tools for removing tape from windows and doors, as they could damage the product surface finish.
- When working with a disc cutter, during cutting avoid chips from getting on the product, which may result in so-called rust dots appearing on the surface of the product; sparks may damage the surface of the glazing unit too.

External work around windows and doors

- the window reveal, lining and beading must be finished,
- the door and window frames must be concealed in the exterior facade so that outdoor humidity does not penetrate wood,
- do not open or use the windows and doors until the PU foam hardens,
- external finishing work can be performed only when the PU foam has hardened,
- after the completion of finishing work, clean and wash all parts and remove dust from the hardware groove, blinds and other parts with a vacuum cleaner and wet cloth.

HUMIDITY AND VENTILATION

Suitable room humidity is 40% - 60%.

- Eurostyl wooden windows and entrance doors finished with waterbased wood paint.
- Windows and entrance doors are produced using wood intended for dry indoor conditions.
- Excess interior humidity during construction has an adverse effect on wooden windows and doors.
- Wood humidity depends directly on the ambient humidity. When it stays in a given environment for a long time, wood takes on the equilibrium humidity in line with that environment.
- If the ambient humidity changes, humidity in the wood also changes, until a new equilibrium humidity is formed.
- As humidity in the wood changes, changes occur in the volume of the wooden member (cross section and contraction).
- Windows and entrance doors need to be installed in the final stages of building, in order to minimise construction humidity and other construction-related stresses, which may affect products.
- The wooden sections of windows and entrance doors do not resist excessive humidity stress during construction, which is produced when, for example, floors are poured, masonry is laid, walls are plastered or any other wet construction materials are used.
- Too much humidity causes the wooden sections of the window to expand resulting in members expanding crosswise, irregularities at joints, and cracked glued joints.
- The relative humidity indoors must not be at a level that water condenses on windows.
- As the wood dries and humidity levels change, cracks may appear at the joints of the window. This may cause pressure on the gaskets resulting in distortions and impairment of the product and glass.



To prevent humidity damage to windows, the following guidelines need to be adhered to on the construction site:

- The place for storing windows and entrance doors needs to be sufficiently ventilated during storage.
- Remember that the protective film on the packaging does not protect against humidity, only against major soiling and dust during transport, storage and installation.
- Once windows and entrance doors have been installed, the air inside the building needs to be sufficiently dry. If not, the air should be dried either by heating, ventilation, or using a condensation air drier.
- In winter, it is important to make sure that no water is condensed on the inside of doors or windows – constant exposure to water will subject wood to the same kind of damage as above.
- If the sashes of the windows and doors freeze to the jamb this may result in damages.

- The condition of windows and entrance doors needs to be checked regularly to detect and prevent humidity damage as early as possible.
- If windows and entrance doors are covered with film to prevent soiling, it is essential to check that no excess humidity accumulates between the film and the product. The room needs to be dried and the films need to be removed temporarily if humidity accumulates there.
- The contemporary windows and doors are airtight. Thus, replacement of old windows and entrance doors may result in reduced ventilation. Faulty ventilation may cause humidity levels indoors to rise.

VENTILATION

Regular ventilation reducing humidity is essential for the correct functioning and long life of windows and doors!

Proper ventilation protects:

- coating against damage,
- wooden material against swelling and damage,
- hardware against corrosion and damage,
- masonry around the window or door against dampening,
- room corners against dampening,
- also prevents the generation of mold.

In naturally ventilated buildings, the following measures need to be implemented to ensure the quality of air indoors:

- Order windows with trickle vents that should be opened when the product is being used so that fresh air may enter the living premises.
- Open windows regularly to air the premises. Windows may also be left open in the ventilation position (also called micro ventilation).
- We recommend that alongside the replacement of windows and doors, the ventilation and heating design of the property should also be considered.

Defects arising from excessive humidity are not covered by the guarantee!

GLAZING CONDENSATION

Causes of Condensation

In cold weather, condensation of the inner side of glazing and timber elements may occur on windows and doors. When the warm air makes contact with a cold, non-absorbent surface, it becomes chilled and sheds the excess moisture in water droplets, usually seen on glass surfaces and timber frames and sashes. This often happens in old damp houses and flats, new buildings, and poorly heated rooms with high humidity.

Ways to prevent and reduce glazing and timber frames/ sashes condensation:

- maintain some permanent heat in the house during cold weather,
- marginally increase the temperature in areas where condensation is a particular problem,
- ventilate intensive 2-3 times a day (5-10 minutes),
- air circulation must not be obstructed by curtains and blinds,
- air circulation must not be obstructed by a window sill (i.e. it must not cover the radiator),
- a radiator should be installed under the window so that warm air rising upwards dries the glazing,
- no source of humidity (e.g. flower-pot) shall be placed on the window sill,
- use an extractor fan in the kitchen when cooking,
- keep internal doors to kitchen and bathroom areas closed and draught sealed, where possible, to prevent the excessively moist air in these rooms being transferred to other areas of the house,
- bedroom windows should have a night ventilation facility to provide air movement,
- it is possible that external condensation will appear on the same windows but not on others, due to the position of windows in the house.

The guarantee does not cover generation of condensation and subsequent damages it is a standard physical phenomenon depending on the local conditions.

Outdoor condensation

- If condensation appears externally on your windows, this is in no way a defect of the unit.
- It is a positive indication that your windows are thermally efficient and are reducing heat loss.

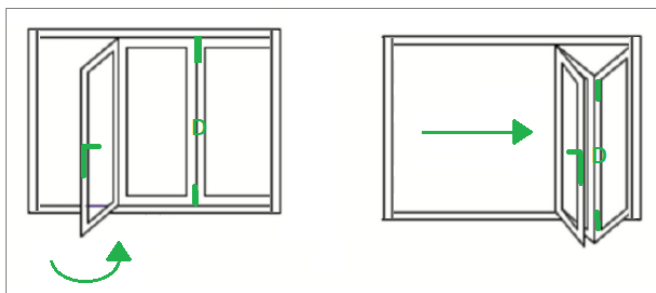
OPERATING INSTRUCTIONS

BI-FOLDING DOORS (Active door with handle)

The product can have an active door with hinges on the frame side (only to open) or active door which can open and slide with the other panels (it is depending on the opening pattern).

Opening:

- Unlock the multi point lock using the cylinder key. Turn the key and open the active door with the handle.
- Connect the active door to the panel catch located on the next sash.
- The bolt at the bottom is locked with a key (2). To unlock turn the key.
- Release all sliding bolts (1 and 2) on the passive sashes.
- Pull the sashes using the “grab” handle on the middle offset hinge (3) toward the room.
- Slide the folding door panels starting from the pair nearest to the swing door.
- Sash coupling components are installed for some opening patterns. They are optional.



Closing:

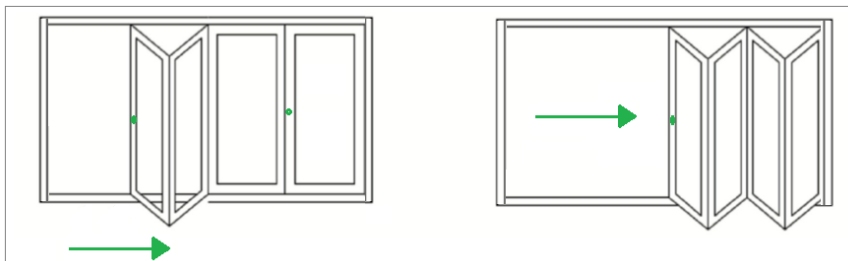
- Slide each pair of folding door panels back to align with frame
- Secure the door panels by locking with sliding bolt locks.
- Turn the key to secure the bottom bolt lock.
- Close the swinging door last, ensure that all other panels have been locked in frame first.
- Turn the lever handle upwards to 45° to engage the multi point lock hooks.
- Lock the door by turning the key cylinder twice.

The active door is always the first door to open and the last to close.

BI-FOLDING DOORS (Active door without handle)

Opening:

- Unlock the multi point locks using the cylinder key.
- The sliding bolt locks at the bottom are locked with a key (2). To unlock turn the key.
- Release all sliding bolt locks (1 and 2).
- Pull the sashes using the “grab” handle on the middle offset hinges (3) toward the room.
- Slide each pair of folding panels away to one side.
- Sash coupling components are installed for some opening patterns. They are optional.



Closing:

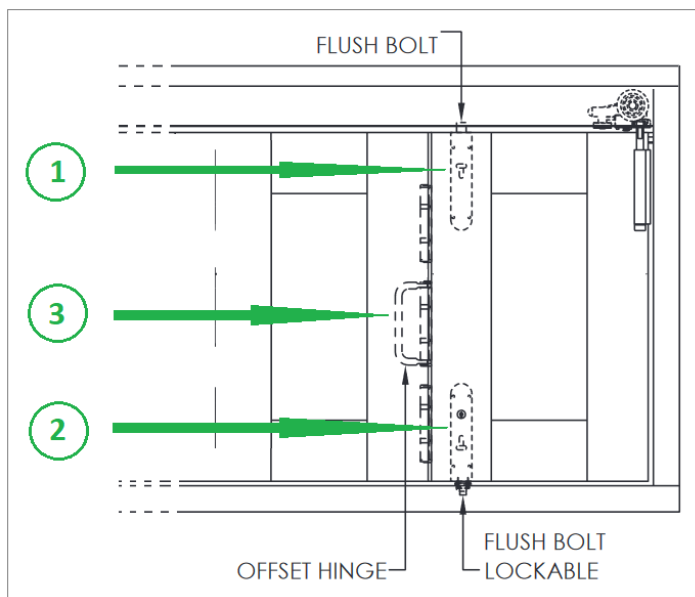
- Slide each pair of folding door panels back to align with frame.
- Secure the door panels by locking with sliding bolt locks.
- Turn the key to secure the bottom bolt lock.
- Lock the multi point lock using the cylinder key.

NOTICE: Use the D-handle located above the intermediate handle to assist pulling doors tight when operating shoot bolt lock

WARNING: Don't leave the key inside the cylinder of the intermediate doors during sliding/ folding operation as it can break the key or damage the profile surface finish.

All adjustment of Bi-folding door is must be carried out by a professional approved by the manufacturer or the seller.

- All adjustment of Bi-folding door is must be carried out by a professional approved by the manufacturer or the seller.
- The mechanical moving parts will need to be lubricated These include: hinges, multipoint lock and handles. Lubricate with a light oil or spray oil. Wipe away any excess with a non-abrasive cloth.
- The running system in your Bi-Fold Door is maintenance free.
- Don't use solvent based cleaning products on the gaskets.
- It is recommended that you use a silicon spray to the gaskets.
- Use a small brush or vacuum to clean any dirt from the track (floor rail).
- All residual plaster, concrete and dust must be cleaned from the hardware, in order to prevent defects caused by blockage of the parts of hardware.
- The supporting (bottom) rail must be kept clean at all times.
- Ensure all tracks, running channels and draining holes are kept clear of debris.
- Regularly wash the profiles and gaskets with warm soapy water. For coastal locations this should be done on a more regular frequent basis.
- Clean the stainless steel track and rollers with a dry clean cloth.



Addition regular maintenance may be required in the following situations:

- doors fitted on business premises that have a higher volume of operation per annum,
- if the doors have not been operated for an extended period of time,
- when doors are in extreme weather locations, for example coastal environments.

CASEMENT/ STORMPROOF WINDOWS

Despite having a variety of configurations, hinge and locking methods the casement/ stormproof window is operated in the same manner:

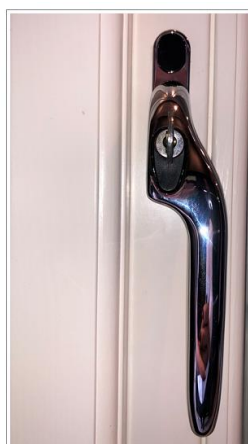
Opening:

- Unlock the window with the key and then remove the key.
- Before turning the handle, press and hold the lock plate.
- Rotate the handle through 90° to disengage the locking mechanism and open by pushing outwards.

Closing:

To lock the window, reverse the process:

- Pull the casement closed and turn the handle 90 degrees to the closed position.
- Lock the window with the key inserting the key and rotating clockwise, then remove the key.



Close



Open

WINDOWS OPEN OUT: GU HINGES + WINKHAUS OPENING RESTRICTORS (STANDARD)

- Standard Friction Stays allow a quick and easy one handed operation.
- Standard friction stays protect the sash from hitting the window recess
- This window doesn't incorporate restrictor. The built-in friction brake holds the open sash in the desired position.
- The hardware limits the opening of the sash to the angle of 90 degrees.
- To fully open the sash, disconnect the Friction stays in the place shown by the arrow. This should only be done in exceptional cases, as the window will close uncontrollably, which may cause damage to the window and facade, and may be a potential danger to people.



WINDOWS OPEN OUT: FRICTION HINGES (STANDARD)

- This window may be opened outwards to any angle, with its friction hinges holding it in any desired position.
- Friction hinges keep this window in the desired position when open.
- The friction shoe should be adjusted to give the required degree of resistance.
- Anti-clockwise decreases the resistance, clockwise increases the resistance.
- Care should be taken not to over or under tighten.

WINDOWS OPEN OUT: FIRE ESCAPE YEO

- In the fire escape position the window is fully open to allow unrestricted means of escape in the event of an emergency.

WINDOWS OPEN OUT: EASY CLEAN

- Casement windows can be supplied with egress easy clean hinges. These side hung casements can be opened across towards the centre of window of the aperture in order to enable the outside of the window to be cleaned from the hinge side.

WINDOWS OPEN OUT: WITH RESTRICTION BUTTON

- Windows with restrictor hinges limit the initial opening width to restrict the possibility of users falling from large open windows.
- To open the window fully, press a small press release button.
- To close the window, pull the window closed and this will engage the restrictor again.

WINDOWS OPEN OUT: WITH RESTRICTION BUTTON EDSP

- Restricted Friction Hinges with restricted opening for safety.
- Restrictor Stays open to a certain extent that is determined by positioning and fixing a slide bar to a pre-set position, which can permanently restrict the window to an opening angle.

Opening:

- After opening the window with the handle, the sash opens to approx. 13°.
- To open the window wider, press and move the slider. The sash locks at a width of about 58°.
- To fully open the sash, press again and move the slider.

Closing:

- To reset the restrictor depress the lever, pull the window in and the mechanism will auto-relocate.



WINDOWS OPEN OUT: BUTT HINGES

Butt hinges are not adjustable.

NIGHT TILT (NIGHT LATCH POSITION) TSH

- The window can also have a 'night vent' position. This allows the window to be slightly open, but still locked.
- This window may be opened outward, with its friction hinges holding it in the desired position. The keeps have secondary slots, which when engaged provide a "Night Vent" position. This allows the window to be locked whilst only slightly open to provide ventilation.
- This ventilation position is not secure and offers no security.

SURFACE RESTRICTOR

The casement stay is fitted to the bottom frame of the window and acts like an arm for opening and closing the window as well as allowing it to be held open at a set angle by locating the stay over the pins.

FLYING MULLION WINDOWS


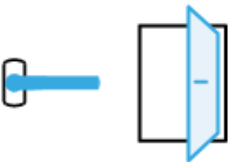


A double opening window consisting of two opening sashes with a specific opening sequence:

- The operating handle is positioned on the active sash. Open this casement as previously described.
- In order to open the inactive (slave casement) the sash will be equipped with either finger bolts, positioned top and bottom of the side rebate of the slave casement.
- Closing the window is simply the reverse procedure.

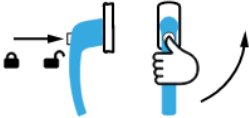

During high winds, ensure that the doors are kept closed to avoid structural damage.

TILT & TURN WINDOWS

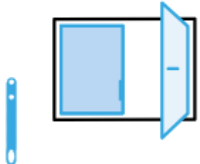
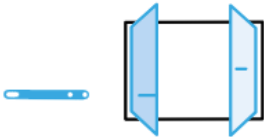
CAUTION: Although our windows are equipped with the function of blocking the incorrect position of the handle as standard, the handle must NOT be manipulated when the window is open. All movements of the handle are made when the sash is closed.

TURN&TILT HARDWARE WITH NIGHT-VENT	
Lever / sash position	Meaning
	Closed position of the sash (if the room is unattended or no ventilation is desired)
	Open position of the sash (for short-term ventilation and rapid ventilation of the room or cleaning the outside windows)
	Opening to a gap or night-vent position of the sash (for longer airing at low outdoor temperatures)
	Tilted position of the sash (for continuous ventilation of the room)




WINDOW HANDLE WITH LOCKING (BUTTON OR KEY LOCKING)

	Press and hold the locking button to actuate the handle
	Unlock the key to actuate the handle

FRENCH WINDOW SASHES (2-SASHED WINDOWS)

	Locked position of the sash
	Turning position of the sash
<p>Locking and unlocking is done using one or two levers or sliders on the side of the second opening sash. The first sash must be unlocked and opened first using the window handle in order to reach the lever(s) or slider(s). ALWAYS remember to carefully lock the leaf with the lever before closing the leaf with the handle!</p>	

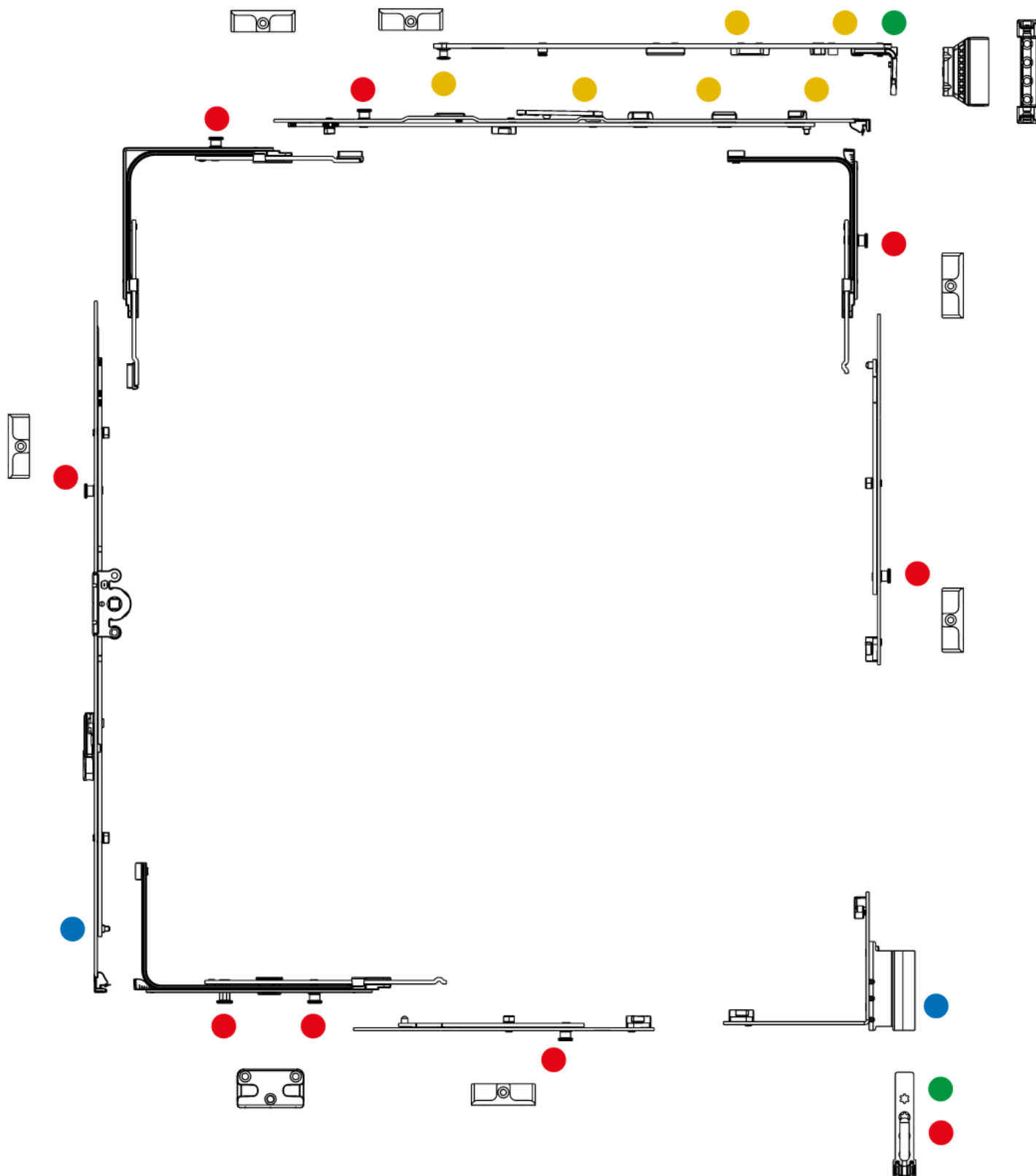
TILT-FIRST HARDWARE

	Closed position of the sash (if the room is unattended or no ventilation is desired)
	Tilted position of the sash (for continuous ventilation of the room)
	Rotational position of the sash (for short-term ventilation and rapid ventilation of the room or cleaning the outside windows)

Lubrication points

The image shown is symbolic. The location and number of lubrication points depends on the actual size and design of the window!

- Use grease for hardware: Lubricant with PTFE in spray form, for example, OKS 3751 or equivalent (Haberkorn order no. 79937). Lubricant quantity: approx. 3 mm³ (≈ size of a pinhead)
- The fitting must be operated several times subsequent to lubrication in order to properly distribute the lubricant.



SASH WINDOWS

Top sash- opening

- unlock the restrictor mechanism, if fitted, use the special key, if provided,
- unlock the fitch catchers on the meeting rails, use the special key, if provided,
- grab ring and slide the sash vertically downwards.

Top sash- closing

- grab ring and slide the sash vertically upwards until it relocates against the window head,
- lock the fitch catchers on the meeting rails, use the special key, if provided,
- lock the restrictor mechanism, if fitted , use the special key, if provided,
- remove and keep te keys in a safe but handy place.

Bottom sash- opening

- unlock the restrictor mechanism, if fitted (Photo1) , use the special key, if provided,
- unlock the fitch catchers on the meeting rails (Photo2), use the special key, if provided,
- grab lifts (optional dee handle) and slide the sash vertically upwards.

Bottom sash- closing

- grab lifts (optional dee handle) and slide the sash vertically downwards until it relocates against the cill,
- lock the fitch catchers on the meeting rails, use the special key, if provided,
- lock the restrictor mechanism, if fitted , use the special key, if provided,
- remove and keep the keys in a safe but handy place.



	Sash locks/ fastener Lock both bottom and top sashes firmly in place when the window is full closed, Key lockable.
	Sash Lifts, Sash Rings, D Handles Used for opening and closing the top sash.
	Angel Vent Lock, Push Vent Lock, Migstop A sash window restrictor or "sash stop" is designed to secure your window and restrict access, while still allowing air ventilation into your room. Sash restrictors are a major deterrent to thieves and other unwanted intruders and keep children safe.



FRONT DOORS

Our doors have a high security multi-point locking system. The door can be opened from either side.

LEVER/ LEVER (STANDARD)

- **Locking:** The door is locked by pushing the lever handle up. The main deadbolt is then extended to secure the lock by turning the key.
- **Release from outside:** The door is unlocked by retracting the bolt using the cylinder key and releasing the other locking points by pushing the lever handle down. The latch is retracted using the cylinder key.
- **Release from inside:** The door is unlocked by retracting the bolt using the cylinder key and releasing the other locking points by pushing the lever handle down. The latch is retracted using the lever handle.
- Turn the key to fully lock (note: if key will not turn, the locks have probably not fully engaged so, lift the handle again to engage the locks fully).
- When the door is locked you should not be able to push the handle down.

LEVER/ PAD (OPTION)

- **Locking:** The door is locked through two turns of the key.
- **Release from outside:** Opened with the cylinder key.
- **Release from inside:** Unlocked with the cylinder key. The latch is retracted using the key or by operating the lever handle.



HANDLE-LESS

Winkhaus AV2 Heritage Door Lock (AUTOMATIC Multi-Point Locking System)

- The AV2 Heritage Locking System is system where the euro profile locking cylinder is at a similar height to a traditional round cylinder pull and the lock is operated automatically as soon as the door is closed.
- This means that an external lever handle is not required to operate the locking points and the lock can be deadlocked or opened externally by turning the key a quarter of a turn.
- From the inside the door can be opened by an internal thumb turn, again with a quarter turn.
- The door is automatically locked when closed from the inside and the key is then required to gain entry from the outside.
- The autoLock AV2 Heritage includes solid hooks which throw automatically when the door is closed, ensuring complete claw engagement and security against the lock being pushed back. As the door locks automatically, a security risk is eliminated for users that may find it challenging to lift a lever.



FRENCH DOORS

Our single handle French doors have a high security multipoint locking system.

- **Opening:** The master door can be opened from either side by unlocking the door then depressing the handle.
- **Closing:** To close simply push or pull the door as applicable, and pull the handle upwards to engage the multi-lock points, then turn the key. When the door is locked you should not be able to push the handle down.

LEVER/ LEVER (STANDARD)

- **Locking:** The door is locked by pushing the lever handle up. The main deadbolt is then extended to secure the lock by turning the key.
- **Release from outside:** The door is unlocked by retracting the bolt using the cylinder key and releasing the other locking points by pushing the lever handle down. The latch is retracted using the cylinder key.
- **Release from inside:** The door is unlocked by retracting the bolt using the cylinder key and releasing the other locking points by pushing the lever handle down. The latch is retracted using the lever handle.



DOUBLE LEAF ENTRANCE/ FRENCH DOOR WITH ONE HANDLE– USING OF A SLAVE DOOR LEAF

The double leaf door has an master leaf (with a handle and lock) and a slave leaf closed by means of sliding bolts. The sliding bolts secure the door leaf in the dedicated sliding bolt slots in the top jamb and the sill.

Opening:

- to open the slave door the master door must be opened first,
- turn the bolt guide into the open position (to open the slave door leaf,
- to open the door leaf, both the top and the bottom sliding bolts need to be opened.

NOTICE: To avoid damage to the wood, replace the sliding bolt in its slot after operating.



STV ESPAGNOLETTE WITH HANDLES ON BOTH LEAVES

- The STV espagnolette is used in double-leaf French door balconies.
- Both wings are locked with a separate handle.
- It needs to be specified which wing is the master wing. The master leaf is always opened first and always closed second.



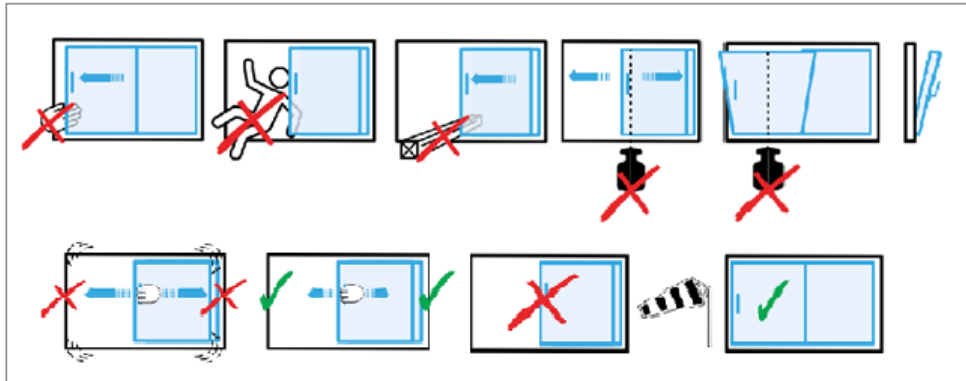
Door hinges MACO 3D (Front doors, French doors)

Installation, adjustment

- All adjustments are done directly with a T20 key, there is no need to release fixings and the door leaf remains securely fastened to the frame throughout.
- The hinges are equipped with a patented mechanism that provides freedom of upward motion.
- The height adjustment only needs to be carried out on a single hinge, the other hinges adjust automatically. Once hinge setting has been reached, It is good practice to adjust all remaining hinges to match.
- The compression adjustment is set with the door closed. This means that the sash sits in the frame and the fitter can see the contact pressure increase or decrease whilst adjusting the door.
- Adjustment range: The T80 door hinge adjusts directly and continuously +/- 3 mm in all dimensions.
- Testing according to UK standards PAS 24.



LIFT AND SLIDE DOORS HS



Opening:

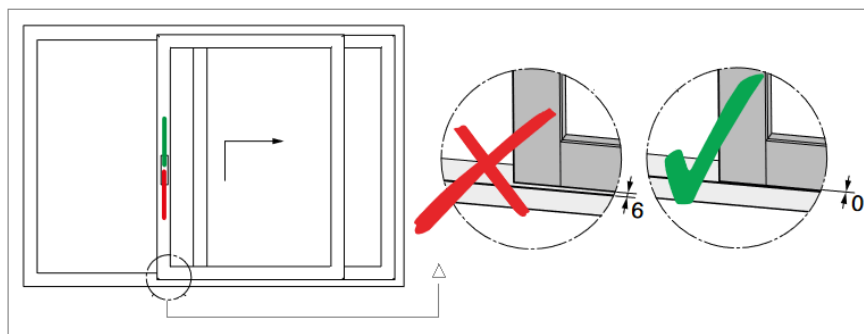
- In the closed position, the handle of the sliding door is pointed up,
- turn the handle 180° downward from the top vertical position,
- push the sash slowly pushed toward the passive sash.
- The door is completely open when the sash has slid up to the stopper.
- The sash can be secured in the open position by turning the handle up 180° (the sash will descend onto the track).

Closing:

- Pull the moving sash against the jamb and turn the handle back up into the vertical position.

NOTICE: To avoid damage to the stopper ensure that the door is opened slowly. If the door moves too quickly it may damage the stopper and pull it away from the timber.

Lever/ sash position	Meaning
	Sash closed position
	Sash slide opening position



Lower sliding sash in opened position!



If Lift & Slide hardware is subjected to excessive loads or if it is not operated properly, the sash can pop out of its guide, fall out and thereby cause severe injuries or death. If excessive loads are to be expected on the window or casement door in special circumstances (use in schools, nursery schools, public buildings, etc.), suitable measures must be adopted to prevent this.

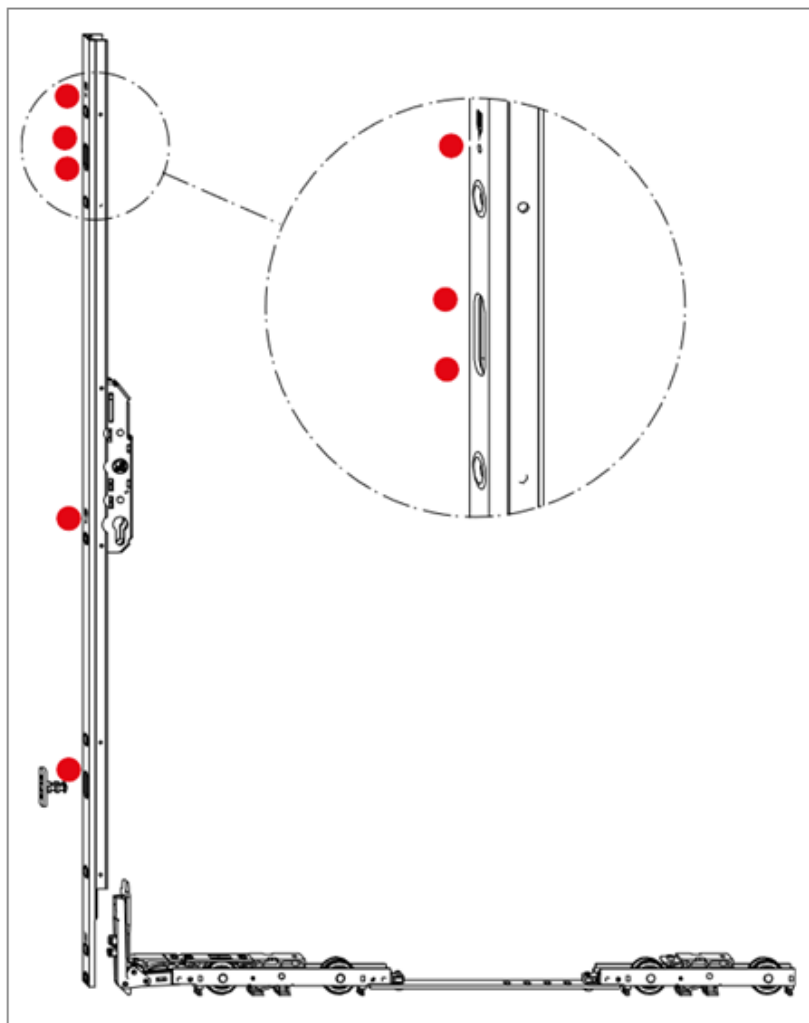
For example:

- Moving the stop buffer to reduce the opening width,
- installing a profile cylinder to prevent unauthorised use.

Lubrication points

The image shown is purely symbolic. The location and number of lubrication points depends on the actual size and design of the window/casement door.

- All movable parts and locking points of the lift & slide hardware must be greased.
- Grease for hardware: Adhesive lubricant with PTFE in spray format, e.g. OKS 3751 or equivalent.
- The hardware must be operated several times after lubrication in order to distribute the lubricant.



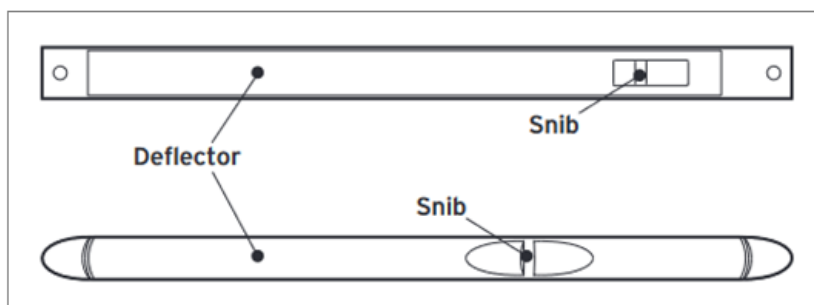
TRICKLE VENT

Opening & closing:

- push snib on deflector left or right respectively,
- don't block ventilator or external canopy/grille,
- keep vent open as much as possible for a healthy indoor environment.

Maintenance:

- wipe ventilator (and canopy/grille if accessible) clean with a damp cloth; frequency will depend on local conditions,
- clean away blockages with a soft brush,
- don't lubricate.





- In case any damage is noticed or if the products do not function properly, they should not be used until they are repaired by qualified professionals.
- It is extremely important that repair works are performed by us or our partners. In this way the warranty remains preserved.
- We dispose of qualified personnel and specialized tooling for the required maintenance or reparation works.
- In case this manual does not provide an answer to all your questions, please contact us or our partners.
- Not following above instructions regarding proper maintenance, usage and cleaning, will cause the loss of warranty.



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