

YOUR GUARANTEE OF EXCELLENCE



TUGGERAH

Registered Head Office
174 Pacific Highway
Tuggerah NSW 2259
PO Box 378
Wyong NSW 2259

LIVERPOOL

Shop 18, 12 Homepride
Avenue
Warwick Farm NSW 2170

ROSEBERY

Shop 1, 593 Botany Road
Rosebery NSW 2018

BROOKVALE

UNIT 3a, 42-46 Wattle Rd
Brookvale NSW 2100

BATHURST

88 Corporation Avenue
Robin Hill NSW 2795

NEWCASTLE

107 Broadmeadow Road
Broadmeadow NSW 2292

PORT MACQUARIE

6 Orontes Close
Sancrux NSW 2446

COFFS HARBOUR

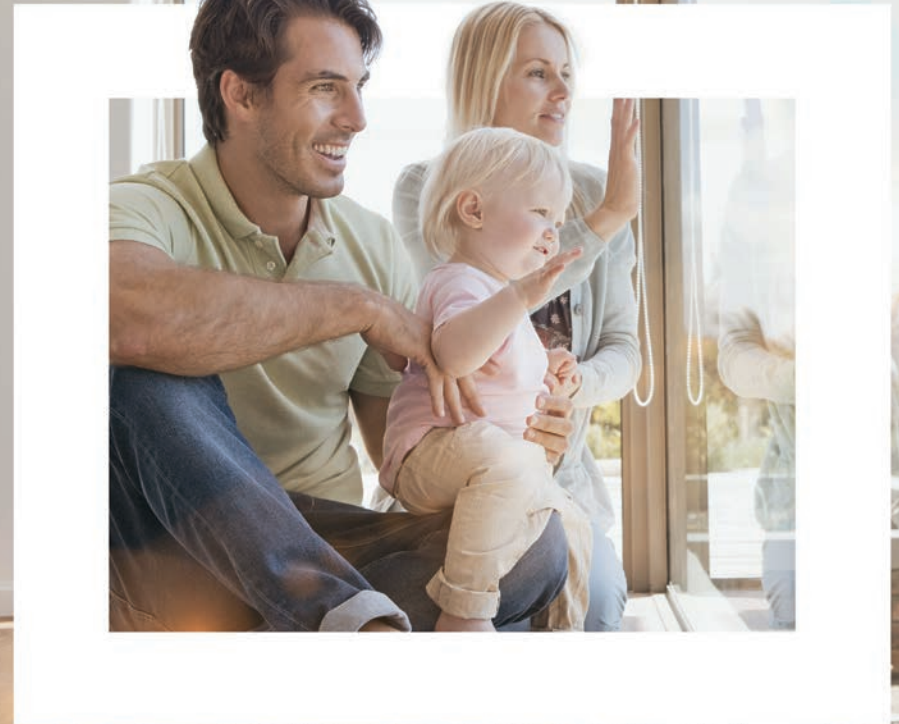
UNIT 10/41 Industrial Dr
Coffs Harbour NSW 2450

WIDELINE PTY LTD | ABN 11 000 945 068

For more information call 1300 943 354 | [wideline.com.au](http://www.wideline.com.au)



WIDELINE_2023





7 YEAR GUARANTEE

CONDITIONS

YOUR WIDELINE PRODUCTS ARE GUARANTEED AGAINST DEFECTS ARISING FROM FAULTY WORKMANSHIP OR MATERIALS FOR A PERIOD OF SEVEN (7) YEARS FROM THE DATE OF DELIVERY BY WIDELINE, SUBJECT TO THE FOLLOWING CONDITIONS:

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| <p>a. The product has been installed in accordance with the relevant Australian Standards and recognised building practice.</p> <p>b. The product has been maintained in accordance with industry recommendations.</p> <p>c. The product has not been subject to misuse, physical abuse or neglect.</p> <p>d. Manufacturing standards and tolerances are not deemed defects, nor are industry variations in the colour of aluminium and timber componentry.</p> <p>e. Wideline accepts no responsibility for glass breakage (except for faulty workmanship or materials). Wire reinforced glass, toughened glass, float glass, laminated glass and mirror glass is guaranteed against defects and degradation for a period of three (3) years.</p> | <p>f. Moving parts which wear out as a part of normal use are guaranteed for two (2) years.</p> <p>g. This guarantee is limited to the repair or replacement of the faulty product at the company's discretion but does not extend to the installation or refinishing of a replacement product.</p> <p>h. Finish failures or corrosion of aluminium or other components due to environmental conditions such as air pollutants, acid rain or other corrosive substances are defects which have arose due to the conditions and are therefore not the responsibility of Wideline.</p> <p>i. Corrosion, wear, or failure of standard components in seacoast applications (within 5 kilometres of coastal waters) is not covered under this warranty as deterioration is possible under climate conditions.</p> | <p>j. Normal wear or discolouration of finishes including the tarnishing of brass is a result of conditions or applications and are therefore not the responsibility of Wideline.</p> <p>k. Only repairs carried out by Wideline personnel or authorised Wideline agents are covered by this guarantee.</p> <p>l. Claims under this guarantee should be made within one month of the defect arising in the product. Copies of documentation showing the purchase date of the product should be included with your written claim and forwarded to the nearest Wideline office.</p> |
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This guarantee is in addition to all other rights and remedies in respect of this product to which you are entitled under the Trade Practices Act and similar State and Territory laws. For the benefit of the consumer. Effective 1 August 2013

INSTALLATION AND MAINTENANCE

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

Builders/Home Owners Please Note

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

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

Remember

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

Aluminium Products

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

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

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

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

Timber Products

Timber is a natural product; the finish of each piece is dependent on many factors so variations in grain and colour may occur.

Your Wideline joinery is delivered ready for final detail finishing by your trade painter. Putty filling in nail holes and fine detail sanding will be required prior to your choice of finish.

Windows should be stacked vertically, leaning against a wall or structure. Door panels should be stored horizontally at least 90mm off the ground on an appropriately sized flat surface to safeguard against moisture in the floor penetrating the timber and causing bowing or distortion.

Wideline timber products are delivered ready for surface treatment. Your joinery should be protected from moisture, including high humidity. To protect your warranty as well as your purchase, you must seal all faces of the doors (and windows where possible) with a suitable sealer/finish coat/s within 2 weeks of delivery. Please note that 1 coat of primer/undercoat will not be enough protection and will void any warranty claim. If purchased from Wideline as 'pre-primed', an additional coat of undercoat is still required.

If timber windows and doors are supplied with the Wideline supplied primer, this will provide protection prior to painting

and act as a prime coat for acrylic or oil-based undercoats after suitable surface preparation. Follow the paint manufacturer's instructions for finishing the product.

Doors exposed to direct sunlight must be finished in light-reflective colours to reduce the risk of heat absorption, which may cause warping. Dark paint colours may void warranty. Both faces should have similar colours applied. Regular maintenance should be provided to prevent deterioration.

Wideline assess any claim according to the above sealing and colour selection criteria and as directed by NSW Guide to Standards and Tolerances 2017.

Item limits:

- Twisting measured diagonally across door - 5mm
- Bending in door heights up to 2150mm high - 4mm
- Bending in door heights between 2150 and 2400mm high - 6mm
- Bending in door heights over 2400mm high - 7mm
- Bending in doors widths up to 1020mm wide - 2mm
- Surface (face) misalignment, at the meeting of double swing or french doors when the doors are fully close - 5mm

Screens & SecureLine™ Products

To clean flyscreens they can be removed and rinsed gently with a garden hose. Be careful not to use too much pressure, as stretching can occur. Scrub both side of the screen with a soft bristled brush and warm soapy water.

SecureLine™ powdercoated mesh screens will need to be washed with a sponge and a bucket, instead of a hose. Before starting to clean fixed screens, lay towels on the floor or window sill so that you can carefully wipe the inside of the screen as well as the outside of the screen.

If you live within 5km of coastal waters washing at intervals of one to two weeks may be required. If not properly maintained the effects of the salt air will build up and in time cause the mesh to corrode. Corrosion, wear, or failure of standard components in seacoast applications is not covered under this warranty.