

Stock Windows & Doors

Warranty

Stock Windows and Doors products are covered by the Manufacturers Warranty of up to 7 years from the date of Invoice and subject to the following conditions;

- The customer has provided the correct wind loading requirements (window rating) appropriate to the location of the building and height and position of the windows in that building, in accordance with the then current Australian Standards.
- The product has been installed in accordance with Australian Standards AS2047 (as amended or replaced), recognized building practice, The Australian Window Association's Window Installation guide or the Stock Windows and Doors installation recommendations.
- This warranty does not extend to products that are installed in contact with a continuously damp or moist building environment or to corrosion or deterioration of products exposed to marine (salt) or heavy industrial affected environments.
- The product has been installed and maintained (refer to Cleaning & Maintenance Guide in our Info Centre) in accordance with Stock Windows and Doors recommendations. The product has not been subject to misuse, physical abuse or neglect.
- Manufacturing standards and tolerances (as outlined in AS 2047) and industry variations in the colour of Aluminium and timber componentry will not be accepted as defects.
- Stock Windows and Doors accepts no responsibility for glass breakage (except for faulty workmanship or materials). Defects in glass will only be accepted if they fall outside the recommendations as set out in AS4667 – Quality of cut to size glass.
- Stock Windows & Doors accepts no liability for thermal cracking of glass, which is not uncommon in thermally efficient glasses such as low 'e' coated glass products.
- Moving parts that wear out because of normal use are warranted for **ONE** year. Tarnish or excessive wear of soft finished such as Bronze, Brass and other Antique finishes are not covered by this warranty, as deterioration is possible under some climatic conditions, frequency of use or other factors.
- Only repairs carried out by Stock Windows and Doors personnel or authorized agents are covered by this warranty.
- Stock Windows and Doors assumes no liability for damage caused by cleaning agents or brick cleaning acids.

- Stock Windows and Doors Aluminium Products are supported by either Interpon or Dulux Powdercoating Warranty which covers both colour & integrity.(refer to the Dulux and Interpon Websites for further information) Designed exclusively for residential applications, projects must meet the following criteria for the warranty to apply:
 - Application to aluminium only,
 - Residential applications equivalent to Volume 2 (pertains primarily to Class 1 or Class 10 building) of the National Construction Code of Australia,
 - No greater than three (3) levels above ground, Located greater than 100 meters from any coastline. Conditions apply to the Interpon D1000 Bronze Global Residential warranty. Refer to the Interpon website. http://www.interpon.com.au/interpon_series/interpon-d1000/
- Where Stock Windows has assembled the product on site, Stock Windows & Doors warrants the installation works against defects caused by faulty workmanship for a period of 7 years from the date of the installation on site.
- Subject to the provisions of this Warranty, Stock Windows and Doors warrants that the insulated glass unit product shall, for a period of 7 years from the date of manufacture:
 - Remain free from material obscuration of vision resulting from moisture or film formation or dust collection on the interior glass surfaces of the air or argon space under normal conditions of use that is visible from 3 metres in normal viewing conditions.
- This warranty does not apply to insulated glass units installed at altitudes of 800 meters or more above mean sea level, unless breather tubes or capillary tubes have been installed and these tubes have subsequently been sealed after sufficient acclimatisation has occurred at final altitude.
- Claims under this warranty must be made within 14 Days of the defect arising in the product. Copies of documentation showing the purchase date must be included with your written claim and forwarded to the Stock Windows & Doors Office.
- Stock Windows and Doors can only provide Warranty Work Servicing and full replacements (on faulty items) within Victoria (VIC) and New South Wales (NSW). For customers located outside these regions, any faulty items will be assessed remotely via video call to determine the issue. If a fault is confirmed, we may send replacement parts for self-repair. If the item fails to meet Australian Standards and cannot be serviced or repaired, a refund will be issued (no replacement due to shipping constraints).
- This warranty is limited to the repair or replacement of the faulty product at the discretion of Stock Windows and Doors but does not extend to the installation or re-finishing of a replacement product. There is no liability for any other claims, damages or costs whether special consequential or otherwise.
- This warranty is provided in addition to any warranty or guarantee imposed by law and is governed by the laws of the State of Victoria and the State of New South Wales.