## **Spare Parts Instructions**

For guidance on how to safely and correctly install Jason Windows spare parts, please refer to the instructional DIY videos via the Jason Windows website or YouTube Channel. Spare parts installation along with the servicing of your windows and doors can be completed by a Jason Windows Service Techician. This is a charged service and bookings can be made through our Service Department:

### **DIY VIDEOS**

Website: jasonwindows.com.au/resources/diy-videos

YouTube: JasonWindowsWelshpool

### **BOOK A SERVICE TECHNICIAN**

**E:** service@jasonwindows.com.au

**P:** 9351 3430 (Welshpool) 9726 2213 (Bunbury)

W: jasonwindows.com.au/contact-us

# **Moving Parts Warranty Statement**



This warranty relates to all moving parts in your windows, doors and security screens. For Jason Windows 10 year structural warranty, please refer to the Jason Windows website.

Subject to the conditions and limitations below Jason Windows Pty Ltd guarantees all moving parts and hardware products against defects arising from faulty workmanship or materials for two years from the date of purchase or installation by an authorised technician.

- Moving parts retain to items which are subject to wear as part
  of normal use including but not limited to barrels, breezelocks,
  casement stays, catches, guides, handles, hinges, lock bodies,
  locking rods, mohair, restrictors, rollers, seals, snibs, spirals,
  striker plates, winders.
- The product must be installed and maintained in accordance with Jason Windows installation and maintenance recommendations, and the relevant Australian Standards (standards.org.au).
- Moving parts that meet manufacturing standards and tolerances are not deemed as being defective.
- The customer must not carry out any remedial work to allegedly defective products without first obtaining the written consent of Jason Windows. Doing so voids the warranty.
- Regular maintenance is required for all hardware, including stainless steel as they are moving parts. In most environments, maintenance is recommended every six (6) months and every three (3) months in marine and industrial environments. For full cleaning and maintenance guidelines, refer to the Maintenance Guide on our website (jasonwindows.com.au/resources/ brochures)

### The Jason Windows Warranty against defects does not cover:

- Products that have been subjected to abuse, misuse or neglect.
- Colour variations or shades that may occur with powder coat or anodised finishes. Products that have not been maintained in accordance with the Care and Maintenance instructions specified by Jason Windows jasonwindows.com.au/resources/ brochures)
- Products which have been supplied according to a required specification, where such specifications are subsequently determined as inappropriate.
- Products that have been subject to abnormal conditions, including environment, temperature, water, fire, humidity, pressure, stress or similar.
- Products which have not been installed in accordance with the requirements of the National Construction Code.
- Products subjected to corrosive environments.

 Any consequential loss arising from defective or faulty products supplied by Jason Windows to the extent permitted by law.

Jason Windows assumes no liability for damage to whole of product caused by non recommended cleaning agents or brick cleaning acids. **Claims** 

The structure of the Building and Construction industry results in Jason Windows providing a warranty to an initial customer (the Builder) and a secondary customer (the Home Owner). In both situations:

- All customers are required to forward their warranty claim, in writing, to Jason Windows at the address specified below, within 72 hours of the product defect arising.
- The customer is responsible for all costs associated with lodging the warranty claim.
- Jason Windows will investigate all warranty claims and undertake the repair or replacement of any defective parts identified as covered by this Warranty using authorised Jason Windows service technicians and / or nominated installation personnel.
- The customer will be liable for all costs incurred by Jason Windows, if the issue is not covered by the provisions of this warranty or your statutory rights as detailed below.

### **Statutory Rights**

Jason Windows goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseen loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The benefits given to the customer under this warranty against defects are in addition to other rights and remedies under law in relation to the goods or services to which the warranty relates.

### Address Details

Customers should send their claims to: Warranty Claims Jason Windows Pty Ltd (ACN 060 974 138) Locked Bag 3 Welshpool DC Welshpool WA 6986

or via email to: <u>warranty@jasonwindows.com.au</u> updated: 09/07/21



