



WARRANTY DETAILS



1. WARRANTY PERIODS

1.1 Aluminium Frames – Structural Warranty (7 Years)

Concept Windows warrants that aluminium frames supplied and/or installed will be free from structural defects for 7 years from the date of installation, provided they are used and maintained in accordance with our care and maintenance guidelines.

1.2 Moving & Operational Hardware (2 Years)

Hardware items such as rollers, hinges, latches, locks, handles, guides and similar moving components are warranted for 2 years from the date of Practical Completion.

1.3 Glass Warranty – Limited Scope (Installation-Related Only)

Warranty on glass is strictly limited to the replacement of glass found to be faulty due to defective installation by Concept Windows.

This warranty does not cover:

- Breakage after Practical Completion
- Impact damage, misuse, trade damage
- Thermal heat stress cracking
- NiS (Nickel Sulphide) inclusion breakage
- Spontaneous breakage not proven installation-related
- Optical phenomena compliant with AS4666 / AS/NZS 4667

1.4 Powdercoat & Anodising (Project-Specific)

Surface finish warranties are provided per manufacturer specification, typically 10+ years for powdercoat and project-specific durations for anodising.

2. CONDITIONS OF WARRANTY

Warranty applies only where:

- Products are used under normal conditions for their intended purpose.
- No modification, alteration, or repair has been carried out by others.
- Routine maintenance has been followed.
- Concept Windows has been given reasonable access to assess defects.
- Claimant has taken reasonable steps to minimise consequential damage.
- Issues are not caused by external building or environmental factors.

3. ITEMS NOT COVERED

3.1 Finishes & Appearance

- Natural colour variation in powdercoat/anodising
- Surface deterioration due to pollutants, marine exposure or corrosive environments
- Wear to sliding tracks

3.2 Environmental, Structural & Construction Factors

- Building movement, deflection or structural design faults

- Water ingress from non-compliant waterproofing (AS4654.2)
- Damage due to abnormal temperature, fire, humidity or loading

3.3 Unauthorised Works

- Any works/modifications/servicing by third parties
- Cavity slider systems requiring removal of finishes

3.4 Consequential Loss

Concept Windows is not responsible for damage to finishes, plaster, tiling, cabinetry or structural/waterproofing elements.

4. GLASS-SPECIFIC EXCLUSIONS

4.1 Thermal Heat Stress Cracking

Not covered. Laminated glass may be required for energy or acoustic compliance. Toughened glass is not susceptible.

4.2 Nickel Sulphide (NiS) Inclusions

Not covered. NiS inclusions are a known phenomenon in toughened glass. Heat soak treatment reduces but does not eliminate risk.

5. WATERPROOFING & SITE PREPARATION

All waterproofing including sills, balcony set-downs, hob details, wall reveals, flashings and surface preparation must be completed by the builder before window/door installation in accordance with AS4654.2.

Water ingress resulting from incomplete or non-compliant waterproofing is not a warranty issue.

6. WARRANTY CLAIM PROCEDURE

Claims must be lodged in writing within 48 hours of becoming aware of the defect.

Email: service@conceptwindows.com.au

Concept Windows will assess and determine whether the claim is valid. If not covered, a quotation will be issued for rectification work.

7. STATUTORY RIGHTS

This warranty is provided in addition to rights under the Australian Consumer Law (ACL). Liability is limited to the extent permitted by law.