



STÄRKE

a window to a better world

CARE & MAINTENANCE GUIDE & WARRANTY

Ambiance Inline Window Systems



CARE & MAINTENANCE

Cleaning

STARKE AMBIANCE window profiles are made of a weather resistant and easy-to-care synthetic material of stable value. To clean the even, non-porous and hygienic surface, normal soapy water can be used. Soiling due to dust and rain can be removed easily by this means. Do not use abrasives or chemicals as nitro diluents, benzene or similar agents for cleaning. In case of soiling that cannot be removed as described above, please consult your window specialist.

Initial Cleaning

Despite all the care taken by the craftsmen during installation, soiling like residues of mortar, wallpaper paste, adhesives etc. may occur. Residues of mortar and colour splatters can be removed with a semi-rigid putty knife by carefully scraping off the soiling. After that, wipe with a damp cloth. Please be careful not to scratch the surfaces with the small but sharp pebbles in the mortar. Residual adhesives on the glass surface can be removed carefully with an inclined razor blade.

Maintenance

In order to ensure proper functioning of the hardware for your new STARKE AMBIANCE window and doors for years to come, the following maintenance works should be done at least once a year:

- ▶ Check all hardware elements with security-related function frequently for wear.
- ▶ Lubricate all movable parts with a drop of oil and the locking points of the hardware elements with acid-free grease or industrial Vaseline.
- ▶ Use only cleansing agents and care products that do not affect the hardware's corrosion protection.

Ventilation & Condensation

Condensation should not occur on your new STARKE AMBIANCE windows or doors. If condensation occurs, this is a sign that the humidity in your room is too high. Windows present such a high air impermeability and are sealed so tightly to the building structure that no natural air change can take place. By proper ventilation and with modern windows you can save heating costs and create a healthy room climate at the same time. Cross ventilation through two opposite windows is especially quick and effective – one single open window sometimes is not enough. Keeping the window open for 5 minutes is sufficient to change the indoor air. For a more thorough airing of the rooms, open the windows wide for 10 minutes. To facilitate the air change, Basic Air plus® or REGEL-air® ventilation systems can be installed in the window.

For this reason we recommend:

- ▶ Ventilate three to four times a day.
- ▶ Remove items that obstruct the air flow: leave an air gap between furniture and the wall; curtains should not cover the heater but reach only to the window sill.
- ▶ Keep doors to less heated rooms closed.
- ▶ Ventilate more frequently in case of additional humidity due to cooking, bathing, taking a shower etc.
- ▶ In the winter season, open your windows wide several times a day for a short time instead of keeping them tilted for hours.
- ▶ Always let humid air escape to the outside – never to other rooms.
- ▶ Fogged-up windows are a clear signal that ventilation is needed.
- ▶ Heating and frequent ventilation are the prerequisites for a healthy room climate.



WARRANTY

Starke Group Ltd warrants that, for a period of ten years from the date of supply:

- (a) NZS 4211:2008 Performance of Windows, and NZS 4223:2016 Code of Practice for Glazing in Buildings
- (b) As required under NZS 4211 the product or products specified will remain watertight.
- (c) Installation of joinery is covered the installer.

If the Product does not perform as warranted, Starke Group Ltd will make good the Product, subject to the following terms:

- (a) that the details on this coupon are filled out and returned to Starke Group Ltd within 90 days;
- (b) that Starke Group Ltd is advised of and given an opportunity to inspect any fault;
- (c) that any claims under this warranty need to be made in writing to Starke Group Ltd within 7 days of the fault first becoming apparent;
- (d) that this warranty is not transferable and only applies to the original purchaser, unless Starke Group Ltd agrees otherwise;
- (e) that this warranty only applies:
 - (a) that Starke Group Ltd will not be liable for any consequential, indirect or special damage or loss including, without limitation, any loss of profits;
 - (b) that the warranty does not apply to any fault caused by incorrect installation by anyone other than Starke Group Ltd or its authorised agents. Correct installation details are available on request.
 - (i) where the Product has been maintained in accordance with the maintenance procedure specified in this "Care and Maintenance" booklet;

- (ii) to a defect in the workmanship or a defect that is directly attributable to a defect in the material of the Product; and
- (iii) where the purchaser has paid in full for the supply (and installation if applicable) of the window joinery;
- (f) that the warranty does not apply to any:
 - (i) glass or glazing materials used in the joinery; glass breakage and surface defects except premature IGU failure as determined by Starke Group Ltd.
 - (ii) defects due to any cause beyond Starke Group Ltd.'s control including, without limitation, defects in the structure to which the joinery has been affixed;
 - (iii) materials, hardware or componentry or any joinery not manufactured by Starke Group Ltd;
 - (iv) This warranty does not apply to used or second-hand joinery
 - (v) weather tightness - where the contract is one of manufacture and supply only, the junction between joinery and cladding systems is the responsibility of the builder;
 - (a) that Starke Group Ltd will not be liable for any consequential, indirect or special damage or loss including, without limitation, any loss of profits;
 - (b) that the warranty does not apply to any fault caused by incorrect installation by anyone other than Starke Group Ltd or its authorised agents. Correct installation details are available on request.

Please note: This warranty is subject to correct installation as outlined in our Installation Details Manual. This document is available on request for you or your builder.

Customer Copy

10 Year Warranty for Joinery supplied by Starke Group Ltd.

Customer Name & Address:

Address for Building site receiving Supply:

Date of this Warranty: _____

Warranty Expiry Date: _____

Job Number: _____

Supplied Only Supply & Install

Please Note: This Warranty is subject to correct installation as outlined in our Installation Details Manual. This document is available on request for you or your builder. This is in addition to, not a substitution, and nothing in this warranty will affect any rights the purchaser may have under the Consumer Guarantees Act 1993 or the Building Act 1991.

Colour of Joinery: _____

Signed (Homeowner): _____

Signed (Starke Group Ltd): _____

Notes: _____

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Stärke Group Ltd

2-4 Wilco Place, Wiri
Auckland 2104
New Zealand

+64 9 279 8617
sales@starke.co.nz

starke.co.nz



Looking after our planet is the only option

It's reassuring to know that our windows contribute to creating a brighter tomorrow for future generations.

Not only do we use recyclable materials wherever possible, the best bit is our high-performance windows outperform traditional windows by 38%* helping to reduce energy consumption. Stärke is ISO 14064-1:2018 environmentally certified with a goal of being carbon neutral by 2025.

