

WOODEN WINDOWS AND DOORS WARRANTY CONDITIONS AND USER INSTRUCTIONS

The manufacturer Sumeda, LLC produces windows and doors in accordance with the contract specification. Product design parameters satisfy the conditions of the CE requirements. Company operates in accordance with 9001; 14001; 18001 – ISO standards. Sumeda, LLC ensures warranty for the produced goods counting from the date goods are delivered to the buyer and invoice is issued indicating the date of fulfilment of the buyer's order. It is agreed and acknowledged between the parties that goods must be maintained following the instructions provided in this document.

Sumeda LLC ensures, that during the warranty period:

- ✓ glass unit will not change internally, weeping will not occur inside the glass unit, dust will not get inside the glass unit,
- ✓ hinges securely grip the window/door sash, sash will not brake due to its weight, hinges will not be affected by corrosion,
- ✓ natural external climate will not cause irreparable wood surface defects,
- ✓ there will be no cracks in wood because of weight of the frame, there will be no cracks in the frame because of inappropriate quality of the material (which is guaranteed under the proper installation and proper indoor climate, by ensuring ventilation and indoor relative humidity is less than 60 %)
- ✓ aluminum water drips will not be deformed due to weather conditions, their paint will not peel.
- ✓ wood surface paint will not peel, coating will not fissure (which is guaranteed if the indoor relative humidity is less than 60 %)
- ✓ sash gasket and silicone seam will remain resilient and will not fissure

Note: warranty is not provided if the contract conditions are not fulfilled, manufacturer's requirements and recommendations for product installation, use and maintenance have not been complied. The responsibility of regulation of windows/doors and reinstallation of the hardware (if there will be the need someday) belongs to the company that installed the windows/doors.

The warranty terms are:

- ✓ sash frame and jamb frame - 5 years
- ✓ glass unit - 5 years
- ✓ aluminum coating, aluminum water drips and dashboards - 5 years
- ✓ sash gasket and silicone seam - 5 years
- ✓ front and terrace door fittings - 2 years
- ✓ window fittings - 5 years
- ✓ paint coating - 5 years with surface treatment or 2 years without surface treatment. It is recommended to repaint wood surface after 5 years (process rules are set at the end of the document). Acrylic paint is the most suitable for windows repainting because it has no adverse interaction with seals or the previous window and door coverings.

Notes:

The warranty is provided for colored surface when the care of wood surface is performed at least once a year on the first 5 years of windows and doors usage and twice a year - on spring and on autumn - on the 6-to-10 year of windows and doors usage and when, if necessary, overcoating for damaged wood areas is made.

Recommended care for wooden frame surface: GORI 690 Pflegeset from Teknos. The product is intended for painted wooden windows care: cleaning and preservation. Regular usage of this product provides a window surface durability, updates the color and gives shine. Maintenance facility is available:

LITHUANIA: UAB Klinkmann Lit, Kauno g. 34, LT-03202 Vilnius | uzsakymai@klinkmann.lt | +370 5 215 1645

SWEDEN: Teknos AB, Limmaredsv. 2, P.O.Box 211 SE-514 24 Tranemo | info@teknos.se | Tel. +46 325 619 500

NORWAY: Teknos Norge AS, Industriveien 28, NO-3430 Spikkestad | teknos@teknos.no | Tel. +47 31 29 49 00

DENMARK: Teknos A/S, Industrvej 19, DK-6580 Vamdrup | teknos@teknos.dk | Tel. +45 76 93 94 00

UK: Teknos (UK) Limited, Unit E1, Heath Farm, Banbury Road, Swerford, Oxfordshire ox7 4bn | sales@teknos.co.uk | Tel. +44 1608 683 494

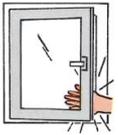
IRELAND: Teknos Ireland Limited, Unit 1, Fortwilliam, Industrial Estate, Dargan Crescent, Belfast bt3 9jp, Northern Ireland, UK | sales.ni@teknos.co.uk | Tel. +44 2890 960670

Warranty applies in the cases when the wooden product surface is maintained as stipulated in the contract and in this document. If any defects appear during the warranty period and the manufacturer agrees with the defects, the manufacturer undertakes to eliminate the indicated defects at its own expense.

To ensure long life of goods it is necessary to properly supervise the wood coating. We observe that the need for maintaining and repainting the surface of wood does not mean that the product is of a poor quality. This is only the standard of wood care.

Note: The warranty is granted for wooden windows and wooden doors but not for additional details, such as shutters or construction, in which the windows or doors are fitted. If repair work is carried out during the warranty period, it is not the basis for extension of the warranty period.

Safe handling instructions



Danger of injury compressing parts of the body between the sash and frame!
When closing a window or door, you cannot insert hands between a sash and a frame.



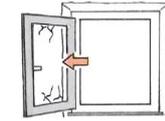
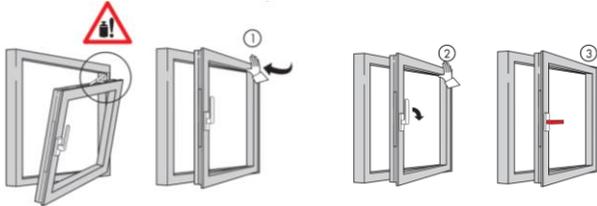
Danger of injury and material damage!
Permanent damage might be done when external objects are placed between a sash and a frame.



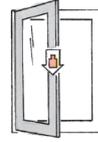
Danger of injury because of the wind impact!
When the wind blows or there might be a draft, close the window.



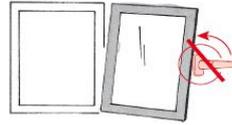
Dropping out risk and danger of injury!
If young children or persons who are unable to assess the risk can gain access to the window, use special security measures such as lock handle.



Danger of injury and material damage if the sash is pulled over to!
Avoid the window sash pressure to the wall.



Danger of injury and material damage overloading the sash!
Sash can not load any extra weight.



Danger of injury and material damage by improperly swirling the handle!
Do not change the handle position when the window or door is open. Do not try to open the window or door when handle is not completely screwed.



Dropping out risk and danger of injury while doing pressure to the glass and by breaking the glass!

Inappropriate opening risk!

In order to prevent damage to the window opening mechanism when the windows is improperly opened, close the window as soon as possible following the instructions leftwards.

Operating rules

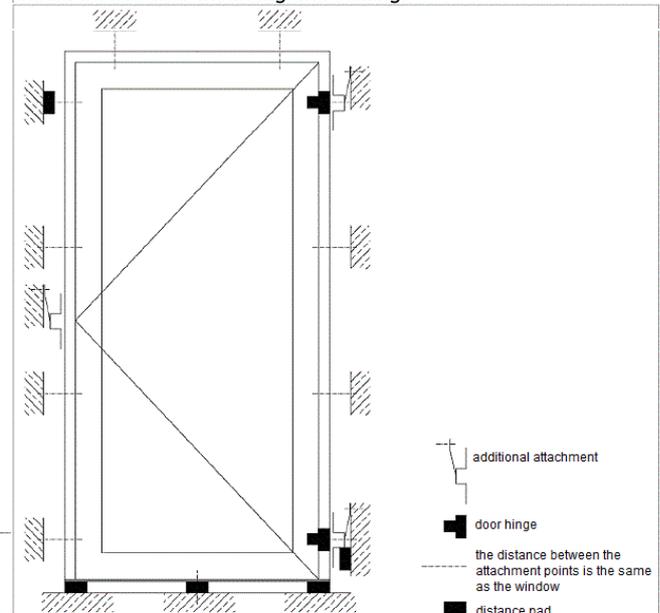
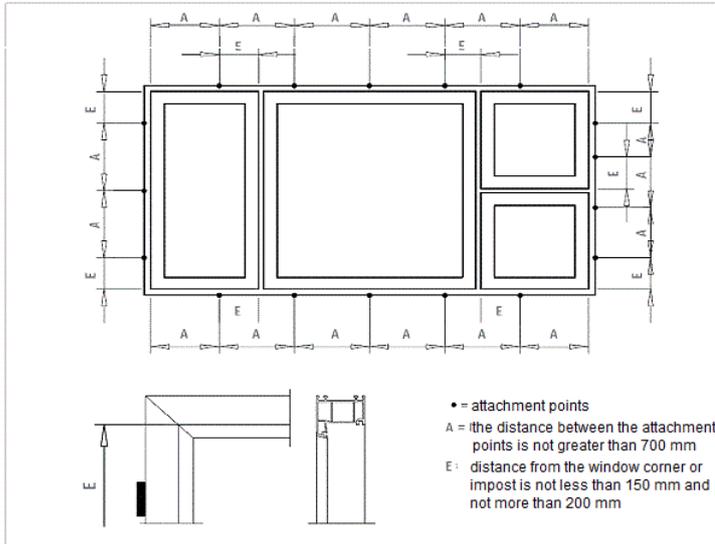
Transportation and installation

Information about limitation of function. Windows and doors, that are open, unfixed or in a ventilation position does not perform the following functions: insulation, protection against rain, sound insulation, heat insulation and protection against intrusion. This maintenance and safety instructions shall be applied on all types of windows and doors which are produced by Sumeda, LLC.

Cargo must be carried out in accordance with Convention on the Contract for the International Carriage of Goods by Road (CMR) (Geneva, 19 May 1956). Products must be transported only packed. Production which is not yet installed, must be properly stored. Also need for high quality installation based on Building Regulations. Improper transportation and inadequate storage of the goods before installation may permanently cause damage to the them. Warranty does not cover goods, which were damaged during improper transportation, storage or installation. The basic rules for transportation and installation are: 1) protect the goods from the condensate, which accumulates on the surface, 2) do not store the goods outdoors with a direct impact on the climate, protect from moisture, dirt and mechanical damage, 3) we recommend to remove the protective film from the products in two-week period (storage of packaged products is acceptable only when air flow channels are made under the protective film. Protective film must not come into contact with the product surface). We observe that goods must be installed in accordance with an illustrated charts. Otherwise, the functionality of goods and ease of use guarantee is not provided.

The window installation diagram. Source: Building Regulations ST 2491109.01:2008

The door installation diagram. Source: Building Regulations ST 2491109.01:2008. We observe that blocks marked in black in the figure should be left after mounting and sealing.



Wood surface maintenance

Do not use aggressive cleaning products on the surface of the window, do not use aggressive adhesive tapes, in the event of surface damage - cover it as soon as possible with the necessary means.

- ✓ At least several times a year clean the surface from dust and dirt. Use a water-soaked sponge or cloth (do not use household cleaners that can damage the wood, glass or fittings). The hard dirt can be removed with special wood cleaners. The profiles are susceptible to cement, chlorine, aggressive cleaners.
- ✓ During the construction or repair work (plastering, luting, painting), it is necessary to cover the surface of the product with the protective film and suitable adhesive tape. TESA 4438 and TESA 4838 adhesive tapes protect window coverings from damage. It should be noted that TESA tape must be peeled off within 3 days because longer storage can lead to accumulation of moisture between the window and the protective film and this can damage the wooden/aluminum surface. Also can be used: Scotch 2090-2 (3M) masking tape (blue), PROF masking tape (blue), Scotch (3M) construction tape (black), Tesa 4334, precision masking tape (yellow), Tesa 5258, masking tape for outdoors (blue).
- ✓ We warn that unremovable surface irregularities may appear, if the plaster mixture gets on painted surfaces. Product damage, occurred during construction works is a non-warranty.

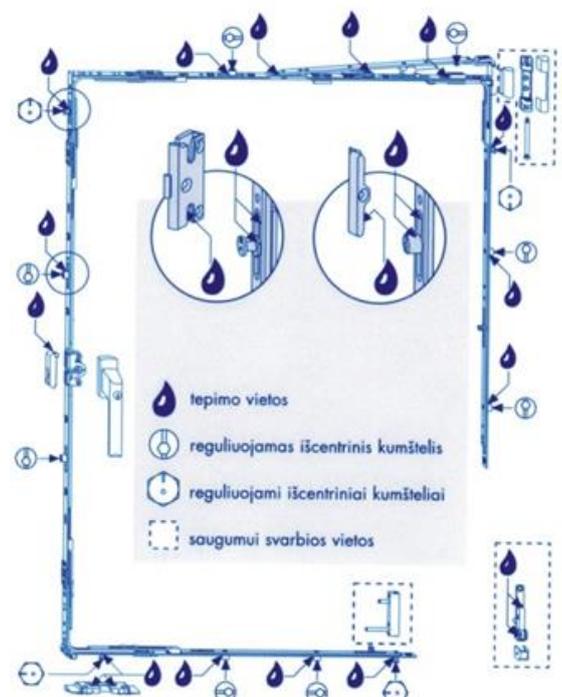
Note: after installation of windows, but when the roof is not yet closed or the wall finish is not yet completed, it is necessary to protect the window frames and glass from the outside, because rain water washes building materials, and irreparable damage on the window frame and the glass appears. While construction works are carried out it is necessary to cover the windows with the purpose to protect them.

Glass unit maintenance

- ✓ **Cleaning:** all glass cleaning measures are appropriate for cleaning glass unit. Do not use: abrasive tools, razor, strong alkaline solutions, acid or hydrofluoric solutions.
- ✓ **Protection from scratches:** protect glass unit from welding or grinding work, also from contact with the plaster mixture because while trying to remove them, glass surface scratches are left.
- ✓ **Protection against breakage:** protect glass from sash smashing, do not leave windows opened without supervision, particularly on a windy days (thermal glass unit breakage, breakage due to the pressure difference or mechanical punch is not the warranty case. The warranty applies to glass unit tightness, but not to the breakage).
- ✓ Do not apply protective film on the glass.
- ✓ Avoid the high temperature difference that impacts the glass unit. Greater than 36°C temperature difference increases the probability of breakage.
- ✓ Do not store heating devices next to the glass (distance: not less than 20 cm to the glass, temperature of heating equipment shall not exceed 65°C).
- ✓ Household appliances distance to the glass shall be not less than 30 cm.
- ✓ Start the heating of the premises little by little, especially during the winter, avoid temperature extremes inside the room, never direct the flow of warm air directly into the glass, do not put the air conditioner near the windows.
- ✓ External and internal blinds distance from the glass unit shall not be less than 2 cm.
- ✓ Note that tinted glass unit should be illuminated or should be in the shadow by the total area, because differently heated glass will break.
- ✓ **Protection against injury:** if glass unit is damaged, apply thick, sticky tape on the breakage in different directions across it and contact a company which is specialized in glass unit replacement.

Opening mechanism maintenance for windows and doors

- ✓ It is necessary to lubricate all moving hardware parts and closing points with engine oil, at least once a year (see chart).
- ✓ Check the stability of hardware and handle mounting screws regularly. If it is necessary, tighten or replace them.
- ✓ Use gentle, neutral pH cleaners for fittings cleaning only. Clean fittings, also directing rails of sliding/folding doors from dust and other dirt regularly.
- ✓ Protect locks, window fittings and painted surfaces from contact with paint, building filler, plaster mixtures.
- ✓ Avoid construction waste access to the moving part of the fittings (due to this hardware hangs, it becomes difficult to open and close the window, hardware can break).
- ✓ Protect opening and closing mechanisms from contact with the paint, while windows are repainted. During the repainting work it is necessary to cover the fittings.
- ✓ In wintertime, regularly clean mud, snow, ice, sand, etc. from the threshold of an exterior door and running tracks of sliding doors.

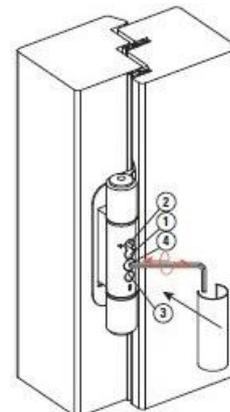
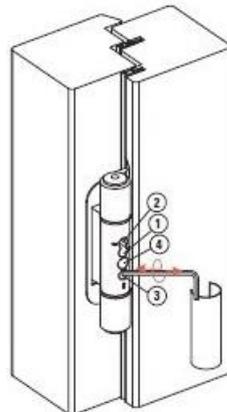
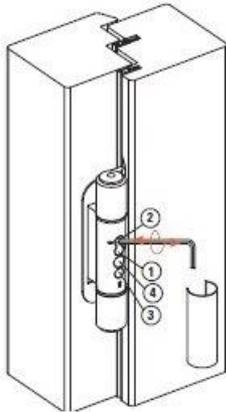


Note! These operations can be performed only by specialized companies:

- ✓ change the hardware part,
- ✓ remove or insert sashes,
- ✓ adjust the hardware, especially in the lower hinges or scissors,
- ✓ replace the glass unit.

Door adjustment

The adjustment holes are placed on the front of the hinge. These are independent, mechanical adjustments which do not interfere with each other and are made with a 4 mm hex key. Each hinge can be adjusted in 3 dimensions to better distribute the weight on all the hinges. Therefore then can be adjusted in any order.



Horizontal
± 3 mm

Height
+ 3 mm / - 2 mm

Gasket pressure
± 2 mm

Horizontal adjustment to the left side

1. Loosen screw 1.
2. Tighten screw 2.

Horizontal adjustment to the right side

1. Loosen screw 2.
2. Tighten screw 1.

Height adjustment

1. Carry out the height adjustment by operating on screw 3.
2. To distribute weight properly, carry out the adjustment first on one hinge and then gently line up the adjustment screws of the other hinges.
3. The adjustment is a self-locking mechanism.

Gasket pressure adjustment

1. Carry out the gasket pressure adjustment by operating on screw 4.
2. The adjustment is a self-locking mechanism

Cleaning and maintenance of aluminum coated surfaces

It is important to follow the transportation and storage rules set out in this publication, because outdoor storage conditions may cause that among the colored aluminum surfaces and packaging materials will appear humidity, which penetrates the paint, and because of that may appear milky white spots on the surface. Also do not use adhesive tape on the surface.

- ✓ **Do not use scrapers, abrasive papers or similar items to clean the area as this may damage the surface of the powder coating.** Do not use organic solvents, concentrated alcohol, acids, strong alkaline substances, oil compounds. The usage of these substances can cause permanent damage to the product surface.
- ✓ Where it is absolutely necessary, adhesives, silicone rubber, adhesive tape residue, fat, oil and resin substance can be removed from the surface by cleaners made from oil with no aromatic compounds.
- ✓ All surfaces should be cleaned using a soft cloth or sponge, using nothing harsher than natural bristle brushes (cleaning of window sections etc. can be conveniently carried out at the same time as glazing cleaning, at least once every 6 months). **Usual maintenance can be done using water (less than 25°C) with mild detergent (pH 5 to 8).** Detergent on the surface can not be left more than one hour.

Sash gasket and water drainage maintenance

- ✓ Rubber seal in the hinged windows and doors must be lubricated with silicone grease once a year, therefore seal is protected from cracks and it is elastic and does not freeze in winter.
- ✓ Water drainage holes must be cleaned of trash and dirt, so that the entering water could escape outside, otherwise the water can run inside.

How to properly ventilate the premises?

The premises shall be ventilated each day. If the installation takes place during the winter, immediately after the installation it is necessary to heat and ventilate premises regularly. It is important to maintain proper indoor relative

humidity (non-warranty damage when done in not operational space and cases when the indoor relative humidity exceeds 60 %).

- ✓ Condensation begins with an indoor relative humidity being higher than 60 %. Especially during the cold season (because wooden windows are tight) humidity in the room air condenses on the glass units and this could lead to mold on the walls. The condensation effect: peeling paint on doors or windows, deformation of glazing beads. The long-term moisture leads to swelling and deformation of windows and doors and this makes the product less tight, window/door opening and closing becomes difficult. Mold begins to penetrate into the wood, because of this it starts to rot, aesthetic appearance of the window changes.
- ✓ **To prevent condensation**, heat sources must be installed and constant heating must be ensured. If there is no forced ventilation in rooms or there is no special permanent ventilation in windows, **daily open the Windows for two or three times for at least 5-10 minutes, for the purpose that fresh and dry air could change humid air**. It is extremely important to ventilate bedroom and bathroom. If a simple air vents are installed in your windows, keep in mind that they do not provide adequate ventilation. If there is a possibility, reduce or turn off the heat during the ventilation. It is worth noting that the moist air heating is more expensive than the freshly filled air. It is very important to ensure the functioning of the vertical vent, because next to the continuous ventilation (by opening windows), another important aspect is the removing air by vertical channels on the basis of natural pull principle – convection. These vertical channels are usually installed in toilets, bathrooms and kitchen. Make sure that these ducts are not sealed off.
- ✓ During the construction or repair work (plastering, concrete), be sure to ventilate a lot. In cold, wet period, without the possibility of ventilation, be sure to use special measures to collect moisture.
- ✓ **Intensive ventilation by opening windows is highly important during the first year of operation of the building.** Ducted air conditioning system is not enough for the first season. There are two reasons for this:
 - a. Construction work such as masonry walls, floor concreting, plastering, daubing walls and ceiling are large sources of moisture. After the completion of these works, walls, ceiling and floor construction keep spread the moisture from the inside for some time. Evaporation is particularly intense after heating season beginning. At high relative humidity wooden windows begin to drink the same moisture to the wood.
 - b. It should be noted that not only internal but also external works affect the relative humidity inside the premises. In this case, when a masonry wall units are laid in spring, summer, autumn period, when windows are installed and wall insulation is going to be made only after the winter, the moisture must be measured in order to see how much of it was absorbed during the whole period until the walls were insulated. After the insulation of walls and after the beginning of heating season the walls begin to evaporate the moisture which can no longer go outside. All the moisture enters the premises because of the temperature difference.

Note: Curtains and other window coverings can lead to condensation because they disturb the circulation of warm air between the window surface and heating appliances. In other words, pulled curtains, roller blinds, internal blinds encourages the windows fogging.

The main wooden window repainting rules: **1)** Do not paint sealing joints, gaskets, locks, handles, plastic trim, silicone joints to the glass unit, insect nets and other moving parts. **2)** Prepare the surface before painting. The previous coating must be abraded with sandpaper or sanding sponge. Clean the dust with a soft dry cloth. **3)** Do not use abrasive or other cleaner damaging the surface. **4)** Before painting use fats strippers or primers and make sure that they are really dry **5)** Apply paint only on opened window and do not close it until the paint is dry. Ensure that painted surface is not damaged during opening and closing, by contact with other surfaces until paint is completely dry. **6)** Before closing the painted window or door, lubricate the gasket with fats (e.g. cooking oil), so that it would not broaden a piece of surface upon a contact with a new paint coating.

Seller: _____
(signature)

Buyer: _____
(signature)