



Product Warranty

Malone Glass is a member of the [Australian Glass and Window Association](#) and as such conforms to an Industry Code of Conduct designed to protect consumers.

Malone Glass is inspected by independent third party [NATA](#) accredited auditors to validate that the window and door products examined have been manufactured to the relevant Australian Standards and the legislative requirements of the National Construction Code of Australia.

6 YEAR GUARANTEE

Product Warranty and Care Guide

This Guarantee is provided in addition to any warranty or guarantee imposed by law and in particular the guarantees implied by the Competition and Consumer Act 2010(Cth). In no way does this Guarantee seek to exclude or limit any right or remedy you have in Law. However, to the extent that is permitted by law any other warranties or guarantees are excluded. For the purpose of this warranty “the product” means a window or door product ordinarily manufactured and sold by the manufacturer. Subject to the conditions and limitations below Malone Glass guarantees that its products are of acceptable quality and free of any defect caused by the manufacturer.

A 12-month warranty is provided for all hardware components which may involve rectification by the supplier.

Limitations

THIS WARRANTY DOES NOT APPLY TO:

- a) Moving parts such as lock cylinders; door rollers; lever handles; hinges; activators; springs
- b) Parts supplied by other manufacturers as separate components and where such components are warranted or guaranteed by its manufacturer or supplier those guarantees or warranties whether express or implied are assigned to whom the goods are supplied;
- c) Cosmetic damage;
- d) Damage caused by accident, misuse, transport, installation or any external cause:
- e) Failure to install, use and operate the product in a way that is not in accordance with the manufacturer’s instructions, good building practice, relevant building standards or a use for which the product has not been designed or recommended by the manufacturer.
- f) service work that is carried out by other than MALONE GLASS or authorised agents.
- g) Installation: the Window or Door Product was installed, fitted, or operated on by an unqualified installer in trade; or was otherwise

installed, fitted or operated on contrary to the applicable industry guide or standards, including the AWA Industry Guide to the Correct Installation of Windows and Doors and the AWA Industry Guide to the Correct Fixing of Windows and Doors;

THIS WARRANTY DOES NOT APPLY IF THE FOLLOWING OCCURS:

- h) Improper Use: The Window or Door Product was used in a manner not in accordance with the instructions, or for a purpose not specified in the published literature



i) Alterations: The Window or Door Product has been altered or retro-fitted with parts not supplied by MALONE GLASS

j) Normal wear and tear: the defect in, or damage to a Window or Door Product was the result of normal wear and tear on the Window or Door Product such as wear of finishes on running guides and tracks

k) Non-Payment: MALONE GLASS has not been paid in full for the corresponding Window or Door Product supplied

WARRANTY CLAIMS

Should you wish to make a claim under this guarantee you are required to first notify the manufacturer. Other than as provided by law the manufacture will repair or replace the product to the extent that it is functionally equivalent to the product supplied. Where a product has been repaired or replaced this warranty shall apply to the repaired or replaced product for the balance of the period provided by this guarantee.

INSTALLATION & MAINTENANCE

MALONE GLASS products are manufactured from the most suitable materials and finishes available to the specification provided and when properly maintained will give many years of quality service. Failure to maintain may void the warranty.

BUILDERS / HOME OWNERS PLEASE NOTE:

When installing windows and doors there are some precautions you should take to ensure that the products will retain their ex-factory condition until installation is complete and the job handed over. Refer to the manufacturers' documents or the AGWA Installation and Fixing Guides for instructions.

For further information regarding window care & maintenance please contact us at admin@maloneglass.com

Oct 2020