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WARRANTY CARD

INSTALLATION INSTRUCTIONS
MAINTENANCE AND USE

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PETECKI

Windows | Doors | Facades

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I. GENERAL PROVISIONS

1. The entity granting the warranty, hereinafter referred to as the „Guarantor”, is: PETECKI sp. z o.o. with its seat in Łódź, 93-457 Łódź, ul. Rudzka 11/13, entered into the Register of Entrepreneurs kept by the District Court for Łódź - Śródmieście in Łódź, 20th Division of the National Court Register (KRS) under the KRS number 0000206421, with share capital in the amount of PLN 50,000.00, Tax Identification No. (NIP) 729-255-21-92, Business Statistical No. (REGON) 473254381..
2. This warranty card, hereinafter referred to as the „Warranty”, specifies the rights and obligations of the Guarantor and the Buyer, who is a Consumer within the meaning of Art. 221 of the Civil Code, that is a natural person who enters with an entrepreneur into a legal transaction not related directly to his/her business or professional activity, hereinafter referred to as the „Buyer”.
3. This Warranty granted to the Buyer shall not infringe any consumer’s rights under the provisions of the Civil Code and other universally binding provisions of law applicable to a sales contract.
4. The Guarantor declares that PVC joinery and aluminium joinery it manufactures, hereinafter referred to as „Products”, meet the conditions of admission to trading and use in construction on the basis of CE marking and declarations of performance according to PN-EN 14351-1:2006+A1:2010 or on a single use basis. In addition, the Guarantor guarantees the proper functioning of the Products it manufactures, if they are used in accordance with their intended use and if they are subject to ongoing maintenance in accordance with the operating, maintenance and use manual, and that the Products covered by the warranty have the properties specified in the above-mentioned documents.
5. The Warranty covers the entire range of Products manufactured by the Guarantor, in accordance with the conditions set out below.
6. Under the conditions set out herein, the Guarantor is obliged to remove defects of the Products disclosed within the warranty period that prevent their proper functioning, when used in accordance with their intended use, resulting from reasons attributable to the Guarantor, due to reasons arising in the production process or reasons attributable to the material used for production.
7. The Guarantor’s obligation under the Warranty shall arise if the Buyer or persons for whom he/she is responsible use the Products in accordance with their intended use and the conditions specified in the Warranty, and perform their regular maintenance.

II. WARRANTY PERIODS

1. The Guarantor grants the Warranty for the period of:
 - a) 5 years for PVC and aluminium windows and balcony doors;
 - b) 5 years for tilt-slide windows, parallel-stop-slide windows and lift-slide doors made of PVC and aluminium;
 - c) 3 years for PVC and aluminium front doors;
 - d) 5 years for hermetic sealing of insulated glass units;
 - e) 3 years in terms of the durability of fitting elements important from the point of view of their safety and functionality;
 - f) 2 years for PVC and aluminium front doors and sliding doors in terms of durability of structural connections, fault-free shape of profiles within the permissible tolerance;
 - g) 2 years for external shutters and external blinds;
 - h) 1 year for additional accessories that are not standard joinery equipment (door closers, floor tilt adjustment mechanisms, balcony latches, window brakes, turn restrictors, locks, ventilators, window sills, door openers, electric motors and control units, etc.).
2. The warranty period starts when the Product is issued to the Buyer.

III. DEFECTS NOT COVERED BY THE WARRANTY

1. The Warranty shall not cover mechanical damage to the Product, glass cracks caused during use, and the properties of the Product that are within the acceptable limits.
2. The Warranty shall not cover minor defects of the Product which, after installation, do not affect its value and functionality.
3. The colour of the glass is an individual feature, independent of the Guarantor, and as such shall not be subject to complaint. The method of connecting the inter-pane spacers ensures the tightness of the packages and the aesthetics of its production shall not be subject to complaint as such.
4. The Warranty shall not cover defects caused by:
 - a) improper transport of the Product by the Buyer;
 - b) improper storage of the Product;
 - c) improper installation of the Product by the Buyer or third parties at the Buyer’s request;
 - d) scratches on profiles and panes on their external sides caused after the acceptance of the Product;
 - e) thermal cracks in glass caused by varying heat flow through the panes.

- f) maladjustment of fittings as a result of use and forces acting on the Product (the first adjustment is carried out by the installation company);
- g) failure to perform maintenance of the Product in accordance with the maintenance guidelines contained in this Warranty Card in the section on maintenance and use of the Products;
- h) use of sharp tools, scouring products or corrosive substances to clean the joinery;
- i) use of the Product contrary to the user manual;
- j) fogging and freezing of glazing units and window profiles on the inside of the room caused by temperature differences, high air humidity, lack of adequate ventilation or improper use of the Product (in particular, lack of ventilation in the room and too low temperature inside the room);
- k) using the Product without timely replacement of damaged or worn elements;
- l) defective construction of buildings;
- m) failure to remove the film protecting the profiles immediately after the installation of the Product, but not later than 14 days from the date of its receipt;
- n) removal of the Product from its original place of installation;
- o) other circumstances for which the Manufacturer is not responsible.

The warranty is void in particular in the case of:

- a) defective installation of the Product by the Buyer or third parties at the Buyer's request;
- b) structural modifications made by the Buyer (except for the assembly of elements intended for this purpose);
- c) use of the Product contrary to its intended use;
- d) wear of elements;
- e) mechanical damage to the Product arising after its receipt;
- f) damage resulting from fortuitous events or natural disasters;
- g) mounting any kind of grating, protections or other items unrelated to the Product directly to the complements of the Product.

IV. RIGHTS AND OBLIGATIONS OF THE BUYER

1. In accordance with this Warranty, the Buyer is entitled to request a free repair of the Product or a free replacement of the Product with a Product free from defects with respect to the entire range of Products manufactured by the Guarantor, as long as they have a defect that prevents their proper functioning when used in accordance with their intended use, resulting from reasons attributable to the Guarantor, as a result of reasons arising in the production process or reasons inherent in the material used for production. The Warrantor is entitled to choose the method of removing the cause preventing the proper functioning of the Product when using it in accordance with its intended use.
2. In order to exercise the rights resulting from the Warranty, the Buyer is obliged to submit the request referred to in section IV clause 1 to the Entity from which the Buyer purchased the Product, and in the place where the Product was purchased, immediately after the defect is found, but not later than within 14 days from the date of its detection, under pain of losing the rights under the Warranty.
3. Complaints should be submitted in writing, together with a description of the damage, indication of the order/ contract number by the Buyer, and a photocopy of the bill/invoice attached.
4. The Buyer is obliged to provide access to the Product subject to complaint on an agreed date in order to perform a visual inspection, expertise, to confirm the presence of the defect and to remove it.
5. The Buyer is obliged to carry out quantitative and qualitative acceptance of the Product(s), in particular, to check them for defects that cannot be the grounds for a complaint after the Product(s) are received.
6. In connection with the provisions of section IV clause 5, the Buyer is obliged to report mechanical damage, cracks, breakage of glass, scratches on profiles and panes and quantitative complaints upon acceptance of the Product(s), under pain of losing the right to raise claims in this respect.
7. If joinery with defects referred to in section IV clause 6 is installed, the warranty in this respect shall expire.

V. RIGHTS AND OBLIGATIONS OF THE GUARANTOR

1. The Guarantor is obliged to respond to the complaint within 14 days from the date of its submission made in accordance with the provisions of section IV clauses 2 and 3.
2. The Guarantor undertakes to remove the defect of the Product found during the warranty period within:
 - up to 21 days from the date of acceptance of the complaint, if the repair does not require replacement of the Product's structural elements,
 - up to 40 days from the date of acceptance of the complaint, if the repair requires replacement of the Product's structural elements.
3. In the event of factors beyond the Guarantor's control, preventing the complaint from being processed in accordance with the provisions of section V clause 2. In this case, the deadline shall be agreed individually. Any additional arrangements must be made in writing or else they shall be deemed null and void.

4. The Guarantor shall provide replacement of the purchased Product or its elements only in the case of finding defects that cannot be removed.
5. The Guarantor provides for the possibility of giving a price discount on the net price adequate to the defect found. A defect for which a price discount is granted shall be excluded from the Warranty on the date of granting the discount.
6. In any case, the Guarantor may be released from the obligations resulting from the Warranty, if the Guarantor pays the Buyer an amount equal to the price paid by the Buyer for the Product with a defect covered by the Warranty. In this case, the defective Product shall be handed over/returned to the Guarantor.
7. If during the Warranty period the Guarantor introduces changes in the design of individual elements of the Product (profiles, fittings, glass), the Guarantor reserves the right to replace the element that requires repair or replacement under the Warranty with another available element with an identical or similar function.
8. The Warranty shall not cover the obligation to repair any damage resulting from the fact that the Product is affected by a defect specified in section I clause 6.

VI. ADDITIONAL INFORMATION

1. The Guarantor undertakes to endeavour to resolve all disputes arising from this Warranty amicably. However, if no amicable resolution of a dispute is reached, the Common Court shall be competent to resolve the matter arising from this warranty.
2. The Warranty for the sold consumer goods shall not exclude, limit or suspend the Buyer's rights under the statutory warranty specified in the Civil Code (Journal of Laws No. 141, item 1176, as amended) or other rights resulting from the provisions of generally applicable law.
3. The Warranty is subject to Polish law.
4. The Warranty is valid in the Republic of Poland.

VII. PVC AND ALUMINIUM JOINERY INSTALLATION RULES

Proper installation of windows and doors ensures their correct operation and achievement of all nominal parameters; therefore, we recommend that you entrust this task to experienced contractors who professionally install PVC and aluminium windows and doors.

In order not to be held responsible for any installation errors and not to lose the warranty, it is best to entrust the installation to the Guarantor's installers.

If the installation is not performed by the Guarantor, it should be checked whether the installation works are carried out in accordance with the installation instructions for windows and doors.

If you transport the goods on your own, remember that in order to avoid mechanical damage, you should carefully secure windows and doors using spacers to protect them against scratching and properly fasten them with transport belts and buckles, and transport them on a transport profile or a sill profile in a vertical position (0-10 degrees).

Before starting the installation, check that the delivered Product(s) comply with the order specification. Any reservations to the quality of the Product(s) received should be entered in the Acceptance Protocol; otherwise, they shall not be considered.

The installation instructions are an integral part of this Warranty Card.

Note that unmounted windows are exposed to mechanical damage and that proper stability is only obtained after they are correctly installed.

Windows protected with protective film should not be stored in direct sunlight.

Before installation, window and door elements such as frames, sashes, and panes should be additionally protected against contamination with mortar and paint (preferably with painting plastic sheeting) because removing this type of dirt poses the risk of damage to the Product. Never use abrasive and caustic agents to clean the Products. (Information on how to maintain windows and fittings is presented later in the instructions).

Remove the protective film immediately after installation - if you leave it for longer, it may turn out to be difficult to do so.

Check that the drainage holes are clear and that their outlet from the outside allows water to flow freely onto the window sill.

Do not install external window sills above the drainage holes.

Start using the windows with checking the condition of the fittings and removing any dirt caused by mortar, plaster, etc.

VIII. PVC AND ALUMINIUM WINDOW AND DOOR INSTALLATION INSTRUCTIONS

These instructions describe the standard installation, while in all other cases, this task needs to be entrusted to a professional installation team.

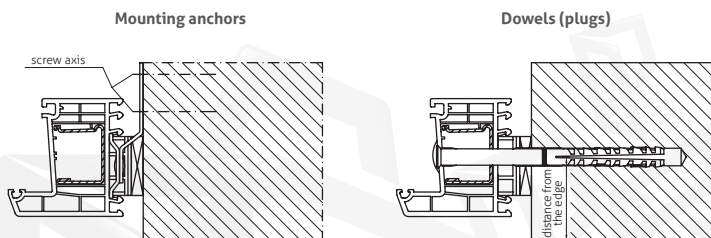
Installation of windows through the frame, joining windows into assemblies, joining windows with angular profiles, removal of panes in FIK-type windows and replacement of window joinery - due to a high degree of

difficulty - should be entrusted to the Guarantor's specialised installation teams.

Regardless of whether the windows are installed in a newly constructed building or the installation concerns the replacement of window joinery, follow the instructions below.

Windows can be installed in two ways:

1. **To anchors** – the most common method of installation.
The anchor is placed on the outer side of the window frame and then mounted to the reveal with two dowels with a diameter of min. 8 mm.
2. **Through the frame** – requiring higher qualifications - installation by means of dowels (plugs) or self-drilling screws. The dowels are mounted in the reveal through a drilled frame. The openings in the frame are masked with caps.



Note! In the lower part of the frame, it is recommended to use anchors. If it is necessary to use dowels, after mounting them, carefully seal the holes with silicone.

Before starting the installation, check if the window opening is prepared:

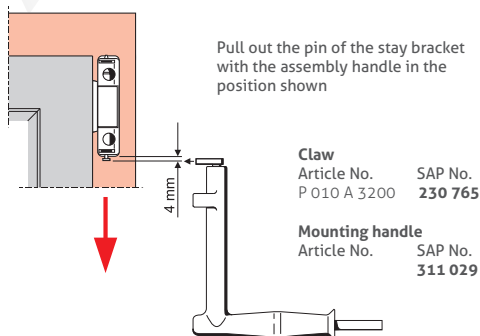
- if the reveals and lintels are levelled so that the dimensions of the window opening in relation to the dimensions of the window frame provide adequate horizontal and vertical clearances for mounting. An optimal horizontal clearance for mounting is 1.5-3 cm, and an optimal vertical clearance is 6 cm (this clearance takes into account a 3 cm-high window profile, which is factory-mounted to the window frame and used for the correct installation of the internal and external window sills).
- if the sash opening sides are suitable for a given window opening.

Installation sequence:

1. Move the window near the window opening.
2. Before removing the sashes, number the frames and the corresponding sashes to prevent the installation of a sash in a wrong place.

Removing a sash

With the window closed, pull out the pin of the stay bracket using the assembly handle - the handle in the "tilt" position.



3. Remove the window sashes, by doing the following:

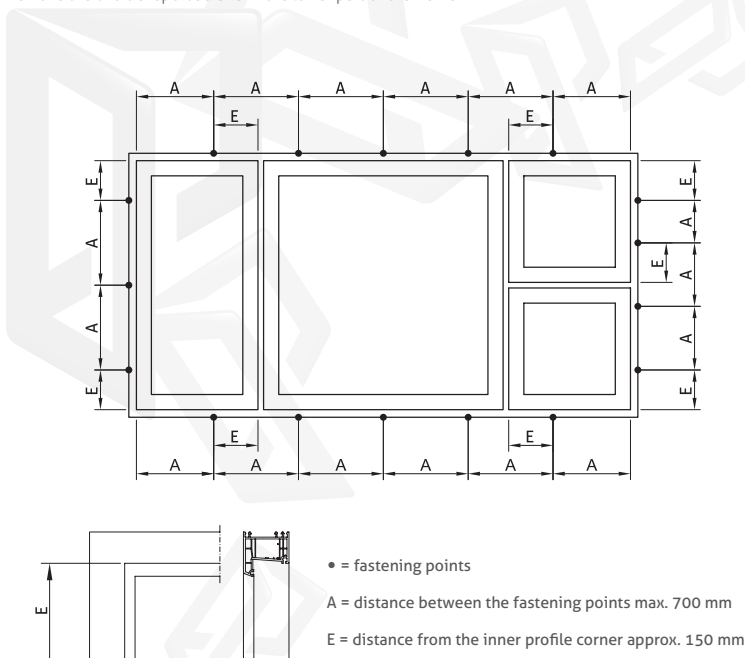
a/ turn-only and tilt-turn sashes:

- with the sash closed, remove the plastic cover of the upper hinge,
- remove it by pulling down the metal pin of the upper hinge,
- put the handle into the sash and, supporting it from the bottom, gently open the window, disengaging the upper hinge,
- tilt the sash towards you and lift it up to remove it from the bottom hinge,
- protect the sash against mechanical damage,
- place the sash vertically, in the same position as in the window (the correct position of the pane in the sash is thus maintained);

b/ tilt sashes:

- tilt the sash,
- supporting the sash, turn the stop pin protection element to the left or right,
- punch out the metal pins of the bottom hinges and remove the sash,
- secure the sash against mechanical damage.

4. Remove the two transport screws in the lower part of the frame.



5. Install the anchors on the window frame.

6. Place the frame in the window opening parallel to the façade and other windows. The depth of the window foundation should be the same for all windows. This makes it possible to use external window sills of the same width.

7. Using wedges made of non-absorbent materials, lock the frame in the corners, simultaneously on both sides.

8. Align the frame horizontally and vertically; check if the frame diagonals are equal.

9. Check if the lower edges of the frames in windows mounted at the same level are in one line. If they are not, repeat point 8. Otherwise, external window sills will be installed at different heights.

10. Through openings in the anchors, drill holes in the wall for the dowels Ø8 mm, and fasten the anchors to the wall with screws.

11. Install the sashes, performing the activities performed when removing the sashes in reverse order.

12. With an Allen key, adjust the fittings and set the correct pressure of the sash to the frame.

14. Implementation of the three-layer installation using vapour-barrier and vapour-permeable films, tapes and consoles should be entrusted to specialized installation teams of the Guarantor.
15. Open the sash and remove the spacers from the frame.
16. Check the functioning of the sashes and re-adjust them, if necessary. The sashes should open and close freely.
17. In a properly installed window, when the sash is open - if there are no draughts - the phenomenon of self-closing sashes may not occur. If this phenomenon occurs, the window is incorrectly aligned vertically.
18. After removing the wedges and the excess set foam, you can proceed with finishing work. Before performing any machining works, the joinery should be protected (e.g., with film) against dirt and scratching. The joints of the frame elements with the reveal should be filled/made with flexible materials (e.g., silicones).
19. It is recommended to install window handles only after plastering. This will prevent damage to the handle.
20. To install the handle correctly, proceed as follows:
 - a) insert the handle into the hole in the sash of the window;
 - b) turn the handle plate 90°, pulling it first towards you;
 - c) set the handle to the "window open" position;
 - d) using a Phillips screwdriver, screw the handle to the sash with two screws;
 - e) turn the handle plate;
 - f) close the wing - the handle in the "closed window" position.
21. After completing the work, remove the protective tape and stickers from the pane.

Note!

Installing the window and then sealing it only appears to be a simple operation. It is best to entrust it to the Guarantor or an installation team authorised by the Guarantor. After positioning and levelling, the window should be permanently connected to the wall with mechanical fasteners - dowels or anchors, with appropriate expansion gaps at the wall and jamb. The use of the appropriate type of fastener most often depends on the type of joinery and wall structure. Due to the expansion of PVC profiles, it is a mistake to use both too few and too many fasteners.

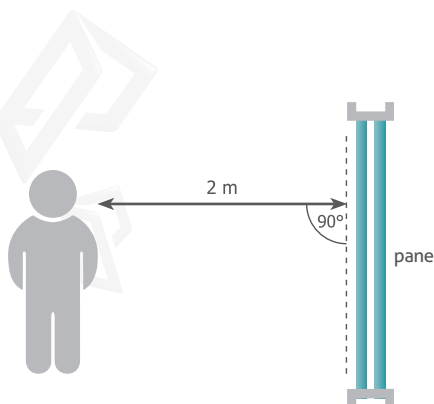
Never install windows and doors with mounting foam only. Elements of fittings and profiles should be protected against painting and contamination with paint, cement or lime.

Insulation protection

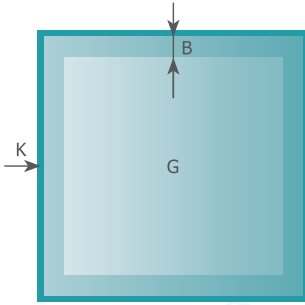
The polyurethane foam layer is an excellent thermal and acoustic insulation material, which should be confirmed by appropriate approvals and certificates. Unfortunately, like any typical building material, the foam loses its insulating properties when wet. Therefore, the foam should be protected not only against UV rays but also against weather and moisture penetrating from inside the room.

IX. QUALITY ASSESSMENT OF INSULATED GLASS UNITS

Glass should be checked for defects in vertical position, at a distance min. 2 m, against a grey screen, and in bright, diffused light or against a cloudy sky. Defects of panes, visible in these conditions when viewing the panes at right angles - are subject to assessment for compliance with the requirements:



The pane area is divided into three areas: edge (K), margin (B), main area (G).



K = 15 mm (the zone most often covered by the window frame)
 B = 50 mm (margin zone)
 G = central part of the pane

Acceptable defects visible from a distance of 2 m in insulated glass units and single forms:

Defect name	K Edge area (15 mm)	B Margin area (50 mm)	G Central pane area
Hairline scratches	allowed without limitation	allowed, but not in clusters	
Scratches		a single scratch ≤ 30 mm long allowed, length of all scratches $\Sigma \leq 90$ mm	a single scratch ≤ 15 mm long allowed, length of all scratches $\Sigma \leq 15$ mm
Spot defects \varnothing (mm)			
$\varnothing \leq 0.5$	allowed without limitation	allowed	
$0.5 < \varnothing \leq 1.0$		allowed, not in clusters	
$1.0 < \varnothing \leq 2.0$		2 pcs/m ² , max. 5 pcs	1 pc/lm per one side of pane
> 2.0		unacceptable	

Tolerances of dimensions and thickness of insulated glass units:

Parameter	Tolerance
dimensions	+2.0/-1.0 mm
thickness	± 1.0 mm (annealed glass) ± 1.5 mm (tempered, layered, patterned glass)
difference between diagonals	< 2 mm/m
pane misalignment	2.0 mm

OTHER

Contamination of glass

No contamination inside an insulated glass unit other than contamination specified in the table, visible from a distance of 2 m, is allowed.

Chips, dents, damage to the edges of the panes

Defects in the form of chips on the edge of the panes are allowed up to 2 mm or 20% of the glass thickness, and single chips up to 6 mm. Cracks, even small ones – are unacceptable and should be reported upon receipt of the panes.

Glazing bars

In panes with glazing bars, slight vibrations or knocking of bars against the pane are dampened by silicone pads. However, they might not be sufficient when strong external vibrations are transmitted to the windows (e.g., passing of a heavy truck) or when opening/closing windows and doors.

Spacers

The internal surfaces of the spacers should be free from streaks and stains visible from a distance of 2 m. In standard insulated glass units, the distance between the spacers and the edge of the panes should not exceed 13 mm, and the difference of the distance of spacers from one another and the distance of spacers from the edge of the panes should not exceed 2 mm on a given side of the pane.

PHYSICAL PHENOMENA ASSOCIATED WITH THE OPERATION OF INSULATED GLASS UNITS

Water condensation on the outer surface

Condensation of water on the outer surface of the glass is a natural phenomenon associated with very good thermal insulation parameters of the glass (U coefficient). The occurrence of this phenomenon confirms these parameters; it does not constitute a defect of the insulated glass unit.

Thermal cracks

Cracks due to thermal stress appear in the event of sudden changes in temperature on the glass surface. The risk of thermal cracks increases where blinds are installed, films are applied and where heaters or air conditioners are directed at the glass. Thermal cracking can also occur when glass delivered on stands is exposed to strong sunlight – such cases are not covered by the warranty.

RECOMMENDED CLEANING METHODS

Use mild glass cleaners. Evenly spread water or glass cleaners based on ammonia or alcohol on the glass surface using a sprayer and chamois leather. Do not use metal scrapers to remove dirt.

X. PVC AND ALUMINIUM JOINERY CARE AND MAINTENANCE GUIDELINES

Note!

After installing the construction joinery, remove the protective film from its surface within a maximum of 30 days from its installation.

Gently remove any mortar, plaster or paint contamination with water and a small amount of cleaning agent. If the residue of mortar is not removed, the functioning of the gaskets and parts of the fittings may be affected.

Do not paint PVC and aluminium windows and doors with any paints or varnishes. Do not apply any other protective layers. Only touch-ups made with a varnish and paints (intended for PVC and aluminium) by qualified personnel of the Guarantor are allowed.

Profiles

- Normal dirt can be removed with warm water and dishwashing liquid or non-aggressive cleaning agents used in the household.
- Heavily soiled profiles should be cleaned with a special detergent to clean PVC, which can be purchased at the points of sale of the Guarantor.
- Do not use detergents and polishes containing solvents, such as acetone or nitro, scouring powders, wire brushes or abrasives, as they may damage the surface of the window profiles and gaskets.

Gaskets

The gaskets used are made of a material that is highly resistant to various weather conditions. In order to maintain these properties, they should be subjected to the following maintenance procedures:

- Regularly wash them with lukewarm water and dishwashing liquid to remove dirt and dust.
- Lubricate the gasket surfaces 2 times a year with technical petroleum jelly, silicone oil for gaskets or similar used for automotive gaskets.
- If the gasket slipped out of the mounting slot, push it back to its place, starting from the point at which the gasket is still attached. Avoid using pointed instruments as this may damage the gasket.

Panes

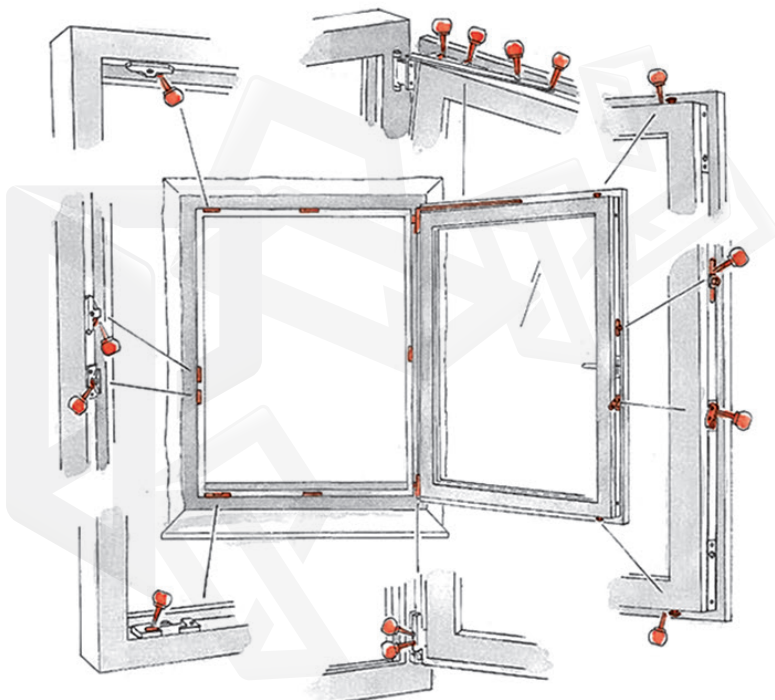
It is best to clean the panes with lukewarm water using a chamois cloth; if necessary, use a window cleaner. Do not use scouring powders and aggressive products containing solvents (they may damage the surface).

Do not place on or near the panes elements that differentiate the heat flow through the panes, e.g., opaque films, posters stuck to internal panes, elements emitting heat (lamps, displays, kettles, heaters, fans, etc.) located close to the pane, furniture and display cabinets blocking heat flow, roller shutters, suspended ceilings, as it can lead to thermal cracking of the glass.

Fittings

PVC windows and doors are equipped with high-quality fittings that guarantee their proper functioning for a long time. In order for them to function reliably, it is important to remember about regular maintenance operations performed annually. These include:

- Removal of dirt and lubrication of moving parts of the fittings (technical petroleum jelly, oil for fittings, grease or machine oil without resin and acid content can be used) – in the places shown in the figure below,
- Lubrication of the moving parts of the fittings,



- Checking the handle mounting screws (tightening them, if necessary).
- Sash position adjustment - if necessary (building structures and windows over the entire service life are subjected to different physical forces, and therefore some adjustments to the sash position relative to the frame are necessary to ensure their smooth operation).

Note: the adjustment may only be carried out by qualified personnel of the window manufacturer or of an installation company or service. Adjustments by unqualified persons will result in loss of the warranty.

XI. USE OF PVC AND ALUMINIUM WINDOWS

Room ventilation and use of supply air devices.

Both the windows and doors by PETECKI are made according to modern technical solutions, ensuring high tightness and thus energy savings. To ensure a healthy climate in the rooms used and the supply of necessary fresh air, devices for air supply should be used in the rooms or windows. Another method is to air the rooms according to the following guidelines:

- Regardless of the season ventilate the room several times a day. In winter, it is more important to open the windows to the fully-open position at short intervals than to tilt them for many hours.

Heat losses will also remain small as walls and furniture will not cool down.

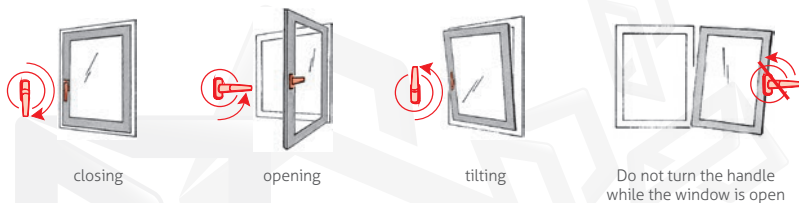
- It is particularly important to thoroughly ventilate all the rooms each morning for 10-20 minutes. This will happen faster if you cause draught by tilting the opposite windows.
- Five-minute ventilation of the rooms repeated several times during the day will suffice to exchange the used air. The windows should be closed again later.

Operation and safety of use

Depending on the type of fittings, the windows serve various functions. Below we present the basic and additional functions - to choose from, depending on customer expectations.

In order to maintain the efficiency and reliability of the window's functions for many years, and to ensure the safety of use, the following instructions must be strictly observed.

Basic functions



Additional functions to choose from (depending on the equipment of the window)

