

Congratulations  
on your purchase of

Bradnam's  
products

## 7 year guarantee

In addition to your statutory rights, Bradnam's will repair or replace any Bradnam's products for 7 years from the date of delivery.

Please read the Terms and Conditions enclosed.

Builder

Home owner

Address

Reference

Date supplied

/

/



**Australian**  
Owned & Made

Mancorp Quality Homes

See inside for  
**maintenance recommendations**  
for your Bradnam's product



Bradnam's

# 7 year guarantee

## Terms & Conditions

Bradnam's Windows and Doors Pty Ltd is a member of the Australian Glass and Window Association (AGWA) and as such conforms to an Industry Code of Conduct designed to protect consumers.

Subject to the conditions and limitations below Bradnam's Windows and Doors Pty Ltd guarantees its products against defects arising from faulty workmanship or materials for seven years from the date of delivery or installation.

For the purpose of this warranty "the product" can mean a window, door, insect screen, safety screen, Stainless View™ screen, Ali-View™ screen, shower screen, glass splashback, mirror, wardrobe door or shelving product ordinarily manufactured and sold by Bradnam's Windows and Doors Pty Ltd.

### Conditions and limitations

- 1 The product is installed in accordance with the relevant Australian Standards and building practice. Unless otherwise specifically confirmed in writing, Bradnam's Windows and Doors Pty Ltd accepts no responsibility for waterproofing and/or re-sealing of penetrations and such remains the responsibility of others.
- 2 The product has been maintained according to Bradnam's Windows and Doors Pty Ltd maintenance recommendations and has not been subject to misuse, physical abuse, or neglect.
- 3 In respect of window and door products, this guarantee is void if Bradnam's Windows and Doors Pty Ltd insect screens, safety screens, Stainless View™ screens and Ali-View™ screens have not been manufactured and fitted by Bradnam's Windows and Doors Pty Ltd installers or personnel nominated by Bradnam's Windows and Doors Pty Ltd.
- 4 Manufacturing standards and tolerances are not deemed defects, nor are industry variations in the colour of aluminium componentry and glass.
- 5 Bradnam's Windows and Doors Pty Ltd accepts no responsibility for glass breakage (except for faulty workmanship or materials). Wire reinforced glass, toughened glass, float glass, laminated glass, mirror glass, framed mirror glass and painted glass is guaranteed against defects and degradation for one (1) year, e.g. desilvering, black edge/creep and clouding.
- 6 Moving parts, where applicable, which wear out as part of normal use are guaranteed for one (1) year.

<sup>1</sup>Under 500m from a saltwater coastline. Or up to 2km where the property is located on an escarpment and the prevailing wind will carry salt air up and through this landscape.

- 7 This guarantee is limited to the repair or replacement of the faulty product at the company's discretion but does not extend to the installation or refunding of a replacement product or any other consequential or indirect damage incurred as a result of the defect. Only repairs carried out by Bradnam's Windows and Doors Pty Ltd personnel or authorised Bradnam's Windows and Doors Pty Ltd agents are covered by this guarantee.
- 8 This guarantee is in addition to all other rights and remedies in respect of this product to which you are entitled under the *Competition and Consumer Act 2010 (Cth)*.
- 9 Ali View™ screens are not covered by warranty in extreme environments<sup>1</sup>

### Warranty claims

Claims under this guarantee must be made within one month of the defect arising in the product. Other than as provided by law Bradnam's Windows and Doors Pty Ltd will repair or replace the product to the extent that it is functionally equivalent to the original product supplied.

Copies of documentation showing the purchase date of the product should be included with your written claim and forwarded to the nearest Bradnam's Windows and Doors Pty Ltd office. All warranty claims will initially require a deposit to be paid. After inspection by Bradnam's Windows and Doors Pty Ltd personnel or authorised agents, the customer will be advised if the claim is covered under warranty. If the claim is under warranty, the deposit will be refunded, and the product will be repaired or replaced by Bradnam's Windows and Doors Pty Ltd. Otherwise, upon the customer's request, Bradnam's Windows and Doors Pty Ltd will provide a quote to rectify the problem.



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## Maintenance recommendations

### Aluminium frame & VJ panels

- Use water and a soft, non-abrasive cloth or sponge to clean the frame and VJ panels.
- Adding non-abrasive, pH neutral detergent solution to the water may be helpful in some situations.
- Make sure that the surfaces are thoroughly rinsed after cleaning to remove all detergent residues.
- Remove any excess water.

#### Stubborn stains

- Use white spirits for stubborn stains on powder-coated articles.
- Clean gently in the shade and during cooler temperatures.
- Before using white spirits, test a non-visible area before using bright or deep colours.

#### Warning

- Do not under any circumstances use strong solvents such as thinners or solutions containing chlorinated hydrocarbons, esters or ketones.
- Abrasive cleaners or cutting compounds should not be used.

### Recommended maintenance intervals

Type of environment	Definition of environment	Frequency of cleaning
Mild	A mild environment refers to areas far from the coast, industrial activity, and the tropics. It includes sparsely settled regions, such as outback Australia, and rural communities not located on the coast.	Every 12 months
Moderate	A moderate environment includes areas affected by light industrial pollution, very light marine influence, or both. Such areas are usually the suburbs of cities located on sheltered bays like Melbourne, Adelaide and Hobart (except the coastal regions) and most inland cities.	Every 12 months
Tropical	<p>The tropical environment encompasses the coastal areas of North Queensland, Northern Territory, and North-West Western Australia, except where they are directly exposed to salt spray.</p> <p>The tropical environment is characterised by:</p> <ul style="list-style-type: none"><li>(a) High rainfall, with an average of more than 1200mm annually.</li><li>(b) High humidity levels throughout the year range from 65% to 100%.</li><li>(c) Absence of industrial pollution.</li></ul>	Every 6 months
Marine	A marine environment is a region that is moderately affected by coastal salts. The location of these areas can vary significantly, depending on factors such as wind, topography, and vegetation. This environment generally starts around 200m from the coast and extends 5km inland.	Every 3 months
Industrial	An industrial environment refers to the areas surrounding industrial complexes located inland, away from the sea.	Every 3 months

## Ordinary glass

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### Warnings

- Do not wash glass when it is fully exposed to the sun.
- Avoid washing glass when it is too cold or hot.
- Always follow the manufacturer's guidelines and instructions when using cleaning solutions and solvents.
- Do not use cleaning products that are highly acidic, alkaline, or contain hydrofluoric acid or fluorine derivatives.
- Before cleaning, make sure to remove any jewellery and watches, and be sure to wear gloves.

### Routine Cleaning

- Using clean water, with or without mild soap or detergent, is usually sufficient for cleaning glass.
- In some instances, a glass cleaning solution may be of some benefit.
- Make sure to use only clean cloths, sponges, or squeegees free of grit.
- Do not use scourers or other abrasive cleaning tools.
- When using a glass cleaning solution, ensure the surfaces are rinsed well to remove any residue.
- Make sure to remove excess water.
- Clean glass 3–4 times a year.

- Shower screen glass requires weekly cleaning to remove soap stains. These stains can slowly etch the glass, damaging it permanently.

### Special Cleaning

- Remove oily spots, fingerprints, silicone stains, and other organic residues using solvents like isopropyl alcohol or acetone with a soft, clean cloth. Be sure to rinse the glass thoroughly afterwards.
- Paint spots can be removed using a gem blade or scraper, and a glass cleaner. Care should be taken to avoid damaging or scratching the glass.

## Low-E glass

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Low-E glass is an energy-efficient glass with a unique, durable, virtually invisible metallic coating that provides improved solar control and thermal insulation. Extra care should be taken when cleaning the coated surface.

### Routine Cleaning for Coated Surface

The recommended cleaning procedures for ordinary glass (excluding using a gem blade, scraper or squeegee) are suitable for routine cleaning of the coated surface. Avoid using any chemicals that could harm the coated surface and cause irreversible damage.

### Special Cleaning for Coated Surface

When routine cleaning methods are insufficient to remove deposits left on the coated surface by a metallic object, alternative steps can be taken.

- Mix a solution of 1% hydrochloric acid and 99% clean water.
- Soak a clean cloth in warm water and add a small amount of the cleaning solution.
- Alternatively, use a cotton bud to clean thin marks.
- Gently rub the cloth or cotton bud on the area that requires specialised cleaning.
- Afterward, wipe the area clean using a dry cloth.

### Uncoated Surface

The recommended cleaning procedures for ordinary glass in this document are suitable for the uncoated surface of low-e glass.

## Acid etched glass

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In most cases, acid etched glass can be washed with plenty of clean water and a soft sponge or glass cleaner. The following points should also be adhered to:

- Avoid using harsh cleaning materials such as razor blades, steel wool, or abrasive materials, as these can damage the glass.
- Always clean the entire surface of the acid etched glass, even if only one small area is dirty. Spot cleaning is not recommended, as it may create halos on the glass.
- After cleaning, rinse the glass with clean water and wipe it down with a soft, lint-free cotton cloth. If any stains remain, repeat the cleaning process.

- Never attempt to remove impurities using a dry and/or dirty cloth, as this can lead to scratches by rubbing impurities against the glass.
- Be cautious not to apply excessive pressure during cleaning, as this can damage the surface of the acid etched glass by polishing it too much.
- You can use a high-pressure cleaning device with water heated to at least 30°C for heavily soiled surfaces.
- Always use standard glass cleaners that contain alcohol when cleaning acid etched glass.
- Do not use products that contain hydrofluoric acid, fluorine, chlorine or ammonia derivatives, as these can damage the surface of the glass.
- Avoid using acidic or alkaline cleaning products as they can wear away the glass surface.

## Hardware

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- Regular maintenance is required on all hardware such as handles, locks, hinges, catches, closers and the like.
- Use water and a soft, non-abrasive cloth to clean the exterior surface.
- Apply a light spray of lubricant (WD40, RP7 or similar) to keep hardware in good working condition.
- Check screws on hinges and fixings to ensure they have not become loose.

## Track

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- Remove excess dirt or grit from window, door or wardrobe door track by vacuuming or brushing.
- Ensure drain holes for window and door tracks are not obstructed.
- Wipe the track with water and a soft, non-abrasive cloth.
- Clean tracks 3-4 times a year.

## Window & door roller

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- Remove the sliding panel from the window or door.
- Remove the roller from the sliding panel.
- Use water and a soft, non-abrasive cloth to clean the roller.
- See over for QR code link to instructions on correctly removing a sliding panel and roller.
- Clean rollers 3-4 times a year.

## Insect & safety screen mesh

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- Remove the screen from the window or door.
- Hose the mesh down thoroughly.
- Clean the mesh with a soft nylon brush, mild detergent and a bucket of water.
- Rinse the mesh thoroughly.
- Allow the screen to dry before returning it to the window or door.
- See over for QR code link to instructions on correctly removing and replacing an insect or safety screen.
- Clean insect & safety mesh 3-4 times a year.

## Stainless View™ & Ali View™ screens

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- Hose the screen to remove salt, dirt and dust from the screen. Use mains water, not bore or tank water. If you're using a water blaster, use the car attachment or stand back at least 1 metre away.
- Wash the screen with a soft cloth and a regular car wash and wax product. Always follow the manufacturer's instructions.
- Thoroughly rinse the screen with clean water.
- Remove any excess water.
- Do not use vinegar, dishwasher detergent, cream cleansers, harsh chemicals, broom or brush to wash and clean the screen.

## Stainless View™ & Ali View™ screens

### Hot and humid tropical climates

- Hose the screen to remove salt, dirt and dust from the screen. Use mains water, not bore or tank water. Do not use a water blaster.
- Wash the screen with a soft cloth and a regular car wash and wax product. Always follow the manufacturer's instructions.
- Spray both sides of the screen with a mould-removal agent (<https://www.wetandforget.com.au/products/wet-forget-5l-concentrate>). Follow the manufacturer's instructions.
- Do not use vinegar, dishwasher detergent, cream cleansers, harsh chemicals, broom or brush to wash and clean the screen.

### Recommended maintenance intervals

Type of environment	Definition of environment	Frequency
Mild	More than 10km from a saltwater coastline.	Every 3-6 months
Moderate	Between 5km to 10km from a saltwater coastline.	Every 2-3 months
Marine	Between 1km to 5km from a saltwater coastline.	Every 2-4 weeks
Severe marine	Between 500m to 1km from a saltwater coastline. And/or within 5km of a new property development site.	Every 1-2 weeks
Extreme	Under 500m from a saltwater coastline. Or up to 2km where the property is located on an escarpment and the prevailing wind will carry salt air up and through this landscape.	Weekly

Ali Views™ screens are not covered by warranty in extreme environments.

### Rectification for fungus growth

It has been established in hot and humid areas that a filamentous fungus may develop from spores. It results in the spores getting trapped in the screen. The species of fungal growth that may develop will trap iron ore particles within the mesh. They display over time as brown 'rust spots' or white blotches.

Following the maintenance care guide will kill the spores before they get established. If the screen has fungus growth, it cannot be removed by washing. Wetting the screens will provide the fungi with another source of nutrients.

To restore the screen, follow these recommended instructions. >

- 1 Apply a mould-removal agent (<https://www.wetandforget.com.au/products/wet-forget-5l-concentrate>) on both sides of the screen mesh. Follow the instructions on the manufacturer's website.
- 2 Leave the agent on the mesh for at least a week.
- 3 Apply the mould-removal agent again. This step will kill the fungus and any spores. It can take 6-12 months for the fungi to break down and fall off.
- 4 After 4 weeks, apply CommandeX Protect (<https://www.commandex.com.au/shop/commandex-protect-250ml/>). Follow the instructions on the bottle.
- 5 Repeat the above steps after 6 months, then every 6 months thereafter.

Windows

How to replace a MK6 Essential sliding window roller



Windows

How to adjust a MK6 Essential sliding window



Windows

How to remove a MK6 Essential sliding window sash



Windows

How to replace a Signature sliding window roller



Windows

How to remove a Signature sliding window sash




Windows

How to adjust a Signature sliding window



Doors

How to replace a sliding door roller



Doors

How to remove a sliding door panel



Doors

How to adjust a sliding door



Screens

How to remove insect & safety screens from a MK6 Essential sliding window



Screens

How to remove insect & safety screens from a Signature sliding window



Screens

How to replace a Kwikfit insect & safety screen door roller



Screens

How to remove a Kwikfit sliding screen door



Screens

How to adjust a Kwikfit sliding screen door







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Windows & Doors

Insect & Security Screens

Shower Screens

Mirrors & Wardrobes

Glass Splashbacks & Shelving



### Australian owned & made

Bradnam's products are proudly made in Australia and designed specifically to meet all Australian conditions.

Product availability, pricing, features, options, sizes, configurations and performance are subject to regional variations, design requirements and building codes.

Images are for illustration purposes only and may not accurately represent the product. Bradnam's Windows & Doors reserves the right to change, alter or delete any aspect of this product without notice.

We recommend visiting a Bradnam's showroom before ordering to view colour swatches, glass samples and actual products.



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