



6-YEAR GUARANTEE

In addition to your statutory rights, GCM will repair or replace any aluminium and glass building products for 6 years from the date of delivery.

PLEASE READ THE TERMS AND CONDITIONS ENCLOSED.



**AUSTRALIAN
OWNED & MADE**

CONGRATULATIONS

On your purchase of GCM's products.

The aluminium and glass building products in your home have been supplied by GCM.

See inside for maintenance recommendations for your GCM product.

Builder : _____

Home owner : _____

Address : _____

Reference : _____

Date supplied : / / _____



GCM's 6-year guarantee terms & conditions.

As a member of the Australian Window Association, GCM conforms to an industry code of conduct designed to protect consumers.

GCM guarantees its products against defects arising from faulty workmanship or materials for 6 years from the date of delivery or installation subject to the conditions and limitations below.

For the purpose of this warranty "The Product" can mean a window, door, insect screen, safety screen, showerscreen, mirror or wardrobe door product ordinarily manufactured and sold by GCM.

Conditions and limitations

1. The product is installed in accordance with the relevant Australian Standards and building practice. Unless otherwise specifically confirmed in writing, GCM 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 GCM 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 GCM insect screens, safety screens or Stainless View screens have not been manufactured and fitted by GCM installers or personnel nominated by GCM.
4. Manufacturing standards and tolerances are not deemed defects, nor are industry variations in the colour of aluminium componentry.
5. GCM accepts no responsibility for glass breakage (except for faulty workmanship or materials). Toughened glass, float glass, laminated glass, mirror glass and framed mirror glass is guaranteed against defects and degradation for one (1) year.
6. Moving parts, where applicable, which wear out as a part of normal use are guaranteed for one (1) year from handover (flyscreen installation date).
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 refurbishing of a replacement product or any other consequential or indirect damage incurred as a result of the defect. Only repairs carried out by GCM personnel or authorised GCM agents are covered by this guarantee.
8. Window tinting: failure to obtain approval for window and door tinting, or choosing an inexperienced

tinter, can lead to significant consequences, such as glass damage and voided warranties from GCM or the supplier. Improper tinting may cause thermal stress fractures, resulting in cracks or fractures that compromise the glass. If caused by the tinting process, these issues aren't covered under warranty. To ensure quality installation and warranty compliance, property owners should hire a reputable tinter approved by GCM. WFAANZ recommends selecting a window film brand that meets Australian and/or New Zealand Standards and offers a product warranty. For trusted providers, consider visiting the WFAANZ directory or choosing Total Tint Solutions, approved by GCM.

9. 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).

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, GCM 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 GCM office.

All warranty claims will initially require a deposit to be paid. After inspection by GCM personnel or authorised agents, the customer will be advised if the claim is covered under the warranty. If the claim is under warranty the deposit will be refunded and the product will be repaired or replaced by GCM. Otherwise, upon the customer's request, GCM will provide a quote to rectify the problem.

GCM's maintenance recommendations

Maintenance of powder coated aluminium finishes

- In a rural atmosphere, cleaning may not be needed more frequently than every 6 months.
- In industrial and marine environments, more frequent cleaning (e.g. monthly is necessary).
- It is important that a non-abrasive, mild detergent solution is used for cleaning.
- Add the non-abrasive mild detergent solution to a bucket of warm water.
- With a soft, non-abrasive, damp cloth, wipe the aluminium.
- Make sure that the surfaces are thoroughly rinsed after cleaning to remove all residues.

Maintenance of window and door glass

- All glass surfaces should be kept clean by prompt removal of all dirt.
- Use clean water and a soft, clean rag, as buttons or grit can scratch the glass.
- In some instances, a small amount of mild detergent may be of some benefit. However, DO NOT use any form of abrasive cleaner or household cleaners.
- When using detergent, make sure that the surfaces are rinsed well after cleaning to remove any detergent residue.

Maintenance of showerscreen glass and mirrors

- Cleaning of showerscreen glass should be performed at least weekly to remove soap stains, which left unclean, can etch the showerscreen glass, marking it permanently and therefore possibly voiding this guarantee.
- Glass can be cleaned with a soft, clean rag without buttons or grit. Use a few drops of diluted methylated spirits or alternatively a recommended spray-on glass cleaner solution, following the manufacturers' instructions. Excess cleaning solvents should be removed with a squeegee and clean water immediately. Never use abrasive cleaners on glass as this could result in scratching the surface of the glass.
- Check that there is adequate clearance between all glass edges and that buffers and stops are intact.

Maintenance of window, door and wardrobe tracks

- Excess dirt or grit should be removed from window, door and wardrobe tracks, either by vacuuming or brushing out.
- Windows and doors are designed to allow water into the sill channel, which is then drained through drain holes. The drain holes must be cleared of any obstruction.

Maintenance of window and door rollers

- Remove the sliding panel of the product from the inside of the house. With the window or door partly open, lift the sliding panel up into the head while tilting the bottom of the panel towards you, out over the sill. Slide the panel downwards to remove it from the frame.
- Use a vacuum cleaner with a narrow nozzle to clean the track thoroughly.
- Use a soft rag and water mixed with mild detergent to wipe the track and rollers.
- It is important that rollers are cleaned 3-4 times a year.

Maintenance of insect and safety screens

- Clean screens 3-4 times a year.
- Add a small amount of mild detergent to a bucket of warm water.
- Remove the screen from the window (as per instructions shown right).
- Hose the screen down thoroughly. Dip a soft nylon brush into the bucket of water and gently brush the screen.
- Hose down well.
- Allow the screen to dry before replacing in the window.

GCM's maintenance recommendations

Removing GCM's insect or safety screens from sliding windows

- Firstly, remove the sliding panel of the window from the inside of the house (as per instructions in the maintenance of window and door rollers section).
- Press the plastic clip on the side of the window frame, in the centre of the screen.
- Lift the screen up, (while pressing this clip) into the head and tilt the bottom of the panel towards you, out over the sill.
- Replace by reversing the above sequence, while depressing the catch on the side.
- Screens in awning windows are removed by depressing the two small plastic clips near the top of the screen and pulling the top of the screen towards you. Then lift out of the track at the bottom.
- DO NOT attempt to remove GCM's sliding window screens from the outside or remove them with the sliding panel still in the window.

Removing GCM's insect or safety screens from sliding or stacker doors

- Firstly, turn the adjustment screw near the bottom of the screen frame anti-clockwise.
- Then while standing outside, lift the screen up into the head while tilting the bottom of the panel towards you out over the door track. Slide the panel downwards to remove it from the frame.
- Replace by reversing the above sequence.
- DO NOT attempt to remove GCM's sliding and stacker door screens from the inside.

Maintenance of hardware

- General periodic maintenance is required on all hardware supplied such as locks, hinges, catches, closers and the like.
- The external finish of hardware must be kept clean by removing any harmful residue (especially salt spray) from the surface using a non-abrasive cleaning agent.
- Internal mechanisms of locks, catches, etc should be kept in good working order by applying a light spray of lubricant (WD40, RP7 or similar).
- Care should be taken during maintenance of internal mechanisms that any finished surface (e.g. paint etc) is well protected to avoid damage.

Maintenance of frameless showerscreen hardware

- The surface of these fittings should always be cleaned with a small amount of detergent in water, followed by a clean water rinse and wiped only with a clean 100% cotton terry cloth towel.
- Never use abrasive cleaners, as scratching will result. Also never use paper towels, paper based wipes, cellulose, plastic sponges, or fake chamois cloths, as they are highly abrasive.
- Hinges and fixings are to be checked at least every 6 months to ensure screws have not become loose, and that the hinges operate smoothly.
- Apply a few drops of sewing machine oil to the pivot pin on metal hinges every 6 months.

Cleaning of low emissivity glass

To maintain the performance and integrity of low emissivity glass, always follow the manufacturer's cleaning instructions. Avoid harsh chemicals, abrasive cleaners, or tools that could damage the coating. Use soft, non-abrasive materials, such as microfiber cloths and mild soap with water, and apply gentle pressure. Never use abrasive pads or sharp objects. For persistent stains or uncertainties, consult a professional or the manufacturer. Regular cleaning is essential, however users assume all risks from improper cleaning practices, and the manufacturer is not liable. If you disagree with these terms, seek professional assistance.

GCM's recommended maintenance intervals

Type of environment	Definition of environment		Maximum maintenance intervals
Mild	Being rural, away from the coast and remote industry and urban activity		6 months
Moderate	Being mainly urban, inland and away from heavy industrial activity		3 months
Tropical / severe	Being coastal/marine, subject to salt deposition and within 15km of the eastern coast or 10km of the western coast of Australia		2-4 weeks

Service video library

For any additional service requests, please visit our website, where you'll find a range of helpful instructional videos designed to guide you by providing step-by-step assistance. If you require further support, or have any questions, please contact our service department on 08 9473 9499.

Find out more.

For more information, or a custom quote, get in touch today.

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