

# INSTALLATION INSTRUCTIONS FOR TIMBER-FRAMED WINDOW

EN [www.andres.glass](http://www.andres.glass)



**PLEASE HANDLE AND INSTALL THE WINDOW WITH CARE, AS THE TEMPERED GLASS CAN BREAK IF ITS CORNERS AND EDGES COME INTO CONTACT WITH HARD SURFACE!**

**Two people are needed to install the window!**

**Before installing or using the product, read the installation, usage, maintenance and warranty instructions.**

1. Open the package carefully. Do not use a sharp object (e.g. a knife) to open the package as it may scratch the timber frame. (Figure 1)
2. Before installation, check that the product is intact and free of defects. If defects are discovered, contact your dealer. Do not install a defective product; the manufacturer is not responsible for the consequences and claims.
3. Measure the window opening to make sure it fits the frame dimensions. (Figure 2)
4. Prepare a bottom surface where you can support the bottom of the window.
5. Carefully move the window to the window opening and place it in the opening so that one installer holds the window while the other installer continues the installation. (Figure 3)
6. When installing the window, use a level and, if necessary, adjust the position of the window using wedges. Wedges should be installed as close to the screw as possible to ensure stability. Incorrect placement can cause distortion of the geometric shape of the frame.
7. Secure the window to the window opening with screws. (Figure 4)
8. Seal the gaps between the window and the window opening. (Figure 5)

To ensure that the window lasts for many years, we recommend treating the timber parts with a suitable protective agent according to the intensity of use and regularly cleaning the window glass with glass cleaner.

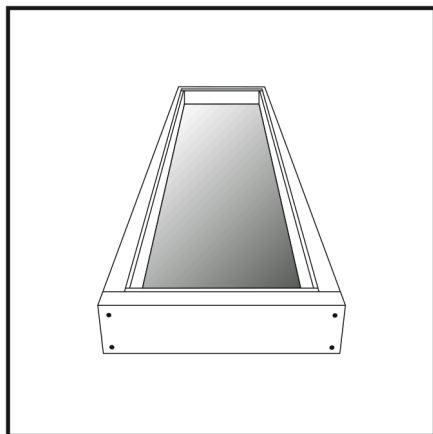


Figure 1

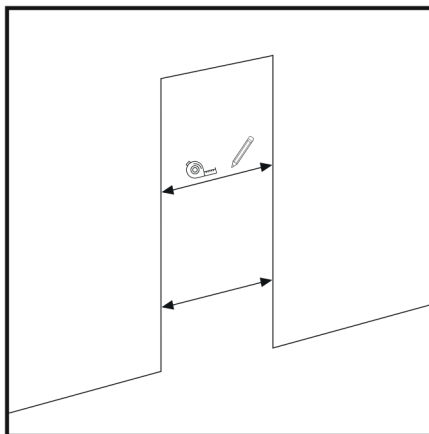


Figure 2

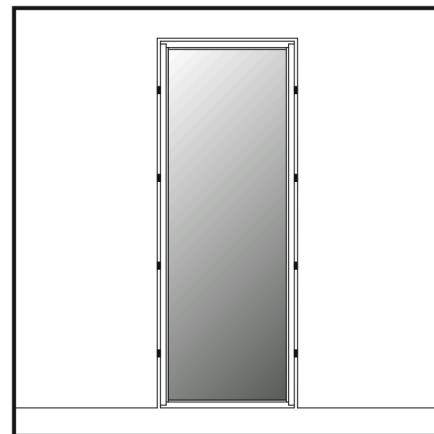


Figure 3

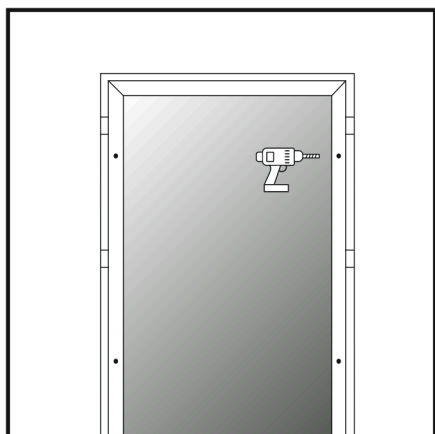


Figure 4

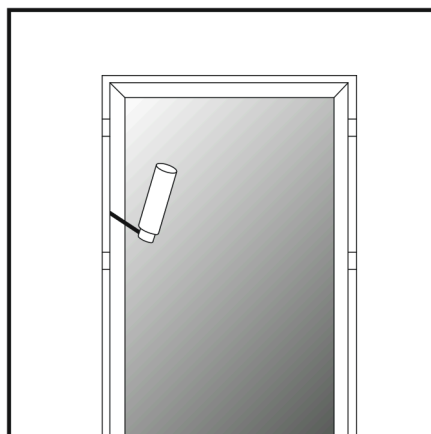


Figure 5

**Andres Glass Solutions OÜ recommends using the help or service of a specialist in the field when installing the products.**

**Avoid collisions of the corners of glass and mirror products with hard objects and surfaces such as concrete, ceramic tiles, etc.**

## **BEFORE INSTALLATION AND USE**

- Before installing or using the product, read the installation, use, maintenance, and warranty instructions.
- If the instructions are not clear or you have any questions, contact the representative who sold you the product.
- Before installation, check that the product is intact and free of defects. If defects are discovered, contact your reseller.
- Do not install a defective product; the manufacturer is not responsible for the consequences and claims.
- Check the product's compatibility with the surrounding environment according to the product's specifications. For doors with wooden frames, avoid direct contact with water droplets with the frames. Andres Glass Solutions sauna doors and windows with wooden frames are not intended for outdoor use unless they have been previously treated with antiseptic agents.
- If wooden decorative caps do not stay in place properly, the reason may be the properties of the wood, the influence of external environmental factors, or, in some cases, a slight difference in cap dimensions, which may depend on the suppliers. To avoid this, we recommend using waterproof wood glue when installing.
- The instructions assume that the walls of the room are straight and square. If necessary, the dimensions must be adjusted according to the actual situation.

## **TECHNICAL FEATURES OF THE PRODUCT**

- Andres Glass Solutions uses various matting technologies that ensure consistent quality.
- Products from different glass manufacturers are used, which may cause minimal differences in tone.
- Packaging, printing, and fittings from different manufacturers are used, and these may vary due to changes in technology, batches, or product type.
- All products with tempered glass are marked according to the requirements.
- Andres Glass Solutions may use the company's trademark and labeling on products.

## **WARRANTY CONDITIONS**

### **1. Warranty period and validity**

- 1.1 The warranty terms and conditions apply to the territory of the Republic of Estonia and the European Union, respectively.
- 1.2 The warranty does not exclude the exercise of consumer rights arising from applicable legislation.
- 1.3 The warranty is valid for 24 months from the date of issue of the invoice/receipt and delivery of the product to the consumer.
- 1.4 In the event of a repair, the warranty period will be extended for the duration of the repair.

### **2. Scope of warranty conditions**

- 2.1 The warranty covers the elimination of defects in the product's manufacturing, material, and design that occur during the warranty period due to the manufacturer's fault.
- 2.2 The manufacturer is not responsible for, and the warranty does not extend to the following defects:
- Damage that occurred during transportation and is not due to the manufacturer.
  - Force majeure, accident, intentional or negligent actions by the consumer or third parties.
  - Damage caused by foreign objects, liquids, insects, or extreme conditions during product storage.
  - The consumer does not take into account the surrounding environment, construction, safety, and other related features and requirements when installing and using the product.
  - Improper use, installation, connection or maintenance.
  - The product has been installed and used as incomplete or defective.
  - Structural changes or product modifications.
  - Natural wear and tear after intensive use.
  - Defects are caused by changes in the geometry of the room or the building.
- 2.3 The warranty does not cover work recommended in the maintenance manual (cleaning, adjustment, etc.).
- 2.4 The warranty does not cover costs or damages that are not related to the product itself but arose in connection with the product.
- 2.5 The warranty does not extend to seals, hinges, and locks in the products, as their wear depends on the intensity and conditions of use.

## **RIGHTS OF THE CONSUMER**

### **3. Rights of the consumer**

3.1 If a defect is discovered, the consumer has the right to file a complaint with the seller within two years from the date of purchase.

3.2 If a product defect has been proven as a result of the manufacturer's expert examination, the consumer has the right to demand free repair of the product or replacement with a new product. The manufacturer will determine whether the product will be replaced or repaired.

3.3 If the defect cannot be repaired, the consumer has the right to demand a replacement of the product.

3.4 The new replacement product is covered by the same warranty as the original product.

3.5 The consumer has the right to demand a refund for a defective product according to the cost of the purchased product. The refund amount does not include other possible costs.

## **COMPLAINTS PROCEDURE AND CONDITIONS**

### **4. Complaints procedure**

4.1 If a defect is discovered, the use of the product must be stopped immediately, and the representative who sold the product must be contacted immediately.

4.2 When submitting complaints, please provide original purchase documents with payment order, contact information, description of the product defect, photos and/or video, and the desired solution.

## **COMPLAINT HANDLING BY THE MANUFACTURER**

### **5. Handling complaints**

5.1 Complaints will be reviewed within 15 days of receipt by Andres Glass Solutions OÜ. The problem will be assessed using the manufacturer's expertise, and the best possible solution will be offered.

5.2 Warranty repairs will be carried out within a reasonable time after the complaint has been submitted and reviewed.

5.3 Andres Glass Solutions OÜ does not arrange transportation of a defective product; transportation of the product due to a defect is the responsibility of the customer. The customer must organize and bear all costs associated with shipping and returning the product to the manufacturer.

5.4 Andres Glass Solutions does not consider a manufacturing defect and is not responsible for product damage caused by the reasons listed in the warranty terms (see 2.2.).

### **6. Possible course of disputes**

#### **6.1 Need for further assessment**

6.1.1 If you believe that Andres' conclusions and solution are incorrect and you need further assessment, Andres will confirm its decision within at least six months from the date of purchase by conducting additional analyses or using an independent specialist.

6.1.2 Six months after the date of purchase, you must confirm your position. The easiest option is to contact an independent specialist of your choice who will provide an expert assessment of the situation.

#### **6.2 Dispute resolution**

If you still have a different opinion after an independent expert assessment and/or additional analysis of Andres' decision, you have the opportunity to contact the Consumer Disputes Committee of the Consumer Protection and Technical Regulatory Authority and, if necessary, the County Court.

When situations requiring solutions arise between Andres Glass Solutions OÜ and a customer, we believe in a friendly and respectful attitude and hope for mutual understanding and a constructive solution.

Andres Glass Solutions OÜ systematically improves its products and reserves the right to make changes to the product's construction that do not change its operating principle.