



**VENTÜER**

**Aluminium Ventilation Louvres**

**Operation & Maintenance Manual**

**Product Warranty**



## PROJECT DETAILS

**Project Number:**

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**Project Name:**

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**Project Address:**

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**Product Type:**

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**Manufacture Date:**

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**Installation Date:**

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**Client:**

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**Installation Contractor:**

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**Warranty Period:**

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## CARE AND MAINTENANCE OF VENTÜER ALUMINIUM LOUVRE SYSTEMS

Your new Ventüer ventilation system is an enduring investment. To comply with warranty requirements and extend the effective life of your product a simple regular maintenance programme should be implemented. The following applies regardless of the finish on your louvre system.

### Care

Protect the louvre system at all times from contact with;

- Wet cement or plaster, paint splashes, chemicals, solvents, stains and fertilisers. If contact does occur, remove the contaminant immediately and wash as described below.
- Copper, brass, lead, mild steel, CCA treated timber, cement or concrete less than one month old, and water which has contacted any of these substances.

### Maintenance

The louvre system and its fixing points must be cleaned down at least every six months. In areas where pollutants are common such as industrial or geothermal areas and for all sites within 1 km from the sea or in any sea spray zone identified by Section 4.2 of NZS 3604:1999, cleaning must be carried out more frequently as required, but not less than every three months. Any vermin protection (bird mesh or insect screens) that is fitted to the product must be carefully cleaned and any accumulated debris removed.

Ventüer recommends that all drainable louvre systems be treated regularly with insecticide to prevent spiders and other insects from affecting the products weathering performance through the blocking of drainage channels and opening.

### Cleaning Procedure

1. Remove loose deposits with a wet sponge or compressed air. Do not dry dust with a brush, or the surfaces may be scratched. Remove any moss growth, spiders webs and ensure that all drain holes are unblocked.
2. Using a soft brush and mild household detergent in warm fresh water, clean the surface to remove any dust, salt or other deposits. Pay particular attention to any areas not washed naturally by the rain.
3. Always rinse well after cleaning with fresh water to remove any remaining detergent.

**Warning:** *Some solvents, household cleaners, bleaches and abrasive cleaners are harmful to the surface finish and must not be used. If paint splashes, sealants or other stubborn stains need to be removed, the following procedures can be safely used: Methylated spirits, turpentine, white spirits. Specialist advice should be sought where the above treatments are unsuccessful.*



## TERMS OF WARRANTY

Your aluminium ventilation louvres from Ventüer are warranted against defects arising from faulty workmanship or materials for up to two years from the date of receipt of goods, provided the following conditions are met;

- The product is installed in accordance with Ventüer recommended details, written installation specification and with all relevant New Zealand Standards.
- The product has been maintained according to Ventüer and industry recommendations.
- The product has not been subject to misuse, physical abuse or neglect.

This Guarantee only covers material defects in the construction or installation of the Ventüer products. It does not cover:

- Damage or defects not caused by Ventüer.
- Use by the Customer of the products for a purpose other than for which the products were supplied.
- Use by the Customer of the products other than in accordance with Ventüer's standard instructions or other technical information provided by Ventüer from time to time.
- Failure by the Customer to properly clean and maintain the products.
- Any other loss or damage excluded under Ventüer's standard Terms and Conditions.

Manufacturing standards and tolerances are not deemed defects, nor are industry variations in the colour of powdercoated or anodised aluminium.

All powdercoating, anodising or other finishing undertaken by Ventüer in relation to any Ventüer product shall be carried out in accordance with the manufacturer's standard specification, and carries a manufacturer's warranty, the length and terms of which are governed by the brand and type selected by the customer at time of specification.

All motors, switching and electronic componentry forming part of any Ventüer product carry a manufacturer's warranty. Ventüer shall not be bound by nor be responsible for any term, condition, representation or warranty other than that which is given by the manufacturer of these parts.

This Guarantee will be invalid if repairs are attempted or undertaken by a person not approved in advance by Ventüer.



Claims under this Guarantee should be made within one month of the defect arising in the product. Copies of documentation showing the purchase date of the product should be included with your written claim and forwarded to the nearest Ventüer office.

This Guarantee cannot be invoked until the Customer's Monetary obligation to Ventüer has been fulfilled.

Ventüer's sole obligation to the Customer under this Guarantee, and the Customer's sole remedy against Ventüer, shall be for Ventüer, at its option, to either, repair or replace any quantity of product which is proven defective, or refund the price paid by the Customer for these products. It does not extend to the removal of defective product or installation of replacement product.

To the extent permitted by statute, Ventüer shall not be liable for any loss or damage incurred as result of defective product.

The Guarantee is in addition to all other rights and remedies in respect of this product to which you are entitled under New Zealand law.