

CONGRATULATIONS
on your purchase of

PORTERS
PRODUCTS

The aluminium and glass building products in your home have been supplied by **Porters Glass & Aluminium**.

6 YEAR GUARANTEE

In addition to your statutory rights, Porters will repair or replace any Porters products for 6 years from the date of delivery.

Please read the Terms and Conditions enclosed.

Builder _____

Home Owner _____

Address _____

Reference _____

Date Supplied / / _____



Janke Constructions



Australian
Owned & Made

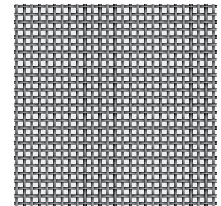
See inside for
MAINTENANCE RECOMMENDATIONS
for your Porters product

PORTERS
SCREENS

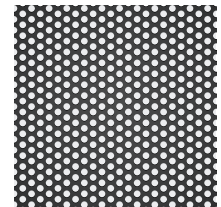
If security and safety are important to you, you can't look past Porters **Stainless View™** or **Ali View™**. Get security that comes with a view!

Stronger Mesh

Stainless View™ mesh is made from T316 marine grade stainless steel.



Ali View™ mesh is made from perforated aluminium panels.



High Performance Security

Both Stainless View™ and Ali View™ comply to a range of Australian Standards.*		Stainless View™	Ali View™
Australian Standard AS5039-2008	A range of rigorous tests designed to simulate dynamic impact and tool attacks. These tests ensure the strength and integrity of the product are maintained against forced entry.	+	+
Australian Standard AS3959-2009	AS3959-2009 covers the bushfire safety requirements of building in a bushfire prone area.	+	
BCA - Fall Prevention Provision	Building construction requirements designed to minimise the risk of small children falling from windows and balconies.	+	+

* Stainless View™ and Ali View™ must be fitted by Porters Glass & Aluminium installers or personnel nominated by Pty Ltd

Porters Safety & Insect Screens

Specially designed to match Porters windows and doors, our **safety & insect screens** let the fresh air in while keeping the insects and most would-be intruders outside where they belong.

- Let the breeze in, but keep insects out**
- Designed specifically for Porters windows and doors for a seamless integration
- Frame available in the same colour as our windows and doors

Extra Features – Safety Screens Only

- Amplimesh grille comes in attractive diamond pattern and is a good deterrent to intruders
- Amplimesh grille can be the same colour as the frame, or it can be black to blend with the mesh
- Reduces the chance of children falling through second-storey windows

** Talk to a Porters representative about the correct mesh for your situation

Safety & Insect Screen Options

Mesh Types	Safety Screens	Insect Screens
Fibreglass (standard)	+	+
Micro	+	+
Pet	+	+
Aluminium	+	+
Stainless	+	+

Amplimesh Grille Colour	Safety Screens	Insect Screens
Black (to blend with the mesh)	+	-
Same colour as frame	+	-

Lock Options for Doors	Safety Screens	Insect Screens
1 point lock (standard)	+	-
3 point lock*	+	-

* Not available in 135 corner sliding and bi-fold doors



PORTERS

6 YEAR GUARANTEE

TERMS & CONDITIONS

Porters Glass & Aluminium is a member of the Australian Window Association and as such conforms to an Industry Code of Conduct designed to protect consumers.

Subject to the conditions and limitations below Porters Glass & Aluminium guarantees its products against defects arising from faulty workmanship or materials for six 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 Porters Glass & Aluminium.

CONDITIONS AND LIMITATIONS

- 1 The product is installed in accordance with the relevant Australian Standards and building practice. Unless otherwise specifically confirmed in writing, Porters Glass & Aluminium 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 Porters Glass & Aluminium 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 Porters Glass & Aluminium insect screens, safety screens, Stainless View™ screens and Ali-View™ screens have not been manufactured and fitted by Porters Glass & Aluminium installers or personnel nominated by Porters Glass & Aluminium.
- 4 Manufacturing standards and tolerances are not deemed defects, nor are industry variations in the colour of aluminium componentry and glass.
- 5 Porters Glass & Aluminium 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.
- 6 Moving parts, where applicable, which wear out as part of normal use are guaranteed for one (1) year.

- 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 Porters Glass & Aluminium personnel or authorised Porters Glass & Aluminium 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)*.

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 Porters Glass & Aluminium 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 Porters Glass & Aluminium office. All warranty claims will initially require a deposit to be paid. After inspection by Porters Glass & Aluminium 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 Porters Glass & Aluminium. Otherwise, upon the customer’s request, Porters Glass & Aluminium will provide a quote to rectify the problem.

PORTERS

MAINTENANCE RECOMMENDATIONS

CARING FOR YOUR
PORTERS PRODUCTS



Carwin Homes

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, every 3 months is necessary).
- **It is important** that non-abrasive mild detergent solution is used for cleaning.
- Add the non-abrasive mild detergent solution to a bucket of warm water.
- Wet a clean, soft, non-abrasive damp cloth then 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 soft, clean rags 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.

SPECIAL INSTRUCTIONS FOR SOLAR COMFORT GLASS AND OTHER LOW-E COATED GLASS PRODUCTS

- The special coating on these types of glass is more difficult to clean.
- Use only soft, clean cloth, free from grit or buttons with a mild soap or detergent and water or recommended glass cleaner solution.
- Make sure to dry off excess water.
- **DO NOT** use abrasive cleaning agents.

Refer to our Solar Comfort Cleaning Recommendations for more information.

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 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 SHOWER SCREEN GLASS, MIRROR AND SPLASHBACKS

- Cleaning of shower screen glass should be performed at least weekly to remove soap stains, which left unclean can etch the shower screen 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 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 the 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 FRAMELESS SHOWER SCREEN 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 chemois 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.

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 installing in the window.

REMOVING PORTERS INSECT OR SAFETY SCREENS FROM SLIDING 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 Porters sliding door screens from the inside.

REMOVING PORTERS 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).
- To lift the safety screen out, turn the two buttons at the top of the screen to a horizontal position.
- Lift the screen up into the head then tilt the bottom of the panel towards you, out over the sill.
- Replace by reversing the above sequence.
- Insect screens are removed and replaced the same way, except there are no buttons to turn.
- **DO NOT** attempt to remove Porters sliding window screens from the outside or remove them with the sliding panel still in the window.

MAINTENANCE OF STAINLESS VIEW™ AND ALI-VIEW™ SCREENS

- Stainless View™ and Ali-View™ screens should be cleaned at frequent intervals as

indicated in the table below.

- It is important that non-abrasive mild detergent solution combined with warm water and a clean, soft, non-abrasive cloth, is used for cleaning.
- Hand cleaning is recommended except for multi-storey buildings and large commercial projects where carefully controlled methods to loosen deposits of dirt and grime are required.
- It is essential to finish off the cleaning by thoroughly rinsing all surfaces to remove all residue.
- Fibre brushes may be used to loosen dirt and grime, but abrasive papers such as sandpaper or emery paper **MUST NOT** be used.

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.
- Spray both sides of the screen with a mould

removal agent (<https://www.wetandforget.com.au/products/wet-forget-5l-concentrate>).

- Do not use vinegar, dishwasher detergent, cream cleansers, harsh chemicals, broom or brush to wash and clean the screen.

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.

RESTORING THE SCREEN

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.

PORTERS 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

PORTERS
HARDWARE
RANGE

Essential . Signature . Commercial

Our comprehensive range of windows and doors is equally matched by an extensive range of hardware options.

Whether you are a renovator, homeowner, builder or designer, our range provides the flexibility to help you achieve your design concept.



porters

PORTERS
MANUFACTURING

For more information contact
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or visit porterscando.com.au

WINDOWS & DOORS

INSECT & SAFETY SCREENS

SHOWER SCREENS

MIRRORS & WARDROBES

GLASS SPLASHBACKS & SHELVING



Australian Owned & Made

Porters products are proudly made in Australia and designed specifically to meet all Australian conditions.

Hardware availability is subject to regional variations. Images are for illustration purposes only and may not accurately represent the product. Porters Glass & Aluminium reserves the right to change, alter or delete any aspect of the hardware range without notice.



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