

TBA

ALUMINUM WINDOWS LIMITED

WARRANTY MANUAL

Residential & Commercial Aluminium Window and Door Systems
New Zealand Product Warranty • Residential & Commercial Systems

Document Control	Details
Document No.	TBA-WM-001
Version	1.0
Issue	August 2026
Status	Current Public Issue
Review	At least annually and whenever products, suppliers, warranty terms or applicable requirements change
Related documents	TBA-BPIR-001; TBA-TS-001; TBA-IM-001; TBA-MM-001

DOCUMENT APPLICATION

This document sets out TBA warranty coverage, conditions, exclusions and claim requirements for TBA aluminium window and external door systems supplied for New Zealand residential and commercial projects.

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1. Warranty Overview

TBA ALUMINUM WINDOWS LIMITED (TBA) warrants its supplied aluminium window and external door products against defects in materials or workmanship during the applicable warranty period, subject to the conditions and exclusions in this manual.

This warranty applies to the TBA product and components supplied under the relevant quotation, contract or invoice. Project-specific written warranty terms, where issued, form part of the applicable warranty documentation.

2. Warranty Periods

Item	TBA warranty period	Scope
Aluminium structural components	10 years	Aluminium frames, sashes and structural aluminium members against defects in materials or workmanship under normal use and service conditions.
Hardware and accessories	2 years	Locks, handles, hinges, rollers, friction stays, restrictors and other operating hardware supplied by TBA against defects in materials or workmanship under normal use.
Powder-coated finish	As stated in the applicable written coating / project warranty	Where AkzoNobel Interpon D1010 is specified, supplier warranty evidence may provide up to 15 years for applicable approved projects, subject to the supplier's written conditions, environment, application and maintenance requirements.
Glass / IGU	As stated in the applicable quotation, contract or written project warranty	Manufacturing defects are assessed against the applicable supplier/product warranty. Accidental or post-handover glass breakage is not a manufacturing warranty item.
TBA installation, where included	As stated in the applicable contract or written project warranty	Applies only where installation is expressly included in TBA's contracted scope.

The warranty periods stated in this document are commercial product warranty periods and do not limit or replace the durability requirements applicable under Clause B2 of the New Zealand Building Code.

Unless otherwise stated in writing, the warranty period begins on the date the relevant products are supplied or installed by TBA, as applicable to the customer's contract or invoice.

3. What the Warranty Covers

- Defects in TBA-supplied aluminium framing or structural aluminium components arising from defective materials or workmanship.
- Defects in TBA-supplied hardware and accessories within the applicable hardware warranty period.
- Eligible coating, glass or IGU manufacturing defects where covered by the applicable written supplier/project warranty.
- Assessment, repair or replacement of an affected warranted component where TBA confirms a valid warranty claim.

4. Warranty Conditions

- Products must be installed in accordance with approved project requirements and TBA installation guidance.
- Products must be used for their intended purpose and within the applicable product/system design conditions.
- Cleaning, drainage and routine maintenance must be carried out in accordance with the TBA Maintenance & Care Manual.
- Hardware must not be forced, overloaded or operated where the frame, sash or door is visibly misaligned.
- The customer must notify TBA within a reasonable time after becoming aware of an alleged defect and provide reasonable access for inspection.
- Evidence of purchase, project identification and reasonable maintenance information may be requested where relevant to assessment.

5. Exclusions

Unless required otherwise by applicable New Zealand law or expressly accepted by TBA in writing, this warranty does not cover damage, deterioration or failure caused by:

- Incorrect installation, adjustment or modification by others.
- Building movement, structural movement, settlement or movement of surrounding building elements.
- Defective or unsuitable cladding, flashings, membranes, sealants, waterproofing interfaces, substrates or other building-envelope work outside TBA's supplied scope.
- Blocked drainage paths, inadequate cleaning or failure to carry out reasonable maintenance.
- Misuse, abuse, impact, forced operation, vandalism, accidental damage or unauthorised alteration.
- Exposure to aggressive chemicals, cement, plaster, grinding sparks, salt or contaminants beyond the specified product/finish conditions, or failure to clean such contamination promptly.
- Normal wear and tear or cosmetic change that does not materially affect product function.
- Glass breakage after delivery or handover unless TBA confirms that the breakage resulted from a warranted defect for which TBA is responsible.
- Use outside the applicable tested, specified, assessed or engineered system conditions.
- Work, components or services supplied by third parties that are not part of TBA's contracted scope.

6. Surface Finish and Component Warranties

Supplier warranties and certificates may support particular TBA products or components. They do not automatically extend TBA's warranty beyond the terms stated in the applicable TBA quotation, contract or written project warranty.

Component	Warranty treatment
AkzoNobel powder coating	Interpon D1010 supplier warranty evidence is retained by TBA. Applicability depends on the actual coating system, approved applicator/application, project environment, maintenance and supplier terms.
Hardware	TBA's standard customer warranty is 2 years for supplied hardware and accessories unless different written project terms apply.
Safety glass / IGU	Supplier certification supports product manufacture and quality control. Warranty assessment is based on the applicable supplied glass/IGU and written warranty terms.
Gaskets / seals / sealants	Manufacturing defects may be assessed where the component was supplied by TBA; deterioration caused by environment, building movement, cleaning chemicals or lack of maintenance is excluded.

7. Warranty Claims and Assessment

To make a claim, contact TBA and provide sufficient information to identify the product and issue.

Information	Typical requirement
Customer / project	Customer name and project/site address.
Purchase reference	Quotation, contract, invoice or other TBA reference.
Affected product	Window/door location, unit reference or description.
Issue	Brief description of the alleged defect and when it was first observed.
Evidence	Clear photographs and any relevant maintenance or installation information reasonably requested.

TBA may inspect the product, request further information and assess whether the issue falls within the applicable warranty. No admission of liability is made merely because an inspection is undertaken.

8. Warranty Remedies

Where TBA confirms a valid warranty claim, TBA may, as appropriate to the defect and subject to applicable law, repair the affected product or component, replace the affected component, or provide another reasonable remedy.

Any replacement component may be the current equivalent where the original model, finish or component is no longer available. Exact colour or appearance matching may not always be possible after weathering or product changes.

Removal, access, scaffolding, finishing, consequential work and other third-party costs are not included unless required by applicable law or expressly accepted by TBA in writing.

9. Consumer and Statutory Rights

This warranty is in addition to any rights and remedies that cannot lawfully be excluded or limited under applicable New Zealand law. Nothing in this warranty is intended to exclude or limit those rights.

10. Warranty Record

Project warranty information	Details
Customer	
Project / Site Address	
Quotation / Contract / Invoice No.	
Product / Unit Reference	
Supply / Installation Date	
Warranty Start Date	
Project-specific warranty reference, if any	

TBA ALUMINUM WINDOWS LIMITED

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