

Warranty and service

air-lux – a good decision, guaranteed

Thank you for choosing air-lux. Our system is synonymous with 100% Swiss quality from a single source – carefully considered and impressively implemented.

Your air-lux glass façade system is an investment that increases the value of your property and can be enjoyed for many years to come. As well as high-quality workmanship and premium materials, this is also supported by air-lux's warranty and service offerings.

The air-lux warranty – for extra security

We guarantee quality down to the last detail. With this in mind, we go over and above the legal regulations to provide a ten-year warranty on frames, seals, fittings and functionality for all configurations. And if any problems occur, our 24-hour standby service is available to provide the required assistance.

The air-lux service contract – simply a good feeling

For us, offering services across the board also includes providing replacement parts and maintenance and servicing components to maintain functionality and value. The air-lux service contract guarantees you a complete service package, eliminating unnecessary costs and guaranteeing optimal functioning of your air-lux systems.

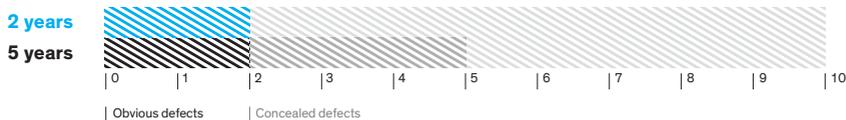
air-lux and normal window elements

Of course, we also offer you service options for our window elements without pneumatic seals (tilt-and-turn windows, doors, skylights, etc.) – for which the standard legal warranty services in accordance with SIA 118 apply.

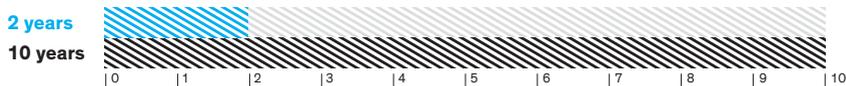
Overview of warranty services

In principle, we differentiate between three warranty levels based on the various legal warranty services in accordance with SIA 118 (1). In addition, special air-lux warranty services (2) apply for the air-lux system. Moreover, the warranty services can, upon request, be additionally combined with an **air-lux service contract** (3).

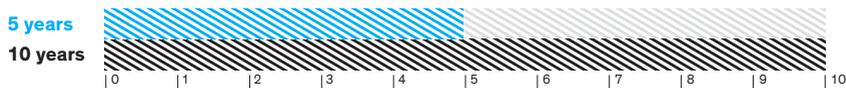
1. Legal warranty



2. air-lux warranty



3. air-lux warranty with service contract



Electrical components

- Button
- Control unit
- Air pump / vacuum unit
- Integrated drive motor including drive belt
- Locking bolt
- Swing bolt

System/fittings

1. Frame
2. Seal
3. Fittings and function
 - Bottom rollers
 - Top-guide rollers
 - Closure tongue, stoppers, dampers
 - RC2/RC3 security components

2. air-lux warranty

– more warranty for more quality

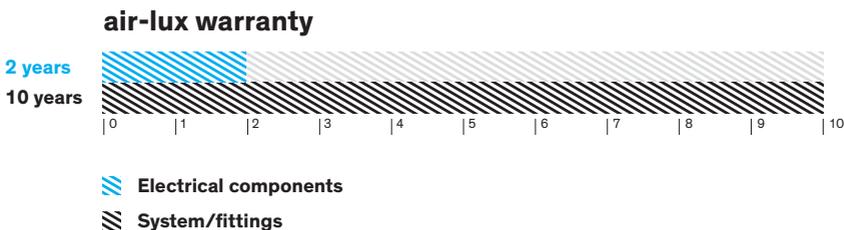
air-lux sliding windows are Swiss-made from high-quality aluminium profiles and materials. As reflected in our extended air-lux warranty.

In addition to the legal warranty: If any defects emerge in the system or fittings, it will be replaced free of charge in the first 10 years.

This extended warranty applies to all air-lux products (sliding windows, pivoting doors, descending windows) with a pneumatic seal.

The extended warranty excludes component defects caused by improper use or insufficient maintenance (in accordance with the air-lux operating instructions) as well as the following components:

- Insulated glass plates
- Surface (depending on coating)
- Shading
- Insect protection



3. air-lux warranty with service contract – all-round carefree

The air-lux service contract includes not only regular checks by air-lux specialists but also a five-year warranty on all electrical components. To retain the sustainable value of the entire air-lux system.

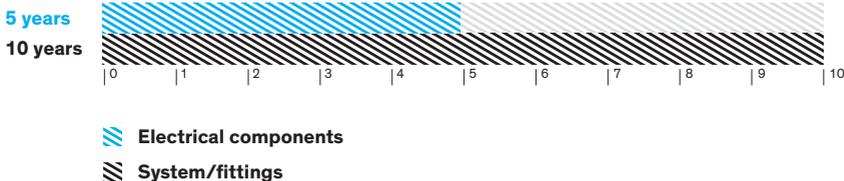
In addition to the air-lux warranty on frames, seal and fittings, the five-year warranty with the air-lux service contract also applies to all electrical components (excluding defects due to improper operation).

The extended warranty excludes component defects caused by improper use or insufficient maintenance (in accordance with the air-lux operating instructions) as well as the following components:

The fees for the service contract depend on the location and size of the property and are calculated individually. You will find an overview of the services provided on the next page.

- Insulated glass plates
- Surface (depending on coating)
- Shading
- Insect protection

air-lux warranty with service contract



Overview of air-lux service offerings

Even the finest technology and the most cutting-edge systems must be regularly checked, overhauled and maintained.

air-lux was developed and built for the most demanding requirements and the most extreme conditions. We aim to provide a system that performs consistently throughout its entire service life. The air-lux pneumatic seals make this possible by not showing wear, unlike conventional brush seals.

The pneumatic seals also require no servicing, which is preferable for the servicing interval and the associated costs. Yearly servicing suffices to ensure system functionality. For additional security, the extended warranty extends coverage of the electrical components from two to five years. If a defective component leads to a malfunction within the specified warranty period, the malfunction will be rectified as quickly as possible at no additional cost to the customer.

The service package with the air-lux service contract



Inspection

- Running characteristics/function of all components
- Function of all security-relevant components
- Reading out electrical parameters (error messages, number of openings, pump-run times, operating mode, drive, etc.)



Setting and adjusting

- Cleaning of mechanical components (tracks, closure bolts, etc.)
- Rectification of functional defects
- Acknowledgement of error messages/upgrade to the most current software version



Exchanging

- Exchanging damaged/defective components
- Exchanging worn-out components



Documenting

- Storing the read-out electrical parameters
- Written documentation of all work
- New warranty periods for replaced components

The air-lux service contract

– perfectly serviced, automatically

Page 1/4



Maintenance contract. air-lux warranty with service contract.

Between

Air-Lux Technik AG
Breitschachenstrasse 52
9304 Engelburg
Switzerland

– hereinafter referred to as “**Contractor**” –

and

.....
.....
.....

– hereinafter referred to as “**Client**” –
the following contract is concluded:

I. Object of contract

The Contractor is hereby tasked with the maintenance/servicing and inspection of the components of the property

.....
including material fittings, in accordance with Annex 1.

II. Scope of services

1. The maintenance/servicing and inspection work of the Contractor shall include – at the individual maintenance intervals – all services arising as a result of the following lists annexed to this Contract, which also constitute a core component of the same:

- Annex 1: Service checklist
- Annex 2: Service brochure
- Annex 3: Operating manual
- Annex 4: Instructions for use
- Annex 5: Maintenance/servicing instructions

2. In terms of type and scope, the services of the Contractor shall include all measures deemed necessary, particularly within the context of maintenance, to ensure that the system(s) operate safely, effectively and economically. The maintenance tasks specified in this contract pertain exclusively to the components delivered and installed by Krapf AG. If any modifications are performed or work otherwise carried out on these systems without the consent of Krapf AG, the obligations of Krapf AG under this contract shall no longer apply.

2.1 The scope of maintenance includes: Regular measures to maintain system(s) and components in perfect working order and function. Regular inspection of the system(s) and components in accordance with SIA 469; 3.13 for perfect condition and correct functioning, including regular checks for accident and operational safety (e.g. SUVA/EKAS).

- Elimination of disturbances and defects
- Installation of all spare parts required
- Renewal or repair of all worn or damaged parts of the installation

2.2 The scope of maintenance excludes:

- Complete overhaul
- Any adaptations or modifications required due to new or amended regulations
- Delivery and installation of additional fittings and parts
- Ensuring accessibility, scaffolds, working platforms, etc.
- Interior cleaning, exterior cleaning and cleaning of the fitting rabbets. As a general rule, all kinds of cleaning are excluded.
- Rectification of damage caused by external force such as storm damage, deliberate or other unforeseeable effects or improper operation and cleaning. The Client is obliged to have any damages thereby incurred rectified by the

No compromise.

air-lux[®]

Service check

– professional inspection from A to Z

The air-lux service contract keeps you on the safe side at all times. All services offered are specified in detail in this checklist. The air-lux service specialist inspects and documents each point to ensure all aspects of the complete air-lux system work smoothly and securely.

air-lux[®]

No compromise.

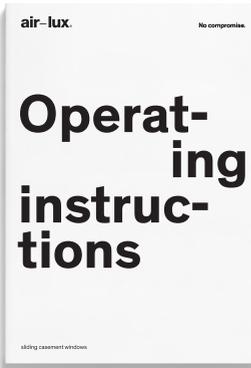
Data sheet

Project data				
Project information				
Commission no.				
Property name				
Street/no.				
Postcode/town or city				
Addition to address				
GC (General Contractor)/construction management				
Architect				
Service contact person				
Contract from				
In-house responsibilities				
Project manager				
Service technician				
System data				
Product	<input type="checkbox"/> Sliding	<input type="checkbox"/> Standard	<input type="checkbox"/> Middle section	<input type="checkbox"/> Corner
	<input type="checkbox"/> Pivoting			
	<input type="checkbox"/> Descending			
	<input type="checkbox"/> Roof			
Safety	<input type="checkbox"/> NO <input type="checkbox"/> YES	<input type="checkbox"/> RC2	<input type="checkbox"/> RC3	VDS bolt contact
UPS battery	<input type="checkbox"/> NO <input type="checkbox"/> YES			
Gap ventilation	<input type="checkbox"/> NO <input type="checkbox"/> YES			
Operation		Manual	Automatic	
Skyscraper technology	<input type="checkbox"/> NO <input type="checkbox"/> YES			
Bottom flap	<input type="checkbox"/> NO <input type="checkbox"/> YES			
Push-on	<input type="checkbox"/> NO <input type="checkbox"/> YES			
Service data				
Error	Value	Cause of error	Remedy	
Open window overcurrent				
Close window overcurrent				
Pressure cadence too short				
Pressure not achieved				
Bolt jammed				
Window motor time-out normal				
Window motor time-out slow				
Window end switch start time-out				

Operating instructions

– everything at hand at all times

The air-lux operating instructions contain all the key functions and explain operations simply and clearly. They also contain safety information and valuable tips for correct cleaning and care.



Dear customer,

Thank you for choosing air-lux. Your air-lux sliding window guarantees maximum comfort in your home. It is easy to operate and has minimum maintenance requirements. This brochure provides you with essential information and tips on operating the window.

Our service centre is available 24/7* in the event of malfunctions – just let us know the name of the product and the installation number.

Any questions? We are happy to help!

24-hour hotline
+ 41 71 272 28 00

This manual is a quick-guide and contains essential information for using the sliding window. This quick-guide should be read together with the operating instructions which contain further information and safety guidelines. The operating instructions can be downloaded here: www.air-lux.ch/download

air-lux Manual

Unlocking



Press the button – the electronic control lock will audibly retract and the seal will engage to unlock. As soon as the LED in the button lights up (no status control) or deflated, you can push the sliding window open.

Push to open/close



Push the sliding window open or closed using the handle (immediately next to the button). The button performs no function when the sliding window is open.

Locking



Ensure the sliding window is pushed tight up against the stop. Press the button. The locking bolt audibly locks the sliding element and the seal is inflated. The LED will go out (status locked and sealed).

air-lux automatic

Open



Press the button once for approx. 1 second. The electronic control lock will audibly retract and the seal will deflate. The LED in the button lights up (no status control) and the sliding window will open.

Close



Press the button once for approx. 1 second. The sliding window will close. Once the sliding window is completely closed, the locking bolt will audibly lock and the seal will inflate. The LED will go out (status: locked and sealed).

Stop



Press the button once for approx. 3 seconds.

Continue opening



Press the button once for approx. 3 seconds.

Continue closing



Press the button once for approx. 3 seconds.

The sliding window can also be closed/ pushed by hand from a stationary open position.

Cleaning maintena

Maintenan

In general, care levels or correct maintenance. Observe the face surface and any the manufacturer agents and the maintenance level 0 (0) (cleaning of window).

Track



Remove contamination and dirt from the track using a vacuum cleaner. Carefully loosen any debris from the clearance slot using the spring brush and water. Making sure that the surface of the profile does not get scratched.

Clean the surfaces as gently as possible and keep them afterwards with water. In the event of outdoor stains, contact a certified cleaning specialist.

Seals



The seals have permanent contact and must be protected against mechanical damage. They must not be cleaned or treated in any other way.

assistance in the vent of malfunction

Manual and automatic

A flashing red LED in the button indicates malfunctions:

1 x short flash
Seal is inflated but there is a small leak.

→ Contact the air-lux service centre.

2 x short flashes
Seal cannot inflate, significant leak.

→ Contact the air-lux service centre.

3 x short flashes
Invisible lock or alarm contacts.

→ Open/close the sliding window again, then press the button.

Sliding window jammed

Check whether there is an object in the track which is blocking the sliding window.

Automatic

Constant flashing
The drive has malfunctioned.

→ Press the button for exactly 20 seconds (press). At most can be corrected if any possible. If the window continues to flash, push the sliding window closed by hand (the window will lock automatically) and contact the air-lux service centre.

Power failure with the sliding window open

Slowly push the window closed by hand the window will lock automatically without a power source.

© 2021 – See below for additional product information.
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operating/electronic case notes

Do not place furniture or other larger items directly in front of the glass. A minimum distance of 20cm (measuring maintenance) to avoid thermal cracking.

When operating automatic sliding windows from outside, the sliding window must be within open/closed.

Service and maintenance – good to know!

Every system or component including moving parts should be regularly serviced. This also applies to windows. As well as smooth functioning and operation, careful servicing, care and inspection also ensures that key security components are and remain secure. Here are the crucial VFF recommendations (*Verband Fenster und Fassaden*) regarding servicing, care and inspection:

1. Customer's obligation

The customer or building owner is tasked with the necessary servicing/care and inspection and any possible maintenance work.

2. Service contract

The customer can commission air-lux with executing servicing and inspection with an air-luxservice contract.

3. Cleaning

Regular, proper cleaning in accordance with the operating instructions extends the service life and maintains functionality of the air-lux system. Cleaning is not considered part of servicing and is the responsibility of the customer/building owner.

4. Maintenance

All components – including surfaces, seals, closures, fittings and construction joints – must be checked regularly for damage and deformation. As required, attachment screws must be tightened and defective or deformed parts replaced.

5. Product documents

The following documents are available for maintenance work:

- Service checklist
- Servicing/care instructions
- Complete operating instructions
- Quick-reference operating instructions



24/7



In the event of malfunctions, our service team is there for you around the clock, 7 days a week. If a malfunction occurs, please provide the name of the property and the installation number:

Do you have any questions?

Phone anytime - night or day

+41 71 272 26 00

service@air-lux.ch

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