

WHIMSICAL PROJECT LLP

PIVORA DOORS





WHIMSICAL PROJECT LLP

PRODUCT DETAILS

CLIENT NAME:

ADDRESS:

WORK AGREEMENT NUMBER:

WARRANTY NUMBER:

DATE OF PRODUCT SUBMISSION

MOBAIL NUMBER:

WHIMSICAL PROJECT LLP

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Overview

Dear Valued Customer,

Welcome to Pivora! Thank you for choosing our premium pivot doors for your space. We are committed to delivering exceptional quality, durability, and design in every product.

About Our Pivot Doors

Our doors are crafted with advanced multi-layer construction:

- The outer lamination features Aluminum Composite Panel (ACP), known for its elegant finish and superior weather resistance.
- Underneath, we use high-quality aluminum and wood layers for unmatched strength, stability, and longevity.
- The modern pivot mechanism is rigorously tested up to 20,000 operational cycles to ensure smooth, reliable operation for years.

Materials & Features

- Durable and stylish ACP lamination protects against fading and peeling
- Structural integrity backed by a robust blend of aluminum and wood
- Easy operation with a precision-engineered pivot system

PIVORA PIVOT DOOR WARRANTY CARD

Product Details

- Product Type: Pivot Door
- Outer Lamination: Aluminum Composite Panel (ACP)
- Construction: Multi-layered — Aluminum, Wood, and ACP Laminated Surface

Warranty Coverage

1. Manufacturing Warranty:- Pivora provides a 45-year warranty strictly against manufacturing defects under normal residential and commercial use. This warranty exclusively covers failures in structural integrity, bonding performance, and material faults resulting from manufacturing errors only.
2. Outer Lamination Warranty:- The Aluminum Composite Panel (ACP) lamination is warranted for 15 years against color fading, peeling, or delamination exclusively when exposed to normal atmospheric conditions.
3. Pivot Mechanism Warranty:- The pivot system is rigorously tested up to 20,000 operational cycles. Warranty covers failures strictly caused by mechanical defects under factory-standard installation and regular use.

Claim Procedure

- WARRANTY CLAIMS MUST BE ACCOMPANIED BY ORIGINAL PROOF OF PURCHASE AND DETAILED INSTALLATION INFORMATION.
- CLAIMS SHOULD BE DIRECTED EXCLUSIVELY TO AUTHORIZED PIVORA REPRESENTATIVES OR RETAILERS.
- PIVORA RESERVES THE RIGHT TO CONDUCT A THOROUGH INSPECTION AND VALIDATION BEFORE ANY WARRANTY SERVICE.
- UNAUTHORIZED REPAIRS OR TAMPERING WILL IMMEDIATELY VOID ALL WARRANTY COVERAGE.

Warranty Exclusions

THIS WARRANTY EXPLICITLY DOES NOT COVER:

- DAMAGE RESULTING FROM MISUSE, NEGLIGENCE, INTENTIONAL OR ACCIDENTAL PHYSICAL IMPACT.
- ANY MODIFICATION, REPAIR, OR INSTALLATION NOT PERFORMED OR AUTHORIZED BY PIVORA OR ITS CERTIFIED AGENTS.
- COSMETIC IMPERFECTIONS SUCH AS SURFACE SCRATCHES, DENTS, OR CHIPS OCCURRING POST-DELIVERY.
- COLOR FADING OR MATERIAL DEGRADATION DUE TO CHEMICAL EXPOSURE, ENVIRONMENTAL EXTREMES, OR ABNORMAL WEATHER CONDITIONS.
- DAMAGE CAUSED BY USE OF CLEANING AGENTS OR PROCEDURES NOT RECOMMENDED BY PIVORA.
- ANY DAMAGES RELATED TO DIGITAL LOCK MECHANISMS, WHICH ARE SEPARATELY WARRANTED BY THEIR MANUFACTURERS.

Terms and Conditions

- THIS WARRANTY IS VALID ONLY WITH THE ORIGINAL PURCHASE RECEIPT AND CERTIFICATE.
- WARRANTY PERIOD BEGINS ON THE DATE OF PURCHASE.
- THE WARRANTY COVERS REPAIR OR REPLACEMENT OF DEFECTIVE PARTS OR MATERIALS ONLY.
- DAMAGE RESULTING FROM MISUSE, IMPROPER INSTALLATION, ACCIDENTS, ALTERATIONS, OR UNAUTHORIZED REPAIRS IS EXCLUDED.
- NORMAL WEAR AND TEAR, INCLUDING SCRATCHES, DENTS, OR COLOR CHANGE BEYOND FADING, IS NOT COVERED.
- THE WARRANTY DOES NOT COVER DAMAGE CAUSED BY EXPOSURE TO EXTREME WEATHER BEYOND TYPICAL CONDITIONS OR CHEMICAL EXPOSURE.
- THE PIVOT MECHANISM WARRANTY COVERS ONLY MECHANICAL FAILURE RELATED TO NORMAL OPERATION CYCLES AND EXCLUDES DAMAGE CAUSED BY ABUSE OR FOREIGN OBJECTS.
- THE COMPANY RESERVES THE RIGHT TO INSPECT THE PRODUCT TO VERIFY THE CLAIM.
- ANY REPAIR OR MODIFICATION BY UNAUTHORIZED PERSONNEL SHALL VOID THIS WARRANTY.
- REPLACEMENT PARTS MAY BE NEW OR REFURBISHED AND CARRY THE REMAINDER OF THE ORIGINAL WARRANTY.
- THIS WARRANTY IS NON-TRANSFERABLE AND APPLIES ONLY TO THE ORIGINAL PURCHASER.
- DIGITAL LOCK COSTS ARE ADDITIONAL AND NOT COVERED BY THIS WARRANTY.

Step-by-Step Guide to Cleaning ACP Doors

1. Prepare Materials

You will need:

- Mild detergent or neutral pH soap (below pH 8)
- Warm clean water
- Soft microfiber cloth or non-abrasive sponge
- Soft-bristle brush (for edges and frames)
- Bucket or spray bottle
- Lint-free towel or drying cloth

2. Remove Loose Dust and Debris

Before using any liquid, wipe or brush away dry dust, sand, or cobwebs with a soft cloth or brush. This prevents scratching during the cleaning process.

3. Wash with Mild Soapy Solution

Mix a small amount of mild detergent in warm water.

- Dip the soft cloth or sponge in the solution.
- Wipe the ACP surface in gentle circular motions, beginning from the top and moving downward.
- For stubborn spots, apply light pressure — do not use scouring pads or aggressive rubbing.

4. Rinse Thoroughly

Rinse with clean, fresh water using a sponge, hose, or damp cloth to remove any soap residue.

Residue can lead to dullness or streaks if left on the panel.

Step-by-Step Guide to Cleaning ACP Doors

5. Dry Properly

Wipe the entire surface immediately using a lint-free towel or microfibre cloth.

Alternatively, let the surface air-dry naturally in shade — avoid strong direct sunlight while drying.

For Stains or Grease Marks

- Use an isopropyl alcohol-based cleaner only for tough grease spots.
- Apply gently with a soft cloth and rinse afterward.
- Never use kerosene, acid, bleach, or industrial solvents.

Maintenance Tips

- Clean ACP doors once every 3–6 months depending on exposure to dust and pollution.
- Avoid pressure washers — high pressure can force water into panel joints and cause damage.
- Avoid metal brushes or abrasive pads.
- Check and lubricate pivot hinges and locks separately with non-oily, Teflon-based lubricant.

This method keeps ACP-coated pivot doors looking new while maintaining their surface protection and luster for years.



Recommended Safe Mild Detergents

- Brand / Type Description Suitable For
- Diversey SoftCare or Suma Mild Detergent- Neutral-pH commercial cleaner widely used for coated metal and composite surfaces -Aluminum composite panels, laminated surfaces
- Vim Liquid Mild Dishwash- Gentle household liquid (non-abrasive, neutral pH, low surfactant strength) -Daily cleaning of dust and grime
- Frosch Eco Neutral Cleaner- Plant-based, solvent-free, non-acidic - Regular door maintenance, especially colored or laminated finishes
- Ecover Zero Washing Up Liquid -Unscented, non-toxic mild detergent suitable for synthetic and coated exteriors- Sensitive ACP and composite panels
- 3M Neutral Cleaner 3H or 3L- Formulated for coated metal facades and aluminum compounds -Deep cleaning without affecting outer lamination

Important Cleaning Rules

- Always dilute the detergent with warm water (1–2 teaspoons per liter).
- Use a soft sponge or microfiber cloth, never scouring pads or stiff brushes.
- Test first on a small, hidden section before full cleaning.
- Never use bleach, alcohol, vinegar-based products, or ammonia-based cleaners, as they can permanently dull the surface or strip coatings.
- After cleaning, rinse thoroughly with clean water and dry immediately with a soft cloth to avoid streaks.

Maintenance Tip

- If the door finish loses its shine over time, apply a thin layer of carnauba-based automotive wax or silicone-free composite polish once every 6–12 months. This restores gloss and adds a protective anti-static layer against dust.
- These mild, neutral detergents keep your ACP or composite pivot doors clean, streak-free, and protected without voiding warranty conditions.



Thank You