

WARRANTY CARD

EkoLine | Aluline | Woodline | Despiro | PVC

Warranty conditions

The warranty period for all products is specified in the statement: **The validity of a guarantee for Fenbro Sp. z o.o. products**

The warranty period for powder coatings is specified in the following table: **Warranty validity period for Fenbro Sp. z o.o. powder coatings**

The standard warranty for Fenbro products is 3 years. Depending on the additional warranty package selected by the customer, the scope and duration of the warranty may vary.

The warranty begins with the release of the product and its acceptance.

The buyer obtains the warranty at the time of full settlement for the goods.

The warranty covers

- Hidden defects that could not be noticed on delivery.
- Tightness of the glass insert.
- Durability of frames.
- The delamination of the base plate.
- Defects resulting from damage caused during transport.

The warranty doesn't cover:

- Damage to the product due to exposure to high temperatures or sunlight (e.g., bending that does not affect functionality).
- Damage caused by aggressive chemical substances such as oils, acids, greases, solvents.
- Damages resulting from improper use and maintenance.
- Independent modifications and repairs.
- Damage caused during storage or transport by the customer.
- Damages resulting from improper assembly, freezing, condensation related to climatic conditions.
- Failure to remove the protective film for the profiles, glue and silicone residues immediately after assembly (but not later than 1 month from the date of receipt), and to secure the transport stands (it was only made for transport and should be removed immediately upon receipt of delivery).
- Producing a product „at the customer's request“, inconsistent with the manufacturer's technological process.
- Insignificant defects (i.e. defects that do not affect the value in use of the product).

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All defects due to manufacturing defects or material defects should be reported within 7 days from the date of delivery in the case of a visible defect, 2 years in the case of a hidden physical defect. After this deadline is exceeded, complaints will not be considered. Company Fenbro Sp. z o.o. is not responsible for product defects resulting from improper installation. The warranty service will repair the recognized defects as soon as possible, not longer than 30 days from the date of accepting the complaint. This date may be changed in agreement with the client for important objective reasons. The method of removing the defect lies solely with Fenbro Sp. z o.o. In the event of a manufacturing (physical) defect, Fenbro Sp. z o.o. undertakes to repair the defective product free of charge, while in the event of inability to repair or excessive costs - replacement of the product with a new one, it is also possible, in agreement with the buyer, to reduce the price or grant a discount adequately to the reduced utility values of the product. Before visiting the service, please remove all additional elements from the product.

Cleaning and maintenance instruction.

Cleaning: Maintenance and cleaning should be done with a sponge and a mild alcohol-free detergent. The maintenance and cleaning of the glazing should be performed with the use of special glass cleaning agents. Steel frames should be cleaned with commercially available cleaning agents for stainless steel.

Recommendations:

Protective films should be removed from the entire surface of the board, immediately after installing the door with the panel, at the latest within one month. The filling should be installed in the door at a safe distance from the heating devices.

Warns:

It is not allowed to use chemicals, solvents, or abrasives for cleaning.

Transport and storage.

The filling should be stored horizontally, on a straight base. The panels should be stored in roofed, dry, and airy rooms. It is inadvisable to store panels in unfinished buildings. Transport should be carried out with vehicles that protect the goods against the influence of weather conditions.

Additional elements for repair, replacement.

If during the warranty period there are technological changes related to the introduction of new technologies (profiles, fittings, glass, other components), then in the event of withdrawal or removal from the offer of elements that require repair or replacement, the manufacturer will replace such elements with similar or similar ones functions.

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Complaint:

Conditions for accepting a complaint. Complaints must be submitted in writing or electronically (using the appropriate Fenbro form) and sent by e-mail to: info@fenbro.com, regardless of the country of purchase.

The complaint must be accompanied by photographic documentation, especially in the event of damage and non-compliance with the order.

The complaint is not a reason to withhold payment for the product. Unpaid goods are not covered by the warranty. The claimant should provide free access to the product during the warranty processes. The manufacturer's liability under the warranty is limited to the value of the purchased goods. The warranty does not exclude or limit the rights of the buyer, in accordance with the Civil Code, and resulting from the non-compliance of the goods with the contract.

Additional information.

Dark colors should be avoided when choosing fillings for exterior doors that are exposed to sunlight. In this case, there is a risk of the sash warping and the door tightness being impaired. When choosing panels in a dark color, it is necessary to have a roof or to counteract the so-called warping of the door joinery exposed to sunlight, it is recommended to equip the panels with additional reinforcement with the „Plus“ board or to produce panels with a thickness greater than the standard, i.e. 24 mm. Failure to comply with the above-mentioned recommendations may cause defects in the fillings, such as: deformation, swelling, peeling of the application, greasing of the veneer. The occurrence of these defects may not be the basis for a complaint.

Moreover:

- The color of the glass is its own feature, independent of the Guarantor and is not subject to complaint.
- The phenomenon of interference (light refraction on the glass) is a feature of glass and is not subject to complaint.
- The occurrence of „stains“ on the glazing units during steaming is its own characteristic and is not subject to complaint with the contract.

- If the product is resold, the next purchaser will benefit from the warranty until it expires.
- In the event of an unjustified complaint, all related costs (according to the current price list of services and materials) are born by the Buyer (in particular, the costs of travel and working time of the service technician).
- This warranty for the sold product does not exclude, limit or suspend the buyer's rights resulting from non-compliance

- The customer has read and accepts the general terms of sale and delivery from Fenbro Sp. z o.o.
- The assembly instructions are available at the Fenbro Sp. z o.o. website.
- Detailed information on the products is available at www.fenbro.com.