

# WARRANTY CARD

## 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 the following:

- Durability and color of profiles as well as strength of structural connections.
- Maintain the function and functionality of the hardware.
- Tightness of the glazing unit.

The warranty doesn't cover:

- Adjustment of fittings and maintenance of windows and doors.
- Dew on the external and internal panes and cracks in the panes during operation.
- Defects and damages with mechanical damages, on the basis of which the price of the product was lowered.
- Improper shipment by the buyer.
- Damage after installation of the joinery (any damage should be reported before the installation of PVC joinery) and improperly performed joinery assembly.
- Products with damaged paint coating due to dirt, use of inappropriate adhesive tapes or chemical care products.
- Gratings and other security devices that violate the product structure.
- Reasons not related to the usual use of woodwork or its not intended usage, damage resulting from random events and natural disasters, such as: flood, fire, gusty wind.
- Faulty structure of buildings.
- The buyer makes modifications by himself (except for the self-assembly of the elements provided for this).
- Defects and damages resulting from exceeding the technical standards resulting from the order, in which the buyer stated that he acknowledged the possible effects of these exceedances.
- Potential changes in the shades of woodwork due to the variety of the batch of a given product.
- Insignificant defects (i.e. defects that do not affect the value in use of PVC joinery).
- Post-installation glazing in model, arched or round windows.

## WARRANTY CARD

PVC

Any external damage to glass and profiles must be reported within 14 days from the date of purchase. When this deadline is exceeded, complaints will not be considered. Company Fenbro Sp. z o.o. is not responsible for window and door defects resulting from improper installation. The guarantee for the installation is provided by the installation company and is responsible for the proper adjustment of windows and doors. 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. Before the service visit, please remove any additional elements from the window (e.g. blinds, roller shutters) that were not delivered with the window.

### Instruction of cleaning and maintenance

Cleaning: PVC profiles can be cleaned with a washing-up liquid. It is not allowed to use alcohol, thinner and solvents for the varnish. Cleaning agents containing any particles that could damage the surface of the profile are also unsuitable.

The window care kits are equipped with profile care products, hardware and seals maintenance.

#### Windows maintenance:

Regular window maintenance is essential for the window to retain its utility value for a long time. Therefore, once a year, the following maintenance should be carried out: check the functioning of the moving parts of the window, preserve the hardware, check the tightness between the sash and the frame, preserve the seal, check the drainage systems, clean the openings if necessary, check the window mounting bolts.

#### Seals maintenance:

Window seals play a very important role: they protect the interior from water, wind and cold. Therefore, they must be properly used and maintained. They cannot be cleaned with chemicals that affect their properties, elasticity or even adherence to the profile. After each cleaning, the gasket should be preserved. This prevents excessive flattening, the seal sticking to the moving parts of the window, cracking.

#### Hardware maintenance:

Window fittings are mostly made of metal. They are therefore exposed to rust and corrosion.

To avoid this, perform maintenance at least once a year and lubricate with machine oil.

#### Attention:

If there is condensation on the windows, it means that they are too tight. This phenomenon is a natural consequence of not ventilating rooms with a specific microclimate. The water vapor then condenses on the cooled surfaces of the window. To prevent this from happening, ventilate the rooms. This should be done regularly as needed. It is best to open all the windows so that the air in the room is completely replaced. Permanently tilting a sash is often insufficient.

#### Optional accessories: repair, replacement, interchangeability.

If any processing modifications are made during the warranty period as related to new manufacturing process implementation (of profiles, hardware, glass, and other components) and any component which requires a warranty repair or replacement is removed from or no longer available in the sales portfolio, the manufacturer will replace it with a functionally approximate counterpart.

#### Warranty claims.

Terms and conditions of warranty claim acceptance Warranty claims must be submitted in writing or electronically (using the appropriate Fenbro form) by sending an e-mail to [info@fenbro.com](mailto:info@fenbro.com). This applies to all customers, regardless of country or language.

Attach photographic evidence to the warranty claim form, especially if the claim is made for damage or purchase-or-order nonconformities.

## WARRANTY CARD

PVC

No warranty claim is a reason to suspend the payment due for PVC products. Products unpaid for are not eligible for warranty. The warranty claim issuer shall grant unobstructed access to the product during warranty claim processing. The manufacturer's warranty liability limit is the value of the purchased product. The warranty does not exclude or limit the buyer's rights under the Polish Civil Code and resulting from product nonconformity with the contract.

### Miscellaneous information.

Dark colours should be avoided in the choice of joinery, exposed to sunlight. Because there is a risk of sash warping and deterioration of joinery tightness. When choosing panels in a dark colour, it is necessary to have a roof or to prevent the so-called warping of the door woodwork exposed to sunlight, it is recommended to equip the panels with additional reinforcements with the „Plus” board or to produce panels with a thickness greater than the standard one, i.e. 24 mm. Failure to comply with the above-mentioned recommendations may cause defects such as: deformation, swelling, detachment of the application, greasing of the veneer. The occurrence of these defects cannot be the basis for a complaint. White panel fillings exposed to direct sunlight may turn yellow.

Fenbro Sp. z o.o. shall be released from all claims and liability including recourse claims under this warranty in the following circumstances:

- The colour of the glass is an inherent feature, independent of the Guarantor, and as such is not subject to complaint.
- The phenomenon of interference (light refraction on the glass) is a natural feature of the material and is not subject to complaint.
- The appearance of “spots” on glazing units during condensation is a natural characteristic and is not subject to complaint.
- The method of joining glazing spacers ensures the airtightness of the glazing units; the aesthetics of this workmanship are not subject to complaint.
- In the event of resale, the new owner is entitled to the warranty until its expiry date.
- In the case of an unjustified complaint, all related costs (according to the current price list of services and materials) shall be borne by the Buyer — particularly travel expenses and technician labour time.
- Damage to the product is covered only if it occurs during the warranty period.
- Products must be stored in accordance with PN-B-05000:1996 requirements — in covered, dry, and well-ventilated spaces.
- Detailed information about PVC joinery can be found at: [www.fenbro.com](http://www.fenbro.com)