

WARRANTY CARD

ALUMINIUM

Warranty Terms & Conditions

The warranty period for each product is specified in this reference: Warranty period for Fenbro Sp. z o.o. products.

The warranty period for powder coating is specified in this reference: Warranty 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 period of this Warranty begins on the date of product release to and reception by the Buyer.

The warranty rights are acquired by the Buyer once the full sales price is paid.

The Warranty covers the following:

- The service life and colour of profiles and the strength of structural joints
- The continued functioning and operating performance of hardware;
- The seal integrity of insulated glass.

The Warranty does not cover:

- Adjustment of hardware or maintenance of windows and doors; Condensation of water vapour on external and
- internal glass or any glass cracks caused during use of the product, including those resulting from improper use;
- Defects and damage that have qualified the product for a price discount, including mechanical damage;
- Improper shipping/handling by the Buyer;
- Damage caused after installation of the product (all damage discovered beforehand shall be claimed before the aluminium product installation process) or installation carried out by the customer or on their own initiative;
- Products which have a damaged coating due to dirt, use of inappropriate adhesive tapes, or chemical cleaning or care products;
- Failure to remove the protective film and residues of adhesives and silicone sealants directly after the installation process (and within 1 month from the date of reception) and the security features of the shipping racks (which shall be in place only until the delivery of shipment and removed immediately after the delivery is received);
- Grating and other security features which have altered the product's structural integrity;
- Any causes unrelated to normal use of the product or resulting from non-intended use of the product, and damage caused by fortuitous events (force majeure), or natural disasters, including flood, fire, or high wind;
- Defects in building structure;
- Unauthorized modification of the product by the Buyer (which does not include self-installation of any parts intended by the manufacturer for product modification);
- Defects or damage caused by violating the technical standards specified in the Buyer's purchase order in which the Buyer has declared to understand the potential consequences of technical standard violation;
- Potential changes in the colour tones of the product, caused by the manufacturing differences of the product batch;
- Insignificant defects (which do not affect the fitness for use of the aluminium products).

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Any external damage to glass and profiles shall be claimed within 14 days of the date of purchase. No claims will be accepted afterwards. Fenbro Sp. z o.o. shall not be responsible for any defects of windows and doors caused by incorrect installation. The installation warranty is provided by the installer's business which is also responsible for correct adjustment of windows and doors. The warranty service will repair the defects accepted as claimed as soon as possible and not later than 30 days from the date of claim acceptance. The said time limit can be changed in agreement with the Buyer for valid objective reasons. Before the arrival of the service personnel to the site, remove any additional components (e.g. blinds and shutters) that were not originally supplied with the window.

Cleaning and maintenance instructions

Cleaning:

Window joinery can be cleaned with dishwashing liquid. Do not use alcohol, varnish thinners or solvents. Do not use any scouring/abrasive cleaners. Carry out the maintenance of windows and doors once a year; check the mounting screws, inspect the locking mechanism; lubricate all moving parts of the hardware with a drop of machine oil to each lubrication point; clean and represerve or replace all damaged seals; check the drainage system and clean the drain holes if required.

Maintenance

Anodised or coated aluminium profiles require cleaning with a soft cloth and mild detergents. Do not use liquids based on highly alkaline or acidic compounds that may cause damage to anodized oxide or coated surfaces. Do not use any detergents with a pH below 5 or above 8. The temperature of the surface to be cleaned and of the cleaning water shall not be higher than 25°C. Rinse the surfaces with clean, cold water immediately after cleaning. Regular cleaning prevents significant and persistent dirt. Maintain the hardware as specified by the hardware OEM. Lime, cement, alkaline substances and cleaning products (like bleaches or abrasive pastes) are especially harmful to aluminium profiles, and their decorative coatings in particular. Hence, try to minimise the wet outfitting as far as possible. If mortar touches the aluminium surface, wash it off immediately (before the mortar cures). Otherwise, the aluminium surface can be permanently discoloured and/or damaged. Electrochemical oxidation of aluminium occurs in the points of contact with dissimilar metals or alloys. This corrosion occurs especially fast in high humidity. Always separate aluminium from other metals with an isolating layer.

Maintenance, care, and cleaning of stainless steel (inox)

Determine the frequency of cleaning stainless steel parts on a case-to-case basis, depending on their actual rate of wear and contamination. The cleaning should be scheduled in a way which will reduce the risk of corrosion of stainless steel components. It is recommended to clean every 12 months for slight contamination and every 6 months for severe contamination.

Guidelines:

Stainless steel with a mirror finish (polished) can be cleaned with products intended for cleaning of glass. Do not use chlorides. Remove the cleaning residues with water (preferably demineralised) and dry the clean surfaces to avoid smudges and water stains. Cleaning supplies: cloth, chamois leather, nylon sponge. Alcohol-based products, including methylated spirit and isopropyl alcohol, and solvents such as acetone do not reduce anti-corrosion properties of stainless steel.

Do not:

Do not use scouring powder to clean stainless steel as it may scratch the surface. Do not use diluted hydrochloric acid, bleach, or products intended for cleaning silver or removing construction mortar. Do not use carbon steel wire brushes, wire wool, or steel scouring pads.

Stainless steel should be preserved using commercially available care products for ground and polished surfaces.

Caution: Protect the windows with plastic film covers during any renovation work.

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List of types of contamination of stainless steel surfaces typical to the environment:

Contamination type	Ambience	Cleaning products (ready to use)
Cement and mortar	Construction site	Solution with a small ratio of phosphoric acid, followed by water (demineralised, preferably)
Fingerprints	Daily use	Water with soap or a detergent; glass cleaning products (without chlorides)
Oil and grease	Industrial	Alcohol-based products (e.g. methanol or isopropanol); solvents e.g. acetone; products for cleaning chrome-plated surfaces
Paint	Industrial	Alkaline or solvent-based paint removers

Before commencing the installation work, the Buyer shall ensure removal of protective film and verification of the product structure for any scratches or dents which cannot be qualified as defects on warranty once the windows have been installed. Prior to the installation process, the product shall be covered with plastic film for protection against damage, especially scratching, which are a high risk during construction and installation work. Before protecting the profiles, wipe the product profiles with a soft cloth and a mild detergent. If the product which has evident defects has been installed, it will not be eligible for the warranty. The manufacturer will not accept any costs of removal and installation of any product with evident defects. Remove the protective film in 1 (one) month after the delivery.

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 equivalent 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. 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-order nonconformities.

No warranty claim is a reason to suspend the payment due for aluminium 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.

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Miscellaneous information.

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

- Steel dust resulting from processes such as welding, cutting, drilling, and grinding carbon steel rust very rapidly on stainless steel surfaces.

Moreover:

- The colour of glass is an inherent property beyond any control of the Guarantor and shall not be eligible for any warranty claim.
- Interference (refraction of light by glass) is inherent to glass and shall not be eligible for any warranty claim.
- The manifestation of any condensation 'stains' on insulated glazing is inherent to the glazing and shall not be eligible for any warranty claim.
- The method of joining glazing frames ensures the seal integrity of the glazing units and its aesthetic finish shall not be eligible for any warranty claim.
- If the product is resold, the new buyer will use this warranty until it expires.
- For each unreasonable and rejectable warranty claim the costs of its processing (including any travel and work of field service personnel) shall be charged from the buyer (according to the prevailing prices of services and materials).
- Damage to the product only and solely within the warranty period;
- The products stored according to the standard PN-B-05000:1996, i.e. in dry, ventilated indoor areas.
- The installation instructions from each system vendor are available on the website of Fenbro Sp. z o.o.
- Find more detailed information about aluminium products on www.fenbro.com