

WARRANTY CARD

EXTERNAL BLINDS

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:

- Colour fastness of the blades and aluminium profiles;
- Service life of structural parts;
- Strength of structural joints;
- The continued functioning and operating performance of the external blinds.

The Warranty does not cover:

- Defects caused during or by shipping, handling, installation, or commissioning of the product;
- Defects from incorrect storage, use, or operation of the product, especially in violation of applicable safety standards;
- Effects of external factors, especially fire, lightning strike, extremely high wind, water, soil, acids, and extreme weather conditions at the location;
- Effects of external factors which include program configuration failure of the blind motors;
- Failure to remove the protective film from the profiles, residues of glue and silicone immediately after installation (and no later than 1 month from the date of receipt), as well as failure to remove the transport supports (which were only for transport purposes and should be promptly removed upon receipt of the delivery)
- Mechanical damage of the product;
- Use or operation of the product despite of any defect discovered in it;
- Normal wear and tear of product parts and consumables, which may include seals, bolts, lubricants, etc.;
- Unauthorised or unqualified repairs or adjustment of the product;
- Insignificant defects (which do not affect the fitness for use of the external blinds).
- No guarantee that the blinds will raise/lower in the same horizontal position, even with the same blind armor dimensions.

WARRANTY CARD

EXTERNAL BLINDS

No.	Feature	Description of tolerance conditions	Tolerance
1	Width of blinds	Width of blinds up to 2000 mm	+/- 3 mm
		Width of blinds from 2001 mm to 3500 mm	+/- 4 mm
		Width of blinds above 3500 mm	+/- 5 mm

No.	Feature	Description of tolerance conditions	Tolerance
2	Width of blinds	Height of blinds up to 1500 mm	+/- 4 mm
		Height of blinds from 1501 mm to 2500 mm	+/- 6 mm
		Height of blinds above 2500 mm	+/- 10 mm

No.	Feature	Description of tolerance conditions	Tolerance
2	Parallelism of the bottom rail	Deviation of parallelism at height up to 3000 mm	+/- 10 mm
		Deviation of parallelism at height above 3000 mm	+/- 15mm

No.	Feature	Description of tolerance conditions	
2	Light transmission	In the closed state, horizontal and vertical gaps may occur from outside to inside	acceptable
		In the closed state, horizontal and vertical gaps may occur from inside to outside	acceptable

No.	Feature	Description of tolerance conditions	
2	Noise	during operation and shutdown depending on the drive	acceptable
		Noise depending on wind strength and slat position	acceptable

Any external damage to the external blind shall be claimed within 14 days of the date of purchase. No claims will be accepted afterwards. Fenbro Sp. z o.o. shall not responsible for any defects of the products caused by incorrect installation. The installation warranty is provided by the installer's business which is also responsible for correct adjustment of external blinds. 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 which could obstruct access for adjustment or removal of the external blind, of the components have not been supplied with the product and the installation was done by Fenbro Sp. z o.o.

Cleaning and maintenance instructions.

Cleaning: It is recommended to clean the product every 12 months for slight contamination and every 6 months for severe contamination. Slightly dirty metal and aluminium surfaces are recommended to be cleaned with water and mild detergents. Recommended cleaning supplies: soft cloth, chamois leather, or nylon sponge. Remove the cleaning residues with water (preferably demineralised) and dry the clean surfaces to avoid smudges and water stains.

WARRANTY CARD

EXTERNAL BLINDS



Recommended cleaning supplies: soft cloth, chamois leather, or nylon sponge. Remove the cleaning residues with water (preferably demineralised) and dry the clean surfaces to avoid smudges and water stains.

Do not clean with any of the following: pressure washers, aggressive detergents or solvents, chlorine, ammonia, petroleum, acetone, or bleach-based detergents which must not be applied to the product system or near it or there will be a risk of corrosion, sharp tools (including wire brushes), and abrasive/scouring products for cleaning (like scouring powders or polishing compounds).

Do not: grasp or pull on any system part forcibly, replace a failed part with non-genuine spares, cause deformation of the blind blades, or allow any water to enter the top rail of the blind system.

Caution! Protect the exterior blinds with plastic film covers during any renovation work.

Maintenance:

The external blind shall be serviced for maintenance once a year. During the maintenance: inspect the correct performance of rolling the blind down and up and the correct end positions; clean all visible and readily accessible parts of the external blind.

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. 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 external blinds. 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.

WARRANTY CARD

EXTERNAL BLINDS

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:

- No warranty claim will be admitted for processing if the product price is not paid in full. This does not apply to sales for private, non-commercial use.
- Due to the design specifics, the operation may cause wear to develop in some parts (e.g. the mounting of the sliders). This wear shall not be eligible for any warranty claim.
- The warranty applies only to defects caused in the object of sales contract and the warranty liability of Fenbro Sp. z o.o. is limited to the reimbursement of the value of sold product. The manufacturer shall not be liable for other costs caused by any defect of the product.
- If the buyer has the product installed despite it has evident defects, the buyer will forfeit all rights to claim the defective product or pursue warranty repairs of an evident defect which has been discovered during the product delivery reception.

Moreover:

- This warranty shall apply only on the territory of the original country of purchase
- The variations in tone of the same colour of blind components (especially in woodlike finish colours) shall not be eligible for any warranty claim.
- The liability of Fenbro Sp. z o.o. is limited to the value of the sales contract object and Fenbro Sp. z o.o. has the sole discretion in determination of its liability for actual damage.
- The method of defect remedy shall be at the sole discretion of Fenbro Sp. z o.o.
- If a door or shutter component is concealed by installation, which may include service access doors and guide rails/tracks, the buyer shall provide access for defect removal by the Fenbro Sp. z o.o. service personnel. If the components are installed on a storey above ground, the buyer shall provide a man lift or scaffolding for access.
- The buyer has read and accepted the general terms and conditions of sales and delivery by Fenbro Sp. z o.o.
- Detailed information about façade blinds can be found on the website www.fenbro.com