

WARRANTY CARD

ROLLER SHUTTERS

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:

- Use of Fenbro Sp. z o.o. products under normal weather conditions (without aggressive liquids, gases, dust). Components connected according to the manual and adjustment of the tube motor. The manuals are available on request and at the websites of the motor suppliers (for example SOMFY, SELVE, YODDA, ALUPROF).
- 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 roller shutters.

The Warranty does not cover:

- Defects caused during or by shipping, handling, installation (including self-installation by the customer), or commissioning of the products. Defects caused due to improper storage, use or utilisation of the products or components not used by Fenbro Sp. z o.o. in particular not in accordance with the safety standards.
- Incorrectly adjusted limit settings of the motor, improper connection of the motors to the mains supply, modifications to the power supply system or polarity, as well as adjustment, cleaning, or periodic maintenance — especially when performed by the customer or by third parties not recommended by Fenbro.
- Influence of external factors, especially fire, lightning strike, extremely high wind, water, moisture, soil, acids, and extreme weather conditions at the location. Effects of external factors which include program configuration failure of the roller shutter motors.
- Failure to remove the protective film on the profiles, residue of adhesive and silicone 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).
- Mechanical damage to the product.
- Use or operation of the product despite 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 roller shutters).

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Any external damage to the roller shutters shall be reported 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 the roller shutters caused by incorrect installation. The installation warranty is provided by the installer's business, which is also responsible for correct adjustment of the roller shutters. 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.

Cleaning and maintenance instructions.

Cleaning: It is recommended to clean the product every 12 months for slight contaminations and every 6 months for severe contaminations. 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.

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).

Strong cleaning agents may cause corrosion or change of coating colour; do not use any organic solvents containing esters, ketones, alcohols, fragrances or chlorinated hydrocarbons, and other cleaning agents with unknown chemical composition; when removing fatty stains (e.g. oils, soot), or residue of adhesives, self-adhesive silicone rubbers, use agents containing no aromatic petroleum hydrocarbons.

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

Maintenance:

It is recommended to carry out a periodic inspection consisting in checking completeness, condition and efficiency of structural elements, and electrical, control and protective devices every 6 months after first commissioning of the roller shutter.

It is not recommended to introduce any changes to the delivered product on one's own as this may pose a risk of loss of warranty and may affect proper operation of the product. Maintenance and repair works should be carried out by the qualified service technicians of the manufacturer or its authorised representative.

Simple maintenance activities may be performed by the roller shutter's user with no particular expertise. These activities include keeping curtain clean and removing any grime accumulated inside the guide rails. During their performance the following principles should be followed: carry out maintenance activities while the roller shutter is stationary, do not use sharp or abrasive tools to clean the roller shutters, wash the roller shutter surface using a small amount of mild neutral washing detergents (carry out the above activities at a temperature between 10°C and 25°C). Protect the roller shutter from aggressive or corrosive substances, such as contained in saltpetre compounds, acid, lye or salt, and from mechanical damage.

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.

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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 any payment due for the roller shutters. 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.

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 buyer is obliged to receive the product and check it in terms of quantity and quality for apparent defects that may be the basis for post-receipt product claims. Apparent defects include non-conformities pertaining to quantity, colour, dimensions, system and mechanical damage, such as scratches, cracks. If the buyer has the product installed despite having evident defects, the buyer will forfeit all rights to claim the defective product or pursue warranty repairs of an evident defect which was discovered during the product delivery acceptance.
- The warranty applies only to defects caused to the object of a sales contract and the warranty liability of Fenbro Sp. z o.o. is limited to the possible reimbursement of the value of the sold product. The manufacturer shall not be liable for other costs caused by any defect of the product.
- The method of defect remedy shall be at the sole discretion of Fenbro Sp. z o.o.
- If a shutter component is concealed by installation, which may include guide rails, the remaining shutter components, the buyer shall provide access for defect removal by the Fenbro Sp. z o.o. service personnel. If the components are installed on an above-ground storey, the buyer shall provide a man lift or scaffolding for access.

Moreover:

- This warranty shall apply only on the territory of the original country of purchase.
- The variations in shade of the same colour of shutter components (especially in wood-like 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 buyer has read and accepted the general terms and conditions of sales and delivery by Fenbro Sp. z o.o.
- Find more details about external blinds on www.fenbro.com.