

WARRANTY CARD

STEEL WINDOWS AND DOORS

Warranty Terms & Conditions.

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

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;
- Improper shipping/handling when arranged by the Buyer;
- Improper storage, especially if the product is kept outdoors and not sheltered with exposure to direct sunlight, rain, wind, and other elements;
- Damage caused after installation of the product (all damage discovered beforehand shall be claimed before the product installation process) or improper installation of the product;
- Scratching of the exterior of profiles and glass caused after the product reception;
- Defects in building structure;

Failure to remove the protective film 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);

- Defects or damage caused by violating the technical standards specified in the Buyer's purchase order in which the Buyer has declared that they understand the potential consequences of technical standard violation;
- Unauthorized modification of the product by the Buyer (which does not include self-installation of any parts intended by the manufacturer for product modification);
- 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;
- 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 steel windows and doors).

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CLEANING AND MAINTENANCE INSTRUCTIONS

Determine the frequency of cleaning stainless steel parts on a case-to-case basis, depending on their actual rate of wear and contamination. The frequency of cleaning must minimise 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. Stainless steel with a mirror finish (polished) can be cleaned with products intended for cleaning of glass. Do not use chlorides.

Test the cleaning product to be used on a small area beforehand to verify cleaning performance. 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.

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.

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

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 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.

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

Contamination type:	Environment:	Cleaning agents (ready to use):
Cement and mortar	Construction site	Solution with a small ratio of phosphoric acid, followed by water (demineralised, preferably)
Fingerprints	Daily operation	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

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

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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.

Claims are not a reason to suspend payment for window frames. Products unpaid for are not eligible for warranty. 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:

- 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.
- The variations in woodlike finish tones of windows caused by the pattern of knots are not eligible for any warranty claim.
- 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).
- Find more detailed information about glass in "Insulated Glass Quality Assessment Criteria" available on www.fenbro.com.