

WARRANTY CARD

WOODEN PRODUCTS

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;
- Defects and damage which have made a product price discount eligible for, including mechanical damage;
- Improper shipping/handling by the Buyer;
- Improper storage or warehousing, and discolouration, damage of parts and components caused by swelling of wood, and excessive indoor humidity;
- Damage caused after installation of the product (all damage discovered beforehand shall be claimed before the wooden product installation process) or improper installation of the product;
- Products which have a damaged coating due to dirt, use of inappropriate adhesive tapes, or chemical cleaning or care products;
- 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 wooden products);
- Damage caused by excessive moisture originating from failed preservation of the V-joints or wooden cross-sections.

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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 the products caused by incorrect installation. The installation warranty is provided by the installer's business which is also responsible for correct adjustment of windows. 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 product.

Cleaning and maintenance instructions.

Cleaning:

Regular and thorough cleaning of windows helps to maintain their service life and performance. Apart from cleaning the glass and profiles, inspect the condition of hardware and, if necessary, remove dirt with a damp cloth and a mild, neutral pH detergent. Make sure all parts are dry before closing the window. To protect the hardware and the areas around the rebates, it is recommended to regularly vent these parts to eliminate moisture and condensation (especially during construction work). The hardware must be free from any deposits (e.g. salt) and other contaminants. Remove dirt as soon as possible – before it absorbs water. Clean the hardware with a damp cloth and avoid long-lasting moisture. Damaged parts have to be replaced with new ones. Note that damaged hardware will reduce the performance of the window as and cause risks to the safety of users.

Use mild cleaning products (diluted and with neutral pH) for cleaning and care of windows. Recommended cleaning products include: Teknoclean 1951-00 liquid cleaner and Gori 690-31 Surface Maintenance milk. Cleaning supplies: cloth, chamois leather, nylon sponge. Do not use any aggressive or acidic detergents or abrasive cloth. Caution! Protect the windows with plastic film covers during any renovation work. Maintenance: Regular and thorough cleaning of windows helps to maintain their service life and performance. Apart from cleaning the glass and profiles, inspect the condition of hardware and, if necessary, remove dirt with a damp cloth and a mild, neutral pH detergent. Make sure all parts are dry before closing the window.

To protect the hardware and the areas around the rebates, it is recommended to regularly vent these parts to eliminate moisture and condensation (especially during construction work). The hardware must be free from any deposits (e.g. salt) and other contaminants. Remove dirt as soon as possible – before it absorbs water. Clean the hardware with a damp cloth and avoid long-lasting moisture. Damaged parts have to be replaced with new ones. Note that damaged hardware will reduce the performance of the window as and cause risks to the safety of users. Fenbro Sp. z o.o. windows doors have high quality hardware which needs to be maintained and inspected in a proper manner.

The hardware has to be inspected 12 months after the installation and every 3-5 years afterwards in private buildings or every 6-18 months afterwards in public buildings (depending on usage). Window hardware, which is mainly made of metal, is prone to corrosion. In order to avoid it, the hardware shall be lubricated with machine oil at least once a year. A recommended product is the OKS 3751 PTFE adhesive spray lubricant. All work related to window adjustment – removing and hanging the casements, replacing the parts, maintaining and adjusting the safety components – must be done by experienced professionals.

Coating maintenance

It is recommended to paint the windows every three years to renovate them. This will help protect the wood against adverse effects of weather. During this maintenance, the coating material and the paint applied to the window must be compatible. The Fenbro Sp. z o.o. products are finished with environmentally-friendly, water-thinnable acrylic coats. Do not coat the hardware. Maintaining the quality of paint coating Discolouration of the wood during use is a result of natural processes (and not eligible for any warranty claim).

Recoat damage to the coating with a full three-coat system. Follow the manufacturer's guidelines for regular maintenance and care.

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.

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Warranty claims

Terms and conditions of warranty claim acceptance Each warranty claim must be submitted in writing or electronically (using the relevant Fenbro form) either at the place of purchase or via e-mail to: info@fenbro.com, regardless of the country of purchase.

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 wooden 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.

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

- Fungal infestation, sapstain, or mould if the user is not able to prove that the biological attack was present before coating.
- Damage caused by resin weeping, because resin is a natural substance present in wood and its possible weeping is no evidence of inferior product quality. If it is noticed that the resin disturbs the paint coat, clean and repair this part of the coating. Note that the warranty is void if no repair work is carried out immediately after the damage occurred.
- The coating layer becomes worn due to natural causes, including but not limited to sunlight, age, discolouration or change in gloss, and these causes do not adversely affect the performance of the coating.
- incorrect installation, and/or insufficient ventilation during or after the installation process, or a failed vapour-breathing balance from excessive difference between the inner and outer coating film thickness.
- Peeling off of the coating layer on less than 5% of the coated surface.

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 products installed according to the Installation Manual which is integral to the Warranty Package and free from any evidence of chiselling or structural alterations done during the operating life, with the products maintained without interruption and according to the manufacturer's guidelines.
- Find more detailed information about wooden products on www.fenbro.com.