

10-year guarantee

The guarantee declaration applies to windows supplied and installed in Denmark, Ireland & UK (excluding the Faroe Islands & Greenland) from 1st September 2013.

On the premise that the elements in your order are installed in accordance with the installation instructions and that they are maintained according to instructions, we provide a 10-year guarantee as follows:

On our DVV marked products we offer a 10-year guarantee, composed of 5 years DVV guarantee in accordance with window industry regulations and in addition our extended 5-year guarantee

The window industry DVV guarantee is available at: www.vinduesindustrien.dk

Please note that the above guarantee does not encompass:

- Damage and functional problems arising from lack of, or inadequate lubrication and maintenance and the removal of the units' exterior powder coated surface
- Products that are affected by external influences, such as: other building components, including various foam types, also extreme heat, moisture, chemical and climatic influences etc.
- Ring seals inside fittings (hinges, locks, closure fittings) and sealing strips that have to be replaced due to general wear and tear and use.

- Visual faults in panes will be assessed in accordance with the window industry Appendix 20: Visual quality deviations in thermal panes as found on www.vinduesindustrien.dk
The guarantee deadline for visual faults in panes is maximum 1 year after delivery
- Sealing for doors, supplied with 1-point locks
- Water ingress at the door edge of inward opening doors
- Functional stability in units that are larger than the units in our price list
- Units supplied with colourless/glazed surface coatings. For these, a 5-year DVV guarantee applies
- For panel and leaf doors a 5-year DVV guarantee applies as standard
- For electrical components, in general a 1-year guarantee applies.

Due to the high level of insulation in low-energy products, in certain situations condensation may form on the exterior side of thermal panes.

If bottom glazing beads or window bars are of timber, also doors with timber bottom sections, the durability of surface coatings on these cannot be expected to correspond to other surfaces, and so these will require more frequent maintenance. Please refer to the section in the user manual concerning "Anticipated outcome of industrially surface treated timber units" on page 25.

