

Product warranty

DATE:

TO:

YOUR BRAND/ITEM:

OUR ORDER NO:

1. Scope of the warranty

In Sweden, Elitfönster AB issues a warranty for factory-finished and glazed windows, balcony doors (French windows) and sliding doors with sealed glazing units

- covering rot damage in the product's wooden parts
- covering condensation between panes in sealed glazing units
- for the product's function

The warranty's scope for the respective product as specified above is set out on page 2.

Elitfönster issues a 1 year warranty from approved date of final inspection for glass cracks that have arisen due to defects in connection with manufacture of the pane or the window.

For linked products, no warranty applies for damage that can arise through increased heat absorption in connection with use of integral blinds in colours other than white.

With finishes in colours other than white, Elitfönster disclaims all responsibility for the colour's light resistance or damage that can arise through increased heat absorption.

2. Warranty period

The warranty is valid from the date of delivery. The exception is the warranty for condensation between panes, which applies from the date that is stamped on the sealed glazing unit's moulding. If the product is intended for a contract that will have a final inspection or be handed over in some other way, the liability period and the warranty period start from the date of approved final inspection.

3. Warranty undertaking

The warranty entails Elitfönster rectifying such defects in the product that are covered by the warranty according to the above.

The defect can be rectified through repair of existing product, replacement of defective component in the product or replacement of the entire product. Elitfönster determines whether the defect under warranty shall be rectified through repair or replacement.

Elitfönster is responsible for all costs arising for material and work required to rectify the defect, with the exception of any costs as specified in point 4.

The warranty does not cover costs for any lifting devices or scaffolding that is necessary for repair or replacement of the product. Elitfönster's undertaking does not cover labour costs for replacement of trim and other fixings around windows.

4. Foam sealant

Use of foam sealant or similar when installing can cause difficulties in adjusting or dismantling products. For warranty measures for products installed with foam sealant, the customer is liable for dismantling costs where required to rectify the defect that has arisen.

5. Warranty conditions

The warranty is valid if:

- the product was delivered, stored, installed and maintained according to Elitfönster's instructions and TMF's publication: "Windows and exterior doors, design, installation, service and maintenance"
- the product was not used in an abnormal way nor subject to external impact and thus damaged
- the product was not repaired or changed other than by
- Elitfönster's service personnel
- inspection label (P-mark) affixed to the the product is not removed or painted over

It is the purchaser's responsibility to ensure that the above are documented.

6. Claims

Claims shall be made within a reasonable period after the defect has been observed or should have been observed.

Goods should be inspected on receipt and visible transport damage noted on the driver's consignment note, and reported immediately to Elitfönster to be approved.

Claims shall be verified with photographs (overall image and detailed images). Damages to the products that are not documented before installation are not accepted as defects.

7. Other conditions

Viewing distance for assessment of surface finish is 3 m (the same method is used for aluminium, wood and glass surfaces). Conditions, rules and method for assessment of glass, surface finish of wood and aluminium are available at elitfonster.se.

Complete warranty conditions for exterior and interior doors are available at snickarper.se and diplomatdorrar.se respectively.

Otherwise ABM 07 applies.

The warranty's scope for respective product

Elitfönster Original Alu Objekt

- 10 year warranty against rot
- 10 year warranty against condensation between panes in sealed glazing units
- 10 year warranty on function*

Elitfönster Harmoni

- 10 year warranty against rot
- 10 year warranty against condensation between panes in sealed glazing units
- 10 year warranty on function*

Elitfönster Original Trä Objekt

- 10 year warranty against rot
- 10 year warranty against condensation between panes in sealed glazing units
- 10 year warranty on function*

Elitfönster Vision

- 10 year warranty against rot
- 10 year warranty against condensation between panes in sealed glazing units
- 10 year warranty on function*

Elifönster Sliding doors

- 10 year warranty against rot
- 10 year warranty against condensation between panes in sealed glazing units
- 10 year warranty on function*

Hajom Sliding doors

- 10 year warranty against rot
- 10 year warranty against condensation between panes in sealed glazing units
- 10 year warranty on function*

Accessories**

- 2 year function

Diplomat exterior doors

- 2 year warranty on function and fitting pack
- 10 year form warranty
- 10 year warranty against condensation between panes in sealed glazing units

Diplomat interior doors

- 2 year warranty on function*
- (Change and movement in wood that affects surface treatment, e.g. small cracks and minor tannin staining cannot be excluded. If this happens, it is not regarded as a product defect)

* Full remediation warranty applies for years 1-5. Replacement material is supplied for years 6-10.

** Range of accessories relates to blinds, mosquito net, pleated-, vertical- and roller-blinds

Questions regarding the warranty can be put to Elitfönster AB.