

WARRANTY FOR PRO TEC XFRAME

The following guarantee provisions apply to orders placed as from 3 January 2014.

1. WINDOWS AND DOORS

1. This guarantee is given by PRO TEC VINDUER A/S. It does not in any way limit or alter the rights that you hold by agreement and/or in accordance with legislation in relation to your supplier/contractor, or towards PRO TEC VINDUER A/S.

2. If you raise a claim concerning manufacturing and/or materials defects within a period of 10 years from PRO TEC VINDUER's delivery date, the guarantee gives you the rights towards PRO TEC VINDUER A/S stated in clause 3. The date of manufacture can be seen from the label on the product. If necessary, you will be required to document the delivery date.

3. If a justified complaint is made concerning manufacturing and/or materials defects within the period stated in clause 2, PRO TEC VINDUER A/S will be obliged to rectify the defect or, if necessary, deliver a new product free of charge. Within this guarantee, PRO TEC VINDUER A/S does not, however, cover the costs of dismantling the old product and mounting the new product, just as any consequential work on replacing the product will not be covered by this guarantee. If, at the time of the complaint, the product is no longer manufactured, PRO TEC VINDUER A/S will instead be entitled to deliver another, equivalent product. If the manufacturing/materials defect can be rectified responsibly by repair/partial replacement, PRO TEC VINDUER A/S may select this solution instead. The repair/partial replacement must then be made free of charge.

4. This guarantee does not give you any rights other than stated in clause 3.

5. If you wish to complain about manufacturing/materials defects, the complaint must be made within a reasonable time after the defect was discovered or should have been discovered. Complaints may be made to PRO TEC VINDUER A/S or to the contractor/supplier that supplied the product.

6. This guarantee may not be invoked if the manufacturing/materials defects that are invoked are due to incorrect installation, lacking or inadequate maintenance, or incorrect operation. Reference is made to PRO TEC VINDUER A/S' user guide.

It is important that the window's exterior surfaces are maintained by washing twice a year, in order to ensure the durability of the surface treatment.

If you have not received a user guide in conjunction with delivery, this can be ordered directly from PRO TEC VINDUER A/S.

7. No defects may be invoked under this guarantee that are due to circumstances beyond normal application and use. Defects that are due, for example, to incorrect storage, transport or assembly by an intermediate/contractor may not be invoked towards PRO TEC VINDUER A/S with reference to this guarantee.

8. This guarantee solely applies to products that, when the guarantee is invoked, are located in Denmark, but not Greenland or the Faroe Islands.

9. No sealing guarantee is given for one-point doors.

2. INSULATING PANES

For a period of 10 years calculated from the stamped date of manufacture, PRO TEC VINDUER A/S guarantees that insulating panes mounted in doors/windows will remain free of dust and condensation inside the pane. The guarantee is subject to the condition that:

- The pane is factory-mounted or installed by a PRO TEC VINDUER A/S service fitter.
- The pane in the spacer rail displays the date of manufacture (month and year).
- The pane is cleaned correctly and protected during the construction period.
- The pane is not damaged by external impacts such as collision, blows, movements in adjacent structures and similar.
- There is no damage as a consequence of frost bursts, other thermal impacts or chemical effects on the glass.
- The pane has not been exposed to processing after delivery, such as grinding, sandblasting, corrosion, painting, adhesion or other surface treatment.
- Frames/sills are subject to the necessary ongoing maintenance. For panes with "attached" and/or "built-in elements" such as lead frames, alarm systems, blinds, etc. a 5-year guarantee is granted.

3. ELECTRICAL ACCESSORIES

All electrical accessories are subject to a 1-year guarantee.