

Product Warranty – Timber & Alu Clad Windows & Doors

Storke Vinduer A/S extends a 10 year warranty on windows and doors subject to the conditions and exclusion set forth below, with the exception of surface treatment which is covered by a 5-year warranty, and the glazing which is covered by a 5-year right of exchange warranty.

1. This warranty is extended by Storke Vinduer A/S, a member of the Danish Association of Window Manufacturers. This does not limit or change in any way your rights to pursuant to legislation and /or the contract agreement between you and your supplier or Storke Vinduer A/S.

2. If within 10 years of receiving your product you make a warranty claim due to damage caused by defects in factory workmanship or materials, this warranty provides you with rights against Storke Vinduer A/S as set forth in item 3.

3. A label on the product notes the product's date of manufacture. If necessary it is the responsibility of the customer to provide proof of delivery date.

3. In the case of a valid warranty claim for damage caused by defects in factory workmanship or materials during the term of this warranty, Storke Vinduer A/S will provide a replacement product at no cost. This warranty does not include costs incurred for removing the old product, nor the installation of the new product, nor does this warranty cover cost for any finishing work that may be necessary as a result of the unit replacement. If at the time of the warranty claim the product is no longer in production, Storke Vinduer A/S has the right to provide another similar product. Storke Vinduer A/S also has the option to repair, or partially replace, manufacturing or material defects if it is deemed prudent and practical to do so. If the option is elected, the repair or partial replacement will be done at no cost.

4. The warranty does not cover damage to the hermetic sealed glazing units caused by defects in manufacturing or materials. In these cases warranty coverage is provided by the glazing manufacturer, (see below re Glazing).

5. This warranty does not provide any rights other than those set forth in item 3.

6. If you wish to make a complaint about damage caused by defects in factory workmanship or materials, your warranty claim must be lodged within a reasonable time after the defect is discovered, or should have been discovered. A warranty claim can be made to Storke Vinduer A/S, or to the supplier of your windows and doors.

7. This warranty is not valid if the alleged defects in manufacturing or materials are the result of incorrect installation, lack of or insufficient maintenance or the incorrect operation of the product. Please see the product information manual for installation, operation and maintenance information.

For Timber window and door units that have received surface treatment at Storke Vinduer A/S, please see the maintenance instruction in the Product Information Manual, as well as the data sheet "expected outcome of industrially surface coated woods elements".

8. Under the limits of the warranty Storke Vinduer A/S will not be liable for the manufacturing or material defects that are the result of circumstances occurring after your windows and doors were delivered. With reference to the warranty, claims made to Storke Vinduer A/S for damage and defects in materials resulting from, for example, the incorrect storage, transport or installation by an intermediary/building contractor are not valid.

Not covered by the warranty:

- Incorrect installation, including
 1. units that are not installed at true plumb and level, and do not have equal diagonal dimensions
 2. units not installed in accordance with the "Installation and fitting" set out in the Product Information guide
 3. Units that are installed using only foam
- Finishing details such as minor planning jobs and adjustments to hardware
- Condensation on the inside pane not caused by a defective unit, but lack of ventilation
- Condensation on the outside pane, which may occur with energy windows
- Glass fissure, such as cracks in glass that are ordinarily an insurance matter.

Glazing

The hermetic sealed window unit manufacturer providing the glazing for our windows and doors is a member of the Glass Industries Association (GS), and their glazing is controlled in compliance with Danish standard DS 1094.0. If fitting prior to delivery, glazing installation is also carried out according to the guidelines prescribed by Glass Industries Association (GS).

For the period of 10 years from the stamped date of fabrication, the manufacturer guarantees the insulating windows delivered

will remain free from dust and condensation between the panes of glass.

The warranty does not cover cost for the following:

- Cranes, Scaffolding, etc for windows that cannot be installed from normal points of access
- Structural building work or the dismantling of adjoining parts of building
- Any finishing work such as masonry, carpentry or painting
- Labour in connection with uninstalling and reinstalling burglary systems or other security arrangements.

Conditions of warranty:

- The glass in the spacer rail displays the Glass Industry Guarantee label and the fabrication date (month and year).
- The glass has been installed according to the installation guidelines from the Glass Industries Association (GS)
- The glass has been properly cleaned and protected during building and construction.
- The glass has not been damaged by external factors, such as impact, blows, movement of adjacent building structures, etc.
- The damage is not the result of cracking due to freezing or thawing, thermal influences in general, chemical attack on the glass or tarnishing resulting from incorrect storage.
- The glass has not been altered subsequent to delivery by processes such as sand blasting, etching, painting, adhesion of material or other surface alteration.
- That alterations or additions have not been made to the glass, such as leaded pane inserts, alarm systems, blinds etc which have caused dust and condensation to form between the inner window panes.
- That sufficient, periodic maintenance is carried out on the sash/frame and installation materials. Consult the product information manual for details

Storke Vinduer A/S reserves the right to make changes in the construction, function and design of our units.