

10 Year Product Warranty

This guarantee declaration applies to Windows and Doors supplied and installed in Ireland, UK & Denmark.

On the premise that the elements in your order are installed in accordance with the installation instructions and that they are maintained according to our 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 10 Year Guarantee does not cover:

- 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 types of foam, extreme heat, moisture, chemical and climatic influences etc.
- Ring seals inside fittings (hinges, locks, fittings etc.) and sealing strips that may need to be replaced, due to general wear and tear and use.
- Visual faults in panes will be assessed in accordance with the Glass 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 of doors, supplied with only a single point lock
- Water ingress at the edge of inward opening doors
- Functional stability in units that are larger than the units in our price list
- Units supplied with clear translucent stain surface coatings, for these a 5 Year DVV guarantee applies
- Plank Door Panels, for these a 5 Year DVV guarantee applies
- Electrical components, which typically carry a 1 Year manufacturers guarantee
- 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 made of timber, as well as doors with timber bottom sections, then the durability of surface coatings on these components cannot be expected to correspond to other surfaces, and so these will require more frequent maintenance.