

OUTLINE 10-YEAR WARRANTY



The warranty statement applies to Outline Windows delivered and installed in Denmark (excluding the Faroe Islands and Greenland) from 1 September 2013.

Provided that the elements in your order are installed in accordance with Outline's installation instructions and maintained according to the guidelines in Outline's user manual, we offer a 10-year Outline Warranty as follows:

For Outline products marked with the DVV label, we offer a 10-year warranty consisting of 5 years DVV warranty according to the industry association, VinduesIndustrien, plus Outline's extended 5-year warranty. In other words, the Outline 10-Year Warranty covers Outline Wood, Outline Wood/Alu, and Outline Wood/Alu Daylight.

You can find the DVV warranty from VinduesIndustrien at <https://www.outline.dk/kontakt/reklamation/>

Please note that the above warranties do not cover:

- Damage and functional issues due to lack of lubrication, maintenance, or cleaning of the exterior powder-coated surface
- Products affected by external influences such as other building components, various foam types, extreme heat, moisture, chemical or climate exposure
- Wear parts within fittings (hinges, locks, handles) and gaskets that must be replaced due to daily use and operation

- Visual defects in glass units will be assessed according to VinduesIndustrien's Appendix 20: Visual Quality Deviations in Insulating Glass Units, available at the link above
Complaints regarding visual defects must be submitted no later than 1 year after delivery
- Tightness in doors delivered with single-point locks
- Water ingress at the threshold of inward-opening doors
- Functional stability in elements larger than those listed in Outline's price list
- Elements delivered with stain surface treatment – covered by 5-year DVV warranty
- Elements delivered with external wooden glazing bars – covered by 5-year DVV warranty
- For panelled doors and solid plank doors – 5-year DVV warranty applies as standard
- Electrical accessories – 2-year warranty applies

Due to the high insulation performance of low-energy products, temporary condensation may occur on the exterior side of the insulating glass in certain weather conditions.

In cases where bottom glazing beads or glazing bars are made of wood, or doors have wooden thresholds, the durability of the surface treatment on these parts cannot be expected to match the rest of the surface. Therefore, more frequent maintenance is required. Refer to the user manual section on "Expected Outcome of Industrial Surface-Treated Timber Elements".



Brief overview of insulating glass units



Replacement

If it becomes necessary to replace glass units, all replacement should be carried out by professionals. For units held in place with glazing beads, these must be carefully removed before the glass can be taken out. If the units are held with aluminium covers, these must be removed using special tools between the wood and aluminium before the glass can be taken out.

The glass unit

The insulating glass units used are manufactured according to the standards and warranties of the Danish Window Industry, including EN 1279 for insulating glass.

Below is an excerpt from the industry's guidelines and warranties.

Maintenance

The glass should be cleaned regularly depending on external influences.

Mounting materials must be maintained or replaced when signs of deterioration appear. This requires professional craftsmanship.

Glass warranty

The glass unit is guaranteed to remain free from condensation inside the unit for 10 years.

The warranty covers replacement glass and installation according to the Danish Window Industry's compensation table.

Visual defects

Glass units that deviate from the guidelines in Appendix 20: Visual Quality Deviations in Insulating Glass Units will be replaced with a new unit within 1 year of delivery.

Glass is an industrial product made from materials such as limestone, quartz, and soda.

Even though the raw materials are carefully purified, it cannot be completely avoided that small impurities and scratches may occur inside the insulating glass unit.

Complaints regarding impurities in the glass are assessed based on the procedure below, which determines whether they are insignificant and considered a natural part of the material (and therefore not covered by warranty), or significant enough to justify replacement.

Assessment criteria for visual defects

Glass units must be assessed from a minimum distance of 2 meters indoors under diffuse light (e.g., overcast sky), without direct sunlight or artificial lighting. Irregularities that cannot be seen from 2 meters are not considered defects. For reflection inspection, the viewing distance from outside must be at least 5 meters.

The following are not covered by warranty:

- Interference phenomena
- Double glazing effect
- Anisotropies
- Condensation on exterior and interior glass surfaces
- Marks on glass surfaces
- Tarnishing
- Thermal breakage (cracks on the inner side of the glass facing the room).

Fortsættes på næste side →



Claims

Any potential claim must be directed to the craftsman or dealer from whom you purchased the products.

If the reason for the claim is incorrect installation, the claim must be directed to the installer.

If the issue is due to incorrect operation or lack of maintenance, the warranty does not apply.

Read more about the DVW warranty at www.vinduesindustrien.dk

Excerpt from the DVW warranty terms

Read more about DVW at www.vinduesindustrien.dk, where you can also find all warranty terms

§ 3. Conditions for coverage under the Warranty Statement.

- 3.1 The warranty is provided under the following conditions:
- The element must be DWV-marked.
 - The element must be installed and maintained according to the manufacturer's installation and maintenance instructions, as well as the description "Expected Outcome of Industrial Surface-Treated Timber Elements," which is provided to the consumer.
 - The defect must not be caused by circumstances occurring after delivery by the manufacturer, including defects due to improper storage, transport, or installation by intermediaries/contractors.
 - The element must not be damaged by external influences such as impact, shock, movement in adjacent structures, etc.

- The element must not have been altered after delivery, e.g., sanding, sandblasting, etching, painting, adhesive application, or other surface treatments.
- The glass unit must not contain "attached" or "built-in elements" such as leaded glass, alarm systems, blinds, etc., that have caused condensation inside the unit.
- Adhesive "energy bars" on the glass do not affect the warranty.

§ 4. Scope of coverage under the Warranty Statement.

- 4.1 If a justified claim is made regarding manufacturing and/or material defects within the period stated in § 2.1 (for details, refer to the full DVW warranty terms), the manufacturer is obligated to repair the defect or alternatively deliver a new product free of charge.
- 4.2 However, the manufacturer does not cover, under this warranty, the costs of removing the old element or installing the new one, nor any consequential work related to the replacement.
- If the claimed element is no longer in production at the time of the claim, the manufacturer is entitled to deliver a similar equivalent element instead.
- If the manufacturing/material defect can be properly remedied through repair or partial replacement, the manufacturer may choose this solution instead.
- 4.3 Replacement of individual parts or repairs does not extend the original warranty period.

REFERANCE TO ADDITIONAL INFORMATION

Regarding ventilation

There are many relevant brochures available for loan at public libraries or for order from the Danish Building Research Institute (www.sbi.dk), for example:

Indeklimaet i boligen, Ole Valbjørn og Peter A. Nielsen.

SBI-anvisning nr. 179.

Bygningers fugtisolering, Nils Erik Andersen, Georg Christensen og Fleming Nielsen.
SBI-anvisning 178. 1993.

Småhuse, Isolering. Fugt. Lyd. Brand. Ventilation.

Styrke. SBI-anvisning 189. 2. udgave. 1999.



