

# 5 years' warranty

## timber

The following warranty conditions shall come into effect upon placing of an order. These conditions shall be valid from 1 June 2002.

### 1. WINDOWS AND DOORS

1. This warranty is given by Idealcombi A/S. It does not in any way restrict or change any of the rights you may otherwise have vis-à-vis your supplier/contractor or Idealcombi A/S as provided by a contract or general legislation.

2. If you, within a period of 5 years from Idealcombi's time of delivery, complain about any defects in manufacture or materials, this warranty shall give you the rights described in item 3 against Idealcombi A/S. The time of manufacture will appear from the label on the product. If requested, you will be responsible for providing documentation for the time of delivery.

3. Provided that you make a legitimate complaint about defects in manufacture or materials within the period mentioned under item 2, Idealcombi A/S shall be obliged to repair the defect or, if necessary, supply a new product at its own expense. Idealcombi A/S does not, however, under this warranty cover the costs of removing and installing, just as any subsequent works arising from such replacement of a product are not covered by this warranty. If the product is no longer in production when the complaint is made, Idealcombi A/S shall be entitled to supply another similar product instead. If a defect in manufacture or materials can be properly corrected by repair/partial replacement, Idealcombi A/S may choose this solution instead. In such case the repair work/partial replacement will be made at the expense of Idealcombi A/S.

4. This warranty does not give you any rights other than those described under item 3.

5. If you wish to complain about defects in manufacture or materials, the complaint must be made within a reasonable period of time after the defect has been or should have been detected. Complaints can be made to Idealcombi A/S or to the contractor/dealer who has supplied the product.

6. This warranty does not apply in case the claimed defects in manufacture or materials are caused by faulty installation, missing or insufficient maintenance or faulty operation. Please see Idealcombi's Installation and user manual. As regards the window's wood components, which have received surface treatment at the factory, please take special notice of the Installation and user manual and "Expected outcome of surface-treated wood components" (Appendix 14 of the technical regulations of

The Danish Window Manufacturers' Association. You can order the regulations from Idealcombi A/S). It is important that the exterior window surfaces are washed twice a year to keep the properties of the surface-treatment. If you did not receive an Installation and user manual along with your consignment, you can order one from Idealcombi A/S.

7. This warranty does not cover defects which are the result of circumstances other than normal application and use. Idealcombi A/S is not liable under this warranty for defects which are caused by faulty storage, transportation, installation, etc. by a dealer/contractor.

8. This guarantee applies solely to products purchased and installed in England, Wales, Scotland, Ireland, Isle of Man, Orkney and Shetland Isles, Channel Isles and Iceland.

### 2. DOUBLE GLAZING UNITS

For a period of 10 years calculated from the time of manufacturing (as stamped into the unit), Idealcombi A/S warrants that double glazing units mounted in doors/windows remain free of dust and mist inside the units. The warranty shall apply on the condition that:

- The unit is mounted at the factory or by one of Idealcombi's fitters
- The time of manufacture (month and year) appears from the unit's spacer bar
- The unit has been properly cleaned and protected during the construction period
- The glass has not been damaged on the outside by e.g. bumps, impacts, movements of adjacent constructions and the like
- There are no defects caused by frost bursts, other thermal impacts or chemical impacts on the glass
- The unit has not been subject to subsequent treatment upon delivery such as sanding, sandblasting, etching, painting, affixing or other forms of surface treatment
- Sash and frame have been subject to proper, regular maintenance.

### 3. ELECTRICAL EQUIPMENT

A 1-year warranty is granted for all electrical equipment.

#### □ Payment details

Bank: Danske Bank, London Branch,  
75 King William Street, London, EC 4N 7DT  
Sort code: 30 12 81  
Acc. No.: 93790381

#### □ Sales Office & Showroom

Idealcombi A/S  
Chancery Pavilion, Boycott Avenue  
Milton Keynes, MK6 2TA, United Kingdom  
Tel: 01582 860 940 • uk@idealcombi.com  
www.idealcombi.com

#### □ Main Office & Production

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