



5-YEAR WARRANTY

As from 1 September 2009 the following warranty conditions shall apply to all members of VinduesIndustrien (The Association of Danish Window Manufacturers) who are all affiliated to DVC/ Dansk Vindues Certificering, the Danish window certification body.

1. This warranty has been issued by the member of VinduesIndustrien mentioned below - hereafter referred to as the warrantor. This warranty shall not limit or modify in any respect your rights in contract and/or law against your supplier/contractor or against the warrantor.
2. If within five years from the date of delivery by the warrantor, however, no later than 3 months after detecting the defects, you report a defect in materials and/or workmanship, the warranty shall give you the rights against the warrantor listed in paragraph 3. The product is labelled with the date of manufacture. You may be required to document the delivery date.
3. If a justified claim concerning defects in materials and/or workmanship is made within the period mentioned in paragraph 2, the warrantor undertakes to supply a new product free of charge. However, under this warranty the warrantor shall not be liable for the cost of dismantling/removing the old product nor for installing the new product nor for any additional work in relation to replacing the product.
If the product is no longer in production at the time a claim is made, the warrantor shall be entitled to supply a similar product instead.
If defects in materials and/or workmanship can be remedied properly by repair/partial replacement, the warrantor may choose this option instead. The repair/partial replacement shall then follow free of charge.
4. This warranty shall not cover defects in the materials and/or workmanship of sealed glazing units. However, in such cases the warranty of the sealed glazing unit manufacturer shall apply; please refer to this.
5. This warranty does not give you rights over and beyond what is mentioned in paragraph 3.
6. If you wish to claim under the warranty for defects in materials and/or workmanship, the claim must be lodged within 3 months after detecting the defect or within which the defect should have been noticed. The claim can be lodged with the warrantor or with the contractor/supplier who supplied the product.
7. This warranty shall not apply if the claimed defects in materials and/or workmanship are due to incorrect fitting, lack of or inadequate maintenance or incorrect operation. Please refer to the warrantor's fitting, operating and maintenance instructions.
As regards timber windows/doors with a factory surface treatment please refer in particular to the maintenance instructions and the description "Expected outcome of industrially surface-treated timber elements" (Annex 14 of the VinduesIndustrien Technical Regulations).
If, exceptionally, you did not receive maintenance/operating instructions in connection with the delivery, you should request them direct from the warrantor.
8. Under this warranty, you cannot claim for defects in materials and/or workmanship caused by circumstances which have arisen after the product was supplied by the warrantor.
Defects in materials which may be attributed to, for example, incorrect storage, transport or fitting by a middleman/contractor cannot be claimed against the warrantor under this warranty.
9. This warranty applies exclusively to products which at the time of making a claim under the warranty are physically located in Denmark, but is not valid in Greenland or the Faeroe Islands.
10. In case the company has been declared bankrupt please note the articles of VinduesIndustrien Garantiordning.

The above warranty which has been filed with the Danish Competition Council was last revised on 1 September 2009.



DOUBLE GLAZING UNITS

Extract from the Warranty of Glasindustrien (the Association of Danish Glass Industry).

For a period of 5 years calculated from the time of manufacturing (stamped into the unit), Hvidbjerg Vinduet A/S warrants that double glazing units mounted in doors/windows remain free of dust and mist inside the unit. The warranty is subject to the following:

- The unit is furnished with the warranty seal of Glasindustrien and time of production (month – year).
- The unit is mounted according to the current mounting instructions of Glasindustrien.
- 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.
- The unit has no "fixed" and/or "built-in elements" such as alarm systems, blinds or the like, which have caused the dust and mist inside the unit.
- Sash and frame have been subject to proper, regular maintenance.

For further information we refer to Glasindustriens Garantisikring (Warranty of the Association of Danish Glass Industry)