

# WARRANTIES



## SCOPE OF WARRANTY

The warranty covers Ekstrands' exterior doors and windows. In accordance with the Swedish Construction Industries' general regulations for goods for professional construction activities, ABM07, and according to the Swedish Glass Association's guidelines, with the following additions.

The warranty only covers products delivered in Sweden and with correctly performed installation and maintenance.

- 15-year warranty against bending (applies only to exterior doors and in standard dimensions M11x22 or smaller).
- 10-year warranty against rot damage in wooden parts.
- 10-year warranty against condensation between the insulating glass panes (leaking insulating glass units) - does not apply to leaded glass. Warranty on condensation in glass with a size exceeding 3 m<sup>2</sup> is limited to 5 years.
- 10-year right of complaint according to the Consumer Services Act on installation performed by Ekstrands (applies if the product has been delivered from Ekstrands with installation).
- 10-year warranty on paint. \*
- 10-year warranty on the function of the product. The warranty covers the function of hinges, locks and espagnolettes. Deviations from the warranty are locks from Assa, Dorma and electronic locks where only a 2-year warranty applies.
- 3-year warranty on interior doors applies to function, fittings and painting.

*Products that are not in Ekstrands' standard range, that are specially manufactured, or untreated, or that deviate in any other way, are not covered by Ekstrands' normal warranties.*

### \* SCHEDULE FOR EKSTRANDS PAINT WARRANTY IN RELATION TO THE CONDITIONS OF THE BUILDING

#### Building Impact Criteria (BIC)

- Installation takes place < 1000 m above sea level
- Distance to coast >30km
- Building height max 3 floors
- Product is installed >100 mm above ground level

**BIC0** = all criteria met

**BIC1** = three out of four criteria met

**BIC2** = two out of four criteria met

| Product       | Product additions              | BIC0     | BIC1     | BIC2     |
|---------------|--------------------------------|----------|----------|----------|
| Exterior door | opaque                         | 10 years | 10 years | 10 years |
| Exterior door | transparent                    | 5 years  | 3 years  | 3 years  |
| Exterior door | oil                            | -        | -        | -        |
| Exterior door | opaque                         | 10 years | 7 years  | 5 years  |
| Exterior door | opaque w/o alu-driprnose       | 7 years  | 5 years  | 4 years  |
| Exterior door | opaque inwards w wood profiles | 7 years  | 5 years  | 4 years  |
| Exterior door | transparent                    | 5 years  | 3 years  | 3 years  |

If the product is installed < 3 km (3000 meters) or closer to the coast then the warranty period specified in the BIC is halved.

These criteria apply to all products regardless of BIC.

3000 meters from the coast or one or more fulfilled BIC criteria can mean extreme impact on the product.

Many residential buildings in Sweden meet the criteria in BIC0 which means the longest warranty.

Ekstrand's warranty refers to cracking in the paint film.

Our painting warranties do not apply to oiled products. We manufacture doors and windows from wood and wood products are living materials. Doors are exposed and need to be oiled after a while, the time interval is determined by the external conditions (see separate information on oiling and maintenance). A wood product requires continuous maintenance and is never fully treated. An oiled wooden exterior door has a warranty of function and bending, provided that maintenance is carried out.

# WARRANTY CONDITIONS

- Warranty is calculated from the invoice date.
- Damage must be reported to the sender upon receipt of goods (see installation & maintenance instructions, brochure, etc.)
- Product defects are noted on a separate document during review with the installer, applies in cases where installation has been ordered from Ekstrands. Otherwise immediately after receipt or no later than 5 days after delivery.
- Installation & maintenance instructions are included in delivery. Also available to download on Ekstrand's website. Warranties require correct installation.

The warranty assumes that the product has been stored correctly and is protected from rain and dirt during storage, such as rain splashes from the ground or traffic. The products must be stored so that free air circulation is allowed.

The products must be stored so that no painted surfaces come into contact with each other or with other materials. Painted surfaces must not be stored under pressure so that the paint film is damaged. The products must be stored upright so that the weight is on the thresholds or frame back edge. During longer storage (>2 weeks), any plastic cover on the front doors must be removed. Painting warranty, see separate schedule.

Interior products (interior doors, architraves & linings) should be stored dry and at room temperature. Door leaves and frames should be stored on a flat surface, not leaning against a wall as this can cause warping.

Painted surfaces should be inspected every year. Any damage to the paint film should be documented and reported to Ekstrands on +46 479-10040. In the event of a complaint, it is the buyer's responsibility to provide evidence, such as pictures of the damage and documentation of previous inspections. This information should be provided to the supplier before any inspection. Ekstrands provides a complaint form.

Fittings should be greased as necessary, at least once a year. Products should have an annual inspection for any adjustments due to external damage such as settling in walls, etc. Installation and function can be changed by movement in the product or settling in the house. This affects the function of the product and fitting parts. It is very important to read the installation & maintenance instructions where information about adjusting fittings is available.

Ekstrands guarantees the function of the product for 10 years. Please note that some fittings have shorter warranties. In the event that a fitting is broken and affects the function, Ekstrands provides this fitting for 10 years, or ensures that the function of the product is obtained in another way. Additional costs will be incurred depending on whether the fitting in question has a warranty or not, or whether the fitting is considered damaged due to incorrect operation or not. Partial warranties on different fitting brands: Roto 10 years, PN fittings 10 years, ASSA 2 years, Dorma 2 years, Electronic smart lock 2 years. Other unnamed fittings, such as door handles and other optional products, Ekstrands provides a 3-year warranty on.

Fitting parts that are worn or broken due to incorrect operation are not covered by the warranty. If, in the event of sluggish operation, the fitting is forced so that the metal breaks, this is to be considered incorrect operation. Depending on the environment, metal fittings can discolor, even stainless steel fittings, this is not covered by the warranty.

Ekstrands' varnished wooden windows and exterior doors have significantly longer maintenance intervals than similar products on the market, no one else provides such a long warranty on varnishing. However, maintenance intervals vary greatly depending on how exposed the window/door is to the weather, how it is installed, etc. Exterior doors and windows must be kept clean. Cleaning should be done at least once a year or as needed. The reason is that dirt and acidic deposits damage the paint film. If you choose not to have a

kick plate at the bottom of solid wood doors, the lifespan will be affected and the maintenance intervals will increase.

Under normal conditions, it is not expected that the products will need to be surface treated within the warranty period specified. In coastal areas and extremely exposed locations (south and west facing) it may be necessary earlier. Maintenance of the product should be carried out when the paint film begins to wear out or shows cracks, usually only part of the surface needs to be repaired. Early maintenance will delay the intervals and the product's lifespan. If the paint film shows cracks within the warranty period, this must be documented and immediately reported to Ekstrands on +46 479-10040.

Ekstrands provides a 10-year warranty against rot in the wood. The warranty requires, as for painting, that surfaces are inspected every year and that damage is documented. It also requires a correct installation situation that prevents moisture from remaining on or in the construction.

Please note that the warranties require that the product is inspected every year and that damage/deviations are documented. For warranties to apply, defects in the product must be reported immediately and without delay to Ekstrands. If defects are not reported in time, the correction of defects may be difficult and the warranty will be invalid. Any deviations that fall under normal maintenance can be carried out by the buyer. Contact Ekstrands for instructions. It is important that paint recommended by Ekstrands is used.

When cleaning Ekstrands products and their surfaces, only PH-neutral cleaning agents may be used. Normally, cleaning can be done with a slightly damp cloth. Do not use cleaning agents on painted surfaces for the first 6 months, use a slightly damp cloth. The paint film needs this time to be fully hardened. Surface treatment of thresholds is not covered by the warranty for painting. The threshold is a vulnerable part and requires maintenance. Thresholds normally require maintenance immediately after installation.

Warranties do not apply to sills, linings, rough surfaces and other optional products.

## WARRANTY UNDERTAKING

Ekstrands will remedy defects in products covered by the warranty, as well as the cost of materials and labor required to remedy the defect. The defect is remedied either by repairing the existing product or replacing components or replacing the entire window/door. It is up to Ekstrands as the supplier to decide what is most appropriate. The warranty does not cover scaffolding or other lifting devices required for warranty repairs.

Warranties assume normal accessibility. Costs for special modes of transport due to difficult accessibility may apply. This may include islands, roads where trucks cannot pass, or a design of the building that makes it difficult to remedy a warranty claim. Exceptions to the cost of labor are when replacing parts where professional knowledge is not required for repair/replacement. Ekstrands will remedy this defect by delivering replacement materials to the customer free of charge. Examples of this type of detail are: door handle, bars, window handles, key rosettes, hinges, lock case/espagnolette, hinge cover, window brake, cover plug, cylinder, keys, etc.

Ekstrand's warranties only apply to products installed in Sweden.

## IF CONSTRUCTION OR TRANSPORT DAMAGE OCCURS IN THE PAINT LAYER

If the damage is deep, start by sanding any raised areas smooth. Then wipe the surface with a damp cloth. Fill with PE filler and sand evenly. Remove any loose paint film. Clean wooden surfaces on the outside should be primed with DK1 primer and then painted twice with DK5 (top coat) or DK4 (glaze).