

Dokumendi nimi Garantiitingimused	Kood S-gar-eng	Versioon 10	Kehtib alates 04/02/14	Kehtestaja JV
Asukoht Arugrupp.ee>English>windows/doors>product>guarantee terms			Kehtetu alates	Lehekülg 1/3

1. **Guarantee. General terms and conditions**

- 1.1 This document presents to what extent can the clients rely on the conformity guarantee of Aru Grupp AS and the standard measures taken for this purpose.
- 1.2 The conformity guarantee is based on the confirmation of order issued by Aru Grupp and approved by the client (the contract). The guarantee can not be extended to persons not specified in the contract and to the locations different from those specified in the contract.
- 1.3 Guarantee starts when the product is handed over to the buyer and is valid for the doors, windows, stairs and their components. The defective product or its element will be corrected or, if the correction is not sufficient for the normal use, replaced within reasonable time (normally not exceeding 2 months). The decision about the guarantee case will be made during 2 weeks. The replacement product is delivered in line with the terms agreed in for the initial product. The defective product should be returned to the producer without any other defects than the claimed one.
- 1.4 The improvements made during the guarantee period do not extend this period. If the product is replaced for new, the guarantee starts with the date of the delivery of the replacing product.
- 1.5 After handing the product over to the client, Aru Grupp ensures the conformity of external doors and windows to the declaration of performance during 5 years and the conformity of internal doors and stairs (as integrated products) during 2 years for the conditions and pattern of usage agreed in the contract or product marking. For additional cost, the guarantee may be prolonged up to 10 years for some elements of the product (for each element, see table 1). Special conditions are presented in sections 2-6. Aru Grupp does not guarantee the declared performance in the unheated premises and in more demanding conditions than agreed.
- 1.6 The guarantee covers the costs for products or components to be replaced. The defects emerging after handing over the product and not caused during the normal usage of the product are not subject to the guarantee. The guarantee does not cover any cost of structural or finishing work related to the replacement neither any cost of cranes, scaffolding or other means of access as well as the costs for uninstalling and installing of burglary or other technical systems.
- 1.7 Client should inform the producer about the problem within 2 weeks since the problem became evident. Minimal necessary information includes the number of contract, number of product, contact and location data, clear photos of the product (general view from inside and outside with closer surroundings, problem place middle and close view).
- 1.8 Aru Grupp does not guarantee the performance and safety of the product relying on the components supplied by the client. Aru Grupp will not cover any cost occurred from the damage or unsuitability of the components supplied by the client.

2. **The guarantee is not valid if**

- 2.1 Installation guidelines [1] have not been followed.
- 2.2 The instructions of operation and maintenance [1] have not been followed.
- 2.3 The invoices have not been paid according to the contract.
- 2.4 The problem was not made known for the producer within 2 weeks since it became evident.
- 2.5 The special conditions or pattern of usage causing the problem was not agreed in the contract.
- 2.6 The product or component has been damaged during the installation or operation or the damage is the result of normal wear.
- 2.7 The product or has been stored horizontally or without sufficient protection against external impacts (water, high humidity, dust, accidental hits, scratches).
- 2.8 The product has been damaged by physical forces like strong hit, shifts in supporting constructions, vibration, etc.
- 2.9 The product has been treated by improper means, e.g. cleaned with corrosive chemical, protected with acrylic tape for longer time, milled or surfaced, etc.

Dokumendi nimi Garantiitingimused	Kood S-gar-eng	Versioon 10	Kehtib alates 04/02/14	Kehtestaja JV
Asukoht Arugrupp.ee>English>windows/doors>product>guarantee terms			Kehtetu alates	Lehekülg 2/3

2.10The product has been installed in highly moist (timber moisture rises above 20%) or highly dry (timber moisture drops below 8%) environment, e.g. in a place where water flooding from other surfaces of the building to the product is not prevented or if the product is installed during before the end of the drying after concrete or plaster works (particularly in winter). The places of particular risk include saunas, pools, unheated cellars, and similar.

2.11The damage is caused by extraordinary weather or usage impact not described in the contract or if the product damaged by wind was not properly closed.

2.12External doors are not protected from the direct rainfall by a cover of minimum 1 m depth.

Table 1. Guarantee terms and duration by components

Timber construction	5 years	Secured: Glued joints; size and shape tolerances within allowed limits; no defect disturbs normal operation; vacuum impregnated with preservative.
Timber construction (special term)	10 years	When agreed in contract
Visible surface of timber	2 months	Secured: No unrepaired defect can be seen when taking unbiased glance at the product from the distance of 2 meters.
Finishing	See 6.2	Secured: Even finish; no peeling. Depending on the properties of the finished timber, colour can vary and change in time to small extent.
Hardware	5 years	Secured: Functionality as agreed in the contract. Fixing and assembly according to the requirements by the hardware manufacturer.
Hardware (special term)	10 years	When agreed in contract
Glazing	5 years	Secured: The glazing is unbroken at the moment of delivery. Attachment nails of the bars have not damaged the glazing. No condense water occurs on the internal layers of the package. The glazing accords the contract and assembly accords the requirement by the glazing manufacturer.
Glazing (special term)	10 years	When agreed in contract
Aluminium cladding	5 years	Secured: Fixing and assembly according to the requirement by the profile manufacturer. Even finish, no peeling. Length tolerance max 2 mm.
Aluminium cladding (special term)	10 years	When agreed in contract
Functionality	5 years	Secured: declared performance in standard conditions (see 1.5) or conditions specially agreed in the contract.

3. Special terms. Timber parts.

3.1 Aru Grupp AS secures the functionality and security on the level not worse than specified in the generally accepted trade standards (eg EN 942, EN 13307, EN 14220 and similar).

3.2 Aru Grupp AS does not accept the claims (1) on size and shape when the tolerance remains within the allowed limits or (2) minor planing or finishing faults.

3.3 Aru Grupp AS provides no guarantee on unfinished timber parts.

4. Special terms. Glazing.

4.1 Guarantee period is 2 years for the glazing (1) installed non-vertically, (2) in unheated rooms, (3) in aggressive surroundings (hot, cold or wet conditions, excessive UV-radiation, chemical vapours, vibration; incl saunas and pools), (4) having one non-linear edge.

4.2 Guarantee is not valid for the packages (1) including design glass, (2) armed glass, or (3) capillar tubes, (4) of round shape, (5) with edge length ratio above 6:1, (6) smaller than 150x220, and (7) larger than

Dokumendi nimi Garantiitingimused	Kood S-gar-eng	Versioon 10	Kehtib alates 04/02/14	Kehtestaja JV
Asukoht Arugrupp.ee>English>windows/doors>product>guarantee terms			Kehtetu alates	Lehekülg 3/3

2700x4000 mm, (8) installed at more than 900 m above sea level, or (9) having possibility of temperature difference of more than 30 degC within one pane (eg. Caused by shadow).

4.3 Guarantee does not cover condensation (1) on the inside pane caused by poor indoor ventilation and (2) on the outside pane, possible with energy windows.

5. Special terms. Hardware.

5.1 Guarantee period 1 year for (1) electrical and magnet hardware, (2) hardware installed for public premises and use.

5.2 Guarantee is not valid for the oxidized or otherwise chemically damaged hardware when the product has been installed (1) in moist environment (timber moisture can rise above 20%) or (2) open to the ocean air.

6. Special terms. Timber finish.

6.1 The guarantee of even finish is not valid for (1) softwood product elements where resin can penetrate the finish and colour can change, (2) the unevenities caused by natural texture or porosity.

6.2 Slight differences in color between the products ordered under different contracts, between the internal and external products, as well as the unevenities of the finish at finger joints not seen by an unbiased glance at the product from the distance of 2 meters are not considered as non-conformities.

6.3 The guarantee period by finishes, materials and the conditions of usage is presented in table 2..

Table 2.

Conditions	Colour	Translucent		Opaque		
		Pine	Oak, meranti	Colour	Pine	Oak, meranti
Protected from direct precipitation and sunlight	No limit	5 years	5 years	No limit	5 years	5 years
Normal weather impact (moderate climate inland)	Light (eg. Kiefer)	1 year	1 year	Light (eg. white)	5 years	5 years
	Medium, eg. Afrormosia	3 years	5 years	Medium / eg. RAL 5014	5 years	5 years
	Dark, eg. Palisander	3 years	5 years	Dark / eg. RAL 6009	5 years / brown and black 2 years	5 years / brown and black 2 years
Extreme weather impact	Light (eg. Kiefer, Hemlock)	1 year	1 year	Light (eg. white)	5 years	5 years
	Medium, eg. Afrormosia	2 years	5 years	Medium / eg. RAL 5014	5 years	5 years
	Dark, eg. Palisander	2 years	5 years	Dark / eg. RAL 6009	1 year	2 years

References and notes

[1] Guidelines for the installation, operation and maintenance of timber doors and windows. Location: Arugrupp.ee > doors/windows > Maintenance and installation