

GUARANTEE CLAIM

FILLED BY THE SELLER

SELLER

Stamp, signature/date

QUALITY CONTROL MARK

Date of sale

No of purchase document

Claim admission date

CUSTOMER ADDRESS DETAILS:

DETAILED DESCRIPTION OF FAULT:

THE CLAIMANT TAKES CIVIL LEGAL RESPONSIBILITY FOR THE CONTENT PROVIDED IN GUARANTEE CLAIM. THE MANUFACTURER BEARS THE RIGHT TO REJECT COMPLAINT WITHOUT CONSIDERING THE COMPLAINT WHEN DATA PROVIDED IN THE COMPLAINT IS NOT LEGIBLE OR CLEAR. FINAL LEGITIMACY OF THE COMPLAINT IS MADE BY THE INTERNAL QUALITY CONTROL AFTER RECEIVING FAULTY PRODUCT. THE CONSENT TO ACCEPT RETURN ITEM CONCERNS EXCLUSIVELY PRODUCTS THAT IS ACCEPTED DUE TO CLAIMING PROCEDURE, MARKED AND PROTECTED AGAINST DAMAGE.



BUYER'S SLIP

Complaint date

Seller's stamp and signature

ERKADO

EXTERIOR DOORS

GUARANTEE CARD AND INSTALLATION INSTRUCTION

Read guarantee terms and assembly instruction before starting any installation works.



ERKADO DREWNO sp. z o.o. limited partnership
Chwałowice 156, 37-455 Radomyśl nad Sanem
tel. 15 845 33 88, e-mail: dz@erkado.pl
www.erkado.pl

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GUARANTEE TERMS

1. ERKADO DREWNO Sp. z o.o. limited partnership, hereinafter referred to as Guarantor states, that within time and on conditions pointed in this guarantee card Buyer is entitled to have all product flaws recognised wrong in due of claiming procedure to be removed free of charge.
2. The subject of the guarantee is Exterior Wooden Doors, hereinafter referred to as PRODUCT.
3. Under the regulations of Act dated 16th April 2004 r. of construction products (Journal of Laws 2004 No 92, item.881 as amended) Product fulfills all technical norms being in Law in Poland and is accordant with PN-EN 14351-1+A1:2010.
4. The guarantee works and is limited only to the territory of Republic of Poland.
5. The guarantee is in law for the period of 24 (twenty-four) months, starting with the purchase date, confirmed with a document of purchase (purchase bill or taxed invoice).
6. Guarantee covers only latent defects not visible at the purchase but revealed within guarantee period.
7. In order to be authorised to guarantee it is required to present to the Seller properly filled in guarantee card and document of purchase.
8. All defects should be immediately reported to the Seller not later than 7 (seven) days from the date of noticing a defect/defects, excluding p. 9, in the form provided by the Guarantor. All data should be provided in the form.
9. Apparent defects should be immediately under all circumstances reported before the Product installation. Fitting doors in the wall is treated as starting the installation.
10. All apparent defects, other than specified in ad. 8 above, in particular quantity, dimension and functional, claimed at receiving however not later than 7 (seven) days from the purchase date, otherwise the guarantee shall be null and void.
11. Any installation step taken, any work done to the door leaf or door frame or interfering into the construction shall exclude the right to have power to this guarantee.
12. Product should be installed according to its intended use, following the regulations specified in this guarantee - 'INSTALLATION INSTRUCTION', otherwise the guarantee shall be null and void.
13. Product should be used and maintained according to the 'INTENDED USE, EXPLOITATION AND MAINTENANCE REGULATIONS', otherwise the guarantee shall be null and void.
14. Buyer shall lose all guarantee rights due to the following:
 - a) destroying lacquer or foil surface caused by cleaning, improper maintenance, protecting with adhesive tape or other materials applied by the Buyer.
 - b) introducing construction modifications not permitted by the Guarantor, e.g. exchange of glazing for other than guaranteed,
 - c) improper transportation and maintenance,
 - d) improper protection against humidity – max. 60% level of humidity in the room,
 - e) defects resulted from carelessness, inattention or ignorance of the Buyer,
 - f) installation that is not accordant with the best construction practices,
 - g) others, resulting from exploiting the Product not according to its intended use.
15. Guarantee does not include:
 - mechanical damage (scratches, chaffing) not depending on the Manufacturer,
 - deformations (various deviations or distortions) resulting from not restricting to operation and maintenance,
 - differences in colours resulting from natural structures of wood or production technology,
 - spot discolouration or discolouration in ornamental and glazing-millings,
 - manufacturing aesthetics irrelevant to functional characteristics,
 - regular exploitation,
 - quality and durability of hardware (handle, knob, holder, lock plate, cylinder, etc.).
16. The Subject proper to accept the claim is the Seller. All claims on Products purchased directly from the Guarantor shall be directed to: ERKADO DREWNO sp. z o.o. limited partnership, Chwałow-ice 156, 37-455 Radomyśl nad Sanem, dz@erkado.pl, tel. + 48 15 845 33 88.
17. The highest cost of removing the Product defect limits up to the value of its purchase.

18. Resolution of the claim shall occur within 14 (fourteen) days from the written consent to accept legitimacy of a claim. This period shall be prolonged without notice due to Buyer's failure and being late to fulfill obligations, and also due to an obligation to make visual inspection by the Guarantor and due to force majeure.
19. Rectification of defects shall occur within 90 (ninety) days from the written consent to accept legitimacy of a claim. This period shall be prolonged due to Buyer's failure to fulfill obligations, periodic production stops, holidays or any other disturbances not depending on Guarantor. The reasons for delays shall be reported to Buyer directly after their occurrence.
20. The guarantee does not exclude, limit or suspend privileges of the Buyer deriving from the inconsistency of the contract and the product.
21. The Guarantor excludes responsibility deriving from statutory warranty towards those who purchase the PRODUCT for business activity - art. 558 § 1 sentence 1 of the Civil Code.
22. Guarantee terms constitute the integral part of the purchase-sale agreement. In cases not regulated by this agreement the provisions of the Civil Code shall apply.

CONSTRUCTION AND INTENDED USE

1. Doors are made of glued wood. Constructional elements: door leaf with door frame, threshold and additional accessories compliant with the order.
2. Product is intended to close the holes of exterior walls of the housing building, where the relative humidity level does not exceed 50-60%. The Guarantor does not recommend the installation in the rooms of permanently high level of humidity e.g. laundries, saunas, steam-baths, basements, garages.
3. To open and close the door leaf, use handle, knob, holder or any other similar hardware. The Product does not include hardware and this must be ordered separately.
4. Doors should be protected against exposing to weather conditions, in particular, rain and sunlight. Doors should have the roofing or possibly some side construction. Doors opening inside should be fully mounted in. Minimal dimensions of the roofing or an arcade:
 - width at least 1 m wider than door,
 - overhang or depth at least 1 m.
5. Sustained waterlogging or dampness has negative influence on door quality and in particular it diminishes durability of the painted layer.

TRANSPORT AND STORAGE

Use only articulated means of transport. It is recommended to apply protective pads to avoid scratches and to lay doors in arrangement left and right. Protect against relocating during the transportation. Store in original package, in dry and ventilated rooms of humidity level not exceeding 60%. Lay down on even horizontal and hard surface or on joists set parallelly, of minimum 15 cm high. Do not store in halls and in the distance smaller than 1,0 metre from active heating appliances.

OPERATION AND MAINTENANCE

1. Remove dirt with slightly wet cloth.
2. The exterior layer of painted surface is UV lacquer that increases resistance to sunlight. ATTENTION: Neglecting proper maintenance and applying banned substances may result in dulling or damage of the lacquer.
3. Durability of the painted layer is increased by regular maintenance with the substances recommended by the manufacturers of household chemistry, e.g. Sigma Protector. Before application, run some test on little piece of surface, preferably in not well visible place, by applying the detergent on a cloth not directly on a door leaf.
4. Keep maintenance of the locks and hinges at least once a year by applying hardware oil. At the same time, check and remove all clearances by tightening the hardware screws.
5. Before winter season, protect the seals against being frozen by applying silicone resin.
6. It is utterly not allowed to:

- transport, carry and store the product in position other than vertical, always placing door leaf on the bottom edge.
 - install and keep door leaf in a room being in raw state, non-ventilated, humid or strongly sunlit,
 - clean and maintain by using chemicals containing caustic substances, abrasives or any substances causing discolouring and damage,
 - slam, hang heavy, wet or sticky objects etc.
 - open and close door leaf in any other way but hardware.
 - install in the buildings, before plastering or plaster drying, screeding etc.
7. Remove any disfunctionalities by adjusting the hinges by qualified installation teams.

INSTALLATION OF EXTERIOR DOORS

BEFORE INSTALLATION

1. start after completing all other construction works inside the building.
2. humidity level in the building should not exceed 60%.
3. unpack all elements and check for compliance with the order top the installation of faulty or defected product.
4. prepare doorway of the following parameters:
 - define the horizontal of the floor,
 - do not plaster the rims of the doorways,
 - keep the vertical and the horizontal (equal diagonals),
 - wider than exterior dimension of doors by circa 20 mm,
 - higher than exterior dimension of doors by circa 10 mm,
5. it is recommended to hire qualified installation teams.
6. all works should be run according to best construction practices and health and safety regulations.

INSTALLATION

1. Place complete door construction in the frameway remembering about the following characteristics: left, right, spaces between the

1. frame and the wall and 6 mm space between the bottom of the door leaf and the surface of the finished floor.
2. Stabilise the door into the wall using space blocks (between the frame and the wall) and expander strips (frame is inside) fixed on the level of upper hinge, lock and threshold and additionally two space blocks fitted on both sides of frame lintel. Distancers should be of smooth, protected (e.g. with soft flannel) edges protecting against frame damage.
3. Set precisely, by means of the wedges, the vertical position of the beams in two planes and the horizontal position of frame lintel.
4. Take away door leaf and fit the frame using spacing legal screws dedicated to the surface (labeled B or CE). For aesthetic reasons it is recommended to make the fittings in the rebate under the seal, below the bottom and upper hinge and the lock latch as well as in the centre of upper lintel.
5. Check the correctness of the installation by the proper adherence of the door leaf. Adjust the position of the door leaf towards the frame adjusting the frame or the hinges. Door leaf should have identical 3 mm clearance on the tooth connection with the door leaf – seal cannot be pressed more than 3 mm.
6. Place, if necessary, additional expander strips between the distancing blocks, protecting the frame against its bending under the foam expander.
7. Make necessary finishings on the contact with the frame (filling with mounting foam). These works should be done evenly along both sides of the frame, following the recommendations of the foam manufacturer (e.g. by wetting the wall surface).
8. Remove the spacers and the excess of foam after 24 h after using the mounting foam.
9. Fix additional elements e.g. masking trims, quarter rounds, cover lists.
10. Recheck performance of doors, making necessary adjustments to the door leaf, hinges and locks.
11. In the rooms susceptible to humidity, the points where the door frame touches the floor and the wall should be additionally protected with the silicone.
12. Install hardware (handles, knobs, lock faceplates) according to their instruction.

INSTALLATION AND EXPLOITATION OF ERKADO EXTERIOR DOORS

Product does not contain harmful substances defined in the Act (WE) No 1907/2006 European Parliament and Council dated 18th December 2006.

