

Name Guarantee terms and conditions	Code S-gar-eng	Version 9	Valid from 26/04/10	Signed by JV
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## 1. Guarantee. General terms and conditions

- 1.1 Aru Grupp AS ensures the quality and functionality of the windows and doors (as integrated products) during 5 years for the conditions and pattern of usage agreed in the contract or product marking. Usage other than home use should be noted in the contract. The guarantee for separate components may be up to 10 years (for each component, see table 1). Special conditions are presented in sections 2-6. The producer does not guarantee the functionality and suitability in more demanding conditions than agreed.
- 1.2 Guarantee period starts when the product is handed over to the buyer. The improvements made during the guarantee period do not extend the initially given period. If the product is replaced for new, the guarantee starts with the date of the delivery of the replacing product.
- 1.3 The faults caused during the installation are not handled according to the current document.
- 1.4 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 (or its type, size, and opening scheme), name of the client, contact data, clear photos of the product (general view from inside and outside with closer surroundings, problem place middle and close view).
- 1.5 The decision about the case will be made known during 2 weeks. The product will be repaired or, if not possible, replaced within reasonable time (normally not exceeding 2 months).
- 1.6 The guarantee covers the costs for products or components to be replaced. 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.

## 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 (rain, 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.
- 2.10 The 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 the drying period after major concrete or plaster works (particularly in winter). The places of particular risk include saunas, pools, unheated cellars, and similar.
- 2.11 Product damaged by wind was not properly closed.

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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: 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: Standard (Responsible use at home, ground floor, moderate inland climate) or special level 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 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.

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

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

**Table 2.**

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

#### References and notes

[1] Guidelines for the installation, operation and maintenance of timber doors and windows. Location:

Arugrupp.ee > doors/windows > Maintenance and installation