



SCOPE OF WARRANTY

- **10-YEAR WARRANTY AGAINST ROT DAMAGE IN THE WOODEN PARTS OF THE WINDOW.**
- **10-YEAR WARRANTY AGAINST CONDENSATION BETWEEN THE PANES IN INSULATED GLASS UNITS.**
- **10-YEAR WARRANTY ON THE PRODUCT'S FUNCTION.**
- **REPLACEMENT MATERIALS PROVIDED FOR YEARS 6–10.**
- **2-YEAR WARRANTY ON LOCKS, FITTINGS PACKAGE AND YALE DOORMAN.**

For colours other than white, Hajom Skjutdörrar disclaims all responsibility for the colour's lightfastness and for any damage that may arise from increased heat absorption. For untreated products, Hajom Skjutdörrar disclaims responsibility for rot damage, deposits, cracks and other damage that may occur on untreated surfaces. Glass cracks or spontaneous granulation of tempered glass are not covered by the warranty.

WARRANTY PERIOD

The warranty period applies from the delivery date.

WARRANTY COMMITMENT

The warranty means that Hajom Skjutdörrar remedies any defects in the product covered by the warranty as stated above. The fault can be rectified by repairing the existing product, replacing the faulty component in the product, or replacing the entire product. Hajom Skjutdörrar decides whether a warranty defect should be remedied through repair or replacement. Hajom Skjutdörrar is responsible for all materials and work related to the product required to remedy the defect. The warranty does not cover costs for any lifting equipment or scaffolding that is necessary for the repair or replacement of the product. Hajom Skjutdörrar commitment does not cover material or labour costs for securing lining and other connections around the product. Hajom Skjutdörrar is not responsible for defects that have occurred due to incorrect assembly or installation, insufficient maintenance, improper care, negligence, abnormal use or anything else that can be attributed to the buyer or end customer.

FOAM SEALANT

Using a foam sealant or similar during assembly can cause difficulty in adjusting or disassembling products. In warranty cases for products assembled with foam sealant, the customer is responsible for disassembly costs if required for the occurred defect.

WARRANTY CONDITIONS

- Products must be delivered, stored, and assembled according to Hajom Skjutdörrar instructions and TMF's publication "Windows and exterior doors, design, assembly, care and maintenance".
- The product must not have been used in an abnormal way or exposed to external influences and thus have been damaged.
- The product must not have been repaired or modified by anyone other than Hajom Skjutdörrar service personnel.
- The control mark (CE mark) affixed to the product must not have been removed or painted over.

To ensure the product's longevity and for the warranty to be valid, it is essential to follow the recommendations in the "Assembly instructions" manual for proper maintenance and care. Following the guidelines in the "Installation and Care" manual can help prevent potential issues arising from incorrect maintenance or care. If these instructions are not followed, the warranty may become void. Please refer to the manual for specific details on maintaining your product and ensuring its optimal performance throughout its lifespan.

COMPLAINTS

Complaints must be made within a reasonable time after the defect has been observed or should have been investigated. Upon receipt of goods, a receiving inspection must be carried out. Visible shipping damage must be noted on the shipping document for the driver and immediately reported to the place of purchase to be approved. Complaints must be substantiated with photos (overall pictures and detail pictures). Damage to products not documented before assembly will not be accepted as a complaint. In a warranty case, the notifier should always turn to the person from whom the product was purchased.

OTHER TERMS

The viewing distance for assessing surface finish is 3 m (the same method is used for aluminium, wood and glass surfaces). In other respects, ABM 07 applies, a delivery agreement jointly designed by the Swedish Building Industry (an organisation for most construction companies in Sweden) and the Building Materials Industry (several industry organisations and manufacturers of various building materials, including TMF, Wood and Furniture Companies).

