

Rationel warranty

The following warranty provisions apply to the following products supplied by Rationel Vinduer A/S, CVR no. 40371818 ("Rationel"):

Products	Rationel AURA	5 years
	Rationel AURAPLUS*	10 years
	Rationel FORMA	5 years
	Rationel FORMAPLUS*	10 years
General information	Functional parts: Flush doors, hardwood threshold, timber panels, fittings and hinges	5 years
	Electrical products, control systems and accessories (including WindowMaster products), handles, cylinders etc.	2 years
	Panes are comprised by Glasindustrien's (Danish Glass and Glazing Industry Federation) warranty, to which reference is made: - Visual defects between the panes of glass - Punctured window seal (moisture between panes)	1 year 10 years
	Delivery of spare parts and updates**	25 years after delivery

* Rationel AURAPLUS and FORMAPLUS delivered before 1 August 2013 are only covered by a 5-year warranty.

** Applicable to windows and doors purchased after 1 July 2019 (except for Rationel AURAPLUS IO and Rationel fire door).

1. If a complaint is submitted in writing to Rationel regarding a manufacturing defect and/or defect in material within the warranty period, starting from the date of manufacture, but no later than 3 months after the defects were or should have been identified, the warranty offers the rights stated in paragraph 3. The complaint must be submitted to Rationel or the contractor/supplier that delivered the product. The date of manufacture is stated on a product label. If necessary, you are responsible for documenting the date of production or delivery.

2. If you submit a legitimate complaint of a manufacturing defect and/or defect in material within the period mentioned in paragraph 1, Rationel undertakes to deliver a replacement product free of charge. Rationel does not cover the costs of dismantling the old product or mounting the new product. Furthermore, any follow-up work in connection with replacement of the product is not covered. Rationel is not liable for any business interruption, loss of profits or other indirect losses.

If the product is no longer in production at the time of the complaint, Rationel is entitled to deliver a similar product instead. If the manufacturing defect and/or defect in material can be remedied safely by repair/partial replacement, Rationel may choose this solution instead. In that case, repair/partial replacement is carried out free of charge.

3. With respect to panes, this warranty only covers visual defects between the panes and punctured window seal (condensation between panes). This warranty does not cover thermal crack and stress ruptures. Nor does it cover condensation on the exterior or interior side of the window. Glasindustrien's warranty applies. This may be downloaded [here](#).

4. Under this warranty, you are granted rights beyond paragraphs 2 and 3 in this warranty. Your rights under mandatory consumer protection rules are not affected by this warranty.

5. This warranty does not apply if the manufacturing defects and/or defects in material claimed are owing to incorrect mounting, absence of or insufficient maintenance or incorrect operation, including lack of lubrication and washing of the external powder-coated surface of the element. Reference is made to Rationel's mounting instructions, user instructions and care and maintenance instructions. With respect to timber windows/doors with surface finish made by the manufacturer, reference is made to Rationel's care and maintenance instructions and the description "Forventet udfald af industrielt overfladebehandlede træelementer" (Expected outcome of industrially coated wooden elements) (Appendix 14: Technical Requirements for DVV (Danish Window Verification), which apply to this warranty and may be obtained from www.vinduesindustrien.dk. The warranty does not cover doors delivered with single-point lock where the door frame warps.

If, for some reason, you have not received Rationel's mounting instructions, user instructions and care and maintenance instructions in connection with the delivery, these may be obtained directly from Rationel or on www.rationel.dk. The warranty does not cover wear parts for fittings and sealing strips that need to be replaced due to daily use and service.

6. You cannot, under this warranty, claim manufacturing defects and/or defects in material owing to conditions that have occurred after delivery of the product by Rationel. Defects in material that may be ascribed to incorrect storage, transportation or mounting by an intermediary/contractor cannot be claimed to Rationel under this warranty.

7. This guarantee applies only to products that are located in Denmark, except for Greenland and the Faroe Islands, when a claim under the warranty is submitted.

8. If Rationel has gone into liquidation, reference is made to the articles of association of VinduesIndustriens Garantiordning.