

# Warranty

The following warranty provisions apply with effect for orders delivered from 1 January 2021.

In case of deliveries from before 1 January 2021, please contact Rationel's service department for the warranty applicable to the order.

Rationel is a trademark of DOVISTA A/S, CVR no. 21147583, hereinafter referred to as the seller.

The warranty covers	Period
<b>Windows, terrace doors, framed doors and sliding doors</b> in the following wood/aluminium series: Rationel AURAPLUS, Rationel FORMAPLUS, Rationel AURAPLUS tilt and turn windows and doors, Rationel fire-proff elements and Rationel fire-proff doors	10 years
<b>Windows, terrace doors and framed doors in the following wood series:</b> Rationel AURA og Rationel FORMA	5 years
<b>Plate doors</b> in the following wood/aluminium and wood series: Rationel AURA, Rationel AURAPLUS, Rationel FORMA, Rationel FORMAPLUS og Rationel fire-proof doors	5 years
<b>Fittings</b> such as hinges, security mechanisms, mounting arms or screws fitted at the factory.	5 years
<b>Painted/varnished panels in wood and hardwood bases</b> In order for the warranty to be maintained, surface treatment must be applied at least every three years. More frequently if they are exposed to weather, and immediately if the surface is damaged. Cedar-wood panels do not require surface treatment.	5 years
<b>Insulating glazing</b> In general (See also below) Visual defects between the panes of glass	10 years 1 year
<b>Electronic products/accessories</b> (such as WindowMaster motors and magnetic locks)	2 years
<b>Accessories included as separate items</b> such as door closers, handles and cylinders	2 years
<b>Delivery guarantee for spare parts</b> Does not apply to Rationel fire-proff elements, Rationel fire-proof doors and Rationel AURAPLUS tilt and turn windows and doors	25 years (after delivery)

1. This warranty has been provided by the seller. It does not in any way limit or change the rights that you may have under an agreement and/or mandatory legislation that you may have against your supplier/sub-contractor or against the seller.

## Windows/Doors

2. If, within the warranty period calculated from the seller's date of delivery, you complain about manufacturing and/or materials defects, the warranty gives you the rights relative to the seller that are stated in this warranty. If necessary, it is your responsibility to document the date of delivery. If the date of delivery cannot be documented, the seller reserves the right to use the date of manufacture when calculating the warranty period. The date of manufacture is stated on a product label.
3. If you submit a legitimate complaint of a manufacturing and/or materials defect within the applicable warranty period, the seller undertakes to remedy the defect or, if necessary, deliver a replacement product free of charge. It is not, however, within the scope of this warranty for the seller to cover the costs of uninstalling the old product and installing the new product, and any follow-on work in connection with replacement of the product is also not covered by this warranty. If the product is no longer in production at the time of the complaint, the seller is entitled to deliver a similar product instead.
4. If the manufacturing and/or materials defect can be remedied safely via repair/partial replacement, the seller may choose this solution instead. In such a case, repair/partial replacement is carried out free of charge.
5. As regards repaired products, including if components are changed, the remainder of the initial warranty period will apply to the product repaired. For the replaced product there will, however, always be a minimum three years' (for electric products and accessories included as separate items, however, only two years) warranty from the date of the delivery of the said component. If an entire window or door including frame is replaced, a new warranty period applies to the items replaced.
6. In respect of wood components of the window/door that have been surface treated at the factory, it should be noted that instructions in the seller's User Manual must be complied with to maintain your rights under this warranty. See also "Expected outcome of industrially surface-treated wood elements" Appendix 14 of the Window Industry's technical provisions (can be requested from the seller).

7. The warranty for painted hinges, fastener, casement stays etc. only covers functionality and strength. No warranty is provided for the durability of the paint, which, depending on the frequency of use, will peel off.

### Insulating glazing

8. Within the warranty period - counted from a stamped date of production - the seller warrants that insulating glazing installed in doors/windows will remain free of dust and moisture internally in the glazing.
9. The guarantee is conditioned on the:
  - window pane having been factory-fitted or installed by the seller's service engineer;
  - the window pane in the spacer rail features the time of production (month and year);
  - the window pane has been correctly cleaned and protected during the building period;
  - the window pane has not been damaged by external effects such as impacts, movements in adjacent structures, etc.;
  - the window pane has not been subject to processing after delivery, such as grinding, sand blasting, corrosion, painting, adhesion or other surface treatment;
  - necessary, ongoing maintenance of frames has been performed.
10. The warranty does not cover damage as a result of bursting due to frost, thermal impact generally, or chemical attacks to the glazing.
11. The seller assumes no liability for window panes cracking after installation unless it is demonstrated that the breakage is due to defects in the insulating glazing supplied and that the complaint is made within one year after delivery.

### Visual assessment of defects

12. Visual defects are assessed from both the outside and inside in diffuse daylight at a 2 m distance, but glazing reflections at a 5 m distance. Defects that are not visible from this distance are considered cosmetic and thus do not qualify for the complaints procedure, unless the defect affects the functionality of the product.

### General

13. If you want to complain about production/materials defects, the complaint must be made no later than three (3) months after the defect has been or ought to have been discovered. The complaint must be submitted to the seller or the contractor/supplier that supplied the product.
14. Under this warranty, you cannot make claims for defects due to circumstances outside normal use. Defects which, for example, can be ascribed to incorrect storage, transportation or installation by an intermediary/contractor cannot form the basis of a claim against the seller with reference to this warranty.
15. This warranty does not apply if the manufacturing and/or materials defects claimed are due to incorrect installation, absent or insufficient maintenance or incorrect operation, see also the instructions in the relevant seller's installation and user guidelines.
16. Condensation outside the space between the panes is natural and is not due to a defect of the product. This warranty therefore does not cover formation of condensation and/or damage as a result of condensation that is caused by the physical circumstances where the product has been installed, including local insulation and ventilation conditions, inadequate ventilation and/or similar circumstances.
17. The installation, user or maintenance guidelines, technical provisions and/or rules mentioned in this warranty can be requested by contacting the seller or can be downloaded from [www.rational.dk](http://www.rational.dk)
18. This warranty applies only to products that are located in Denmark, except for Greenland and the Faroe Islands, when a claim under the warranty is submitted.
19. The seller undertakes for a period of 25 years to be able to deliver identical or similar spare parts for the seller's products covered by this warranty. This, however, does not apply to Rational AURAPLUS tilt and turn windows and doors, Rational fire-proof elements and Rational fire-proof doors.