

Warranty for plastic windows

1. Warranty conditions for PVC windows:

1. The manufacturer AS RehPol guarantees that purchased windows are made in compliance with the terms of warranty.
2. The warranty period for PVC windows is 5 years. The period starts when the window is delivered by the Vendor to the Buyer.
3. Product repairs carried out during the warranty period are not the basis to extend the initial warranty period.
4. Insulated glass units comply with the requirements of European standard PREN 1279.
5. Glass cleanliness is assessed in the following conditions:
 - a) angle of view: 90 degrees (directly towards the glass);
 - b) viewing distance: 2 meters;
 - c) lighting: natural, light, not causing reflection
6. The internal surfaces of the glass panes of the insulated glass units have to be clean. There must be no dust, adsorbent residues, glue mastic overflows or other impurities that limit visibility through the glass.
7. PVC windows comply with the Finnish standards SFS 3922 and SFS 3304.
8. Warranty for PVC windows applies to: chemical resistance of PVC material, colour-fastness, light resistance and weatherability of the PVC material, breaking of the welding seams of window corners, weatherability of window gaskets, operating reliability of hardware system (handle, hinges, locks), window's water resistance, dust and moisture resistance of the glass unit.
9. The warranty does not cover: surface damages (i.e. scratches, dents), which are caused after the Buyer has accepted the product; damages caused by negligence of operating and maintenance instructions of PVC windows; damages caused by vandalism and other physical violence; window and insulated glass unit surface damages that are not visible from the distance of two meters by ordinary lighting; decorative bars glued on the glass and decorative bars installed into glass units of different shape, thermal breakage of the glass unit.
10. In case a defect is found, the Vendor replaces or repairs the part. If the windows don't substantially comply with the conditions agreed in the sales contract or can't be substantially used for the intended purpose, the Vendor shall replace the window during the guarantee period free of charge.
11. Warranty procedure: warranty is given by AS RehPol. In case of warranty, contact immediately AS RehPol's sales office and take along the sales contract.

12. For the parts that a replaced during the warranty period, a new warranty under the conditions laid down in the contract shall apply, starting from the day of delivery of the part. The warranty given to the replaced part is valid until the end of the warranty period of the delivered product.

13. Transfer of the product ownership does not affect the contractual guarantee obligations.

14. Vendor's warranty obligations expire at the end of the warranty period or under the conditions provided for by the law or sales contract.

II. Maintenance of the windows by the Buyer after purchasing:

1. Regular maintenance ensures that window's wind, noise and dust resistance will not decrease during a long service time. Regular maintenance should be carried out at least once a year.

2. The Vendor shall after installation of the window adjust the window once in 6 months as part of the warranty agreement. The warranty does not cover adjustment of windows, which are installed by the Buyer.

3. Maintenance should include: cleaning and lubrication of hinges; cleaning and lubrication of hardware system; dusting of gaskets and seals and lubrication of the latter with silicone oil.

4. The warranty is not provided, if the window is not installed in accordance with the manufacturer's installation instructions (except when it was installed by the Vendor); the windows are used for the purposes other than designed; the windows have been repaired during the warranty period by the Buyer or third party; the Buyer has without the consent of the Vendor modified or complemented the windows.