

WARRANTY CONDITIONS

1. General warranty conditions

- 1.1 The products manufactured and installation work performed by Haapsalu Uksetehase AS are covered by a two-year warranty, which covers defects arising from manufacturing, material, or construction defects of the products, which appear during the normal prudent use of the products. **The warranty presupposes compliance with the company's installation, operation and maintenance instructions and good construction practices.**
- 1.2 The warranty starts from the delivery of the product to the Buyer (in case of project sales, from the signing of the deed of delivery and acceptance of work) and covers the opening fillings and their components described in the contract, order confirmation, or purchase invoice. The defect(s) shall be repaired, or if the repair does not render the product fit for its intended use, the product or part thereof shall be replaced within a reasonable time.
- 1.3 Declarations of performance and CE markings have been issued for the exterior doors and windows of Haapsalu Uksetehase AS, and the required conformity certificates have been issued for fire-rated products, all of which can be found at www.uksetehas.ee.
- 1.4 The appearance of the visible veneer and the finished surface of doors and door windows shall comply with the requirements set out in Chapter 5 of Standard Guide V of the instruction manual RT 42-11058-en. Standard class V is the usual quality class for doors. When assessing the color tone of the veneer, the characteristic pattern, color variation, and possible variegation of the wood species must be considered.
- 1.5 Repairs performed during the warranty period do not extend the warranty period originally granted. When a product is exchanged for a new one, the calculation of the warranty period of this product starts from the day of delivery.
- 1.6 The Buyer undertakes responsibility to notify the manufacturer or distributor in writing of any defects in the products or installation during the warranty period within fourteen days of the occurrence of the defect, describing the defect in detail. When reporting defects, it is necessary to include pictures of the product inside and out in the general plan, together with the surroundings and the defective place in the big close-up and extreme close-up.
- 1.7 Haapsalu Uksetehase AS is responsible for those defects in the products and installation that have arisen due to the activities or omissions of Haapsalu Uksetehase AS. Haapsalu Uksetehase AS undertakes to bring the non-compliant products or the installation into conformity by eliminating the defects or replacing the products at its own expense.
- 1.8 The warranty does not cover defects emerging after delivery resulting from storage, transport, installation, or other circumstances other than the intended use. The warranty also does not cover the costs of additional operations indirectly related to the repair of products and/or works,

including the costs of labor, cranes, scaffolding, lifting equipment, etc. aids, transport, finishing work (plastering), etc. that are not directly related to the repair of the product or work to be repaired under warranty.

- 1.9 Haapsalu Uksetehase AS is not directly or indirectly liable for costs and/or damages incurred/caused by a third party that result from the repair or replacement of defective products/product parts and/ or work.
- 1.10 The Buyer's claim shall not be satisfied if it turns out that the defects in the product or installation have arisen through the fault of the Buyer, including if the Buyer has not used and maintained the products purposefully. In this instance the costs of repairs and transport costs shall be borne by the Buyer.
- 1.11 In case of disagreement between Haapsalu Uksetehase AS and the Buyer about the occurrence of defects in the products and the performed installation, an expert examination shall be ordered if necessary. The costs of the examination shall be borne by the guilty party.
- 1.12 The warranty does not cover post-installation adjustment if the door is provided with a mechanical lock casing with a strike, but they have not been delivered by Haapsalu Uksetehase AS.

2. The warranty is valid

- 2.1 for the defects caused during transport, if they are fixed at the time of delivery/receipt of the product, provided that the transport has been ordered from Haapsalu Uksetehase AS;
- 2.2 For dimensional stability, if the permanent longitudinal curvature of the product exceeds 4 mm per two meters at the time of installation or 5 mm per two meters for three months after installation;
- 2.3 For the durability of the finish. Applies only to products 100% finished by Haapsalu Uksetehase AS;
- 2.4 For the water tightness and weather tightness of the seals in accordance with the values declared for the specific product, provided that the instructions for use and maintenance of windows and doors have been followed;
- 2.5 For the reliability of shutters, if the instructions for use and maintenance of windows and doors have been followed. Applies only to locks installed by Haapsalu Uksetehase AS;
- 2.6 The airtightness of the double/triple-glazed units and covers only the formation of condensation and dust between the double/triple-glazed units during the warranty period;
- 2.7 Preservation of wood (fungal damage) and stability of adhesive joints;
- 2.8 For installation errors performed by Haapsalu Uksetehase AS;
- 2.9 If the products do not exceed the limits set for the products by Haapsalu Uksetehase AS (the corresponding note is also added to the order);

3. The warranty does not apply

3.1 Deformations and other defects of the products caused by:

- 3.1.1. water, chemicals, and disinfectants (paint damage, mold, etc.);
- 3.1.2. excessively humid (e.g., during construction), unheated and/or unventilated room (wood humidity increases by more than 20%), as well as from overheating or excessively dry rooms (wood moisture falls below 8%). The optimal relative humidity of the indoor air must be in the range of 40-60%; in winter, the average relative humidity of the week may drop to 25%, and in summer, it may rise to 70%. Condensation on the inner or outer glass of a double/triple-glazed unit is not classified as a complaint.
- 3.1.3. environmental pollution (soot, acidic or basic compounds, construction debris, dust, etc.). as well as deformations that may occur due to protective coatings used to prevent these factors (e.g., risk of condensation between the films used to cover outdoor products and the surface of the product, which may damage the finish or cause moisture)
- 3.1.4. mechanical defects detected after installation. Prior to installation, make sure that mechanical defects are present, and that the manufacturer must be notified **before the installation is carried out**.
- 3.1.5. Temporary deformations and curvatures of products finished in dark shades, e.g., due to sunlight
- 3.1.6. In the case of "stain + varnish" external finishing, the warranty does not apply to the finishing.

3.2 Characteristic properties of wood such as:

- 3.2.1. differences in texture and tone of wood of the same species, incl. variegation; this is also the case for the different components of one door set, e.g., door leaf, frame, skirting
- 3.2.2. change in wood tone due to UV radiation; NB! When covering the product only partially from the sun, there may be a difference in shade between the covered and uncovered parts
- 3.2.3. discoloration in the finishing layer caused by resin penetration through the finishing layer or by resin pockets
- 3.2.4. Expansion, cracking and cross-sectional changes of solid wood caused by excessive moisture, dryness, and high surface temperatures (e.g., in case of dark finishes)

3.3 For exterior doors that are not protected from the effects of direct rain by an **awning at least 1 meter wide**, extending **at least 0.5 m from the sides over the door opening**, or the doors are not located in a wall recess at least 1 meter deep.

3.4 For defects that are not visible at first sight, at a distance of two meters, visually noticeable under normal lighting conditions.

- 3.5 For double-glazed units, which are:
- 3.5.1. thermally broken. Thermal breakage is a physical phenomenon that can occur when the temperature difference of the glass surface is greater than 40° C. To prevent thermal breakage, the glass must be tempered, or factors that increase the risk of thermal breakage (high heat absorption such as tinted glass, solar radiation, blackout curtains, films, etc.) must be avoided;
 - 3.5.2. mechanically damaged, broken or scratched after delivery of the product;
 - 3.5.3. Circular or with a side ratio greater than 6: 1 or measuring less than 150 x 220 mm or more than 2700 x 4000 mm;
 - 3.5.4. made of ornamental glass (according to EN 572-5) or reinforced glass (according to EN 572-3);
 - 3.5.5. installed more than 900 m above sea level.
 - 3.5.6. Otherwise, the quality conditions EVS EN1279-1 2004 apply.
- 3.6 The appearance of the finger-joint contour or the grain under the visible layer of paint, if they remain invisible from a distance of two meters on initial inspection and the finishing layer is not damaged (cracked, detached, etc.).
- 3.7 For normal wear of finishes, shutter systems (hinges, locks, handles) and door sills.
- 3.8 Defects caused by the collapse of the building structure.
- 3.9 Installation errors if the installation has not been performed by Haapsalu Uksetehase AS.
- 3.10 Product breakdown and unforeseen circumstances (fire, flood, vandalism, etc.).
- 3.11 Insect net rupture.
- 3.12 For products which, after receipt, have been:
- 3.12.1. machined in any way (sawn, drilled, milled, etc.);
 - 3.12.2. covered with unsuitable finishing material;
 - 3.12.3. damaged intentionally or through gross negligence.
- 3.13 For products to which unsuitable accessories have been attached after receipt.
- 3.14 Transport damage if the transport has not been arranged by Haapsalu Uksetehase AS.
- 3.15 For products and works for which the Buyer has not paid 100%.

4. Installation warranty

The installation warranty is valid only for the installation performed by Haapsalu Uksetehase AS; the length of the warranty period is two years.

The installation warranty does not apply

- 4.1. For post-adjustment of shutters (unless an installation error has been identified on the products installed by Haapsalu Uksetehase). If the need for regulation arises in the future, it is possible to order this work as a service.
- 4.2. When installing a sliding door guide and the underfloor heating system breaks due to its insufficient distance and/or depth from the installation opening.
- 4.3. For broken sides/plaster detachment during the dismantling of the old door
- 4.4. For changes in the position of the product in the installation opening caused by subsidence/movement of the building structures

The sales warranty does not exclude or limit the Buyer's right to use other legal remedies arising from law or the contract.

Sincerely, Haapsalu Uksetehase AS

Valid from 04.06.2021