



# WARRANTY

## for manufactured products

Jelovica okna d.o.o.

Kidričeva cesta 58  
4220 Škofja Loka

04 51 13 374  
info@jelovica.si

Quotation:

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Invoice:

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Date:

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Manufacturer's signature and stamp:

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*Jelovica d.o.o., Kidričeva cesta 58, 4220 Škofja Loka, ensures that its products are manufactured in accordance with the requirements of the applicable standards and regulations and in accordance with the technical and technological documentation of the manufacturer. Product quality is continuously monitored in accordance with the Construction Products Directive CPD (89/106/EEC).*

The warranty conditions apply to wood and wood/aluminium window products and all sills. Shades (Medle d.o.o.) and entrance doors (Doors d.o.o.) are subject to the warranty terms and conditions published on the manufacturer's website and/or supplied with the products purchased.

Jelovica d.o.o. (hereafter referred to as the manufacturer) offers a **2-year general warranty** for the properties and functionality of its products – Wooden and wood/aluminium windows and wooden shutters and sills.

In addition to the general warranty, the manufacturer offers the following additional warranty terms and conditions:

**A 3-year warranty applies:**

- To resistance to unnatural colour changes on the external wooden surfaces of windows and fillings according to the Jelovica d.o.o. colour chart
- To rust-resistance of window fittings in the room
- To resistance to colour changes and external cracks on aluminium window sills

**A 5-year guarantee for wood and wood/aluminium windows applies:**

- To resistance to unnatural colour changes on interior wooden surfaces of windows and fillings according to the Jelovica d.o.o. colour chart
- To window seals
- To the condensation in the interglass space of insulating glass units
- To the declared properties of the glass ordered

**A 10-year warranty applies:**

- To weather resistance against unnatural colour changes and cracking of powder-coated aluminium window surfaces
- To the functionality of the window fittings when the installation and maintenance instructions are followed
- To the functionality of the hooks and handles when correctly installed and handled

Specific cases excluded from the 2-year general guarantee are:

**1-year warranty applies:**

- Against colour changes, external cracking and rusting on hooks and fittings that are exposed to the open air
- If the buyer requires the windows to be finished with colourless or very light coatings that are not UV-resistant
- To other items not listed elsewhere



**The warranty does not apply in the following cases:**

- if the offer or order explicitly states that the manufacturer does not offer a guarantee for a particular product,
- if the defect was discovered during the product's acceptance inspection but the buyer did not enforce it or the goods did not pass the acceptance inspection,
- if the defect is the result of improper or incorrect maintenance or repair, improper or careless product use, improper installation or modification by an unauthorised person,
- If the buyer requires the manufacture of windows, doors, and other products in versions and dimensions that are not recommended by the manufacturer, profession, or fittings manufacturer,
- if the windows and doors have been installed despite visible defects,
- if the entrance door is on the south or west side and there is no canopy or windbreak,
- If the products were installed in a building with fresh masonry and adequate ventilation/drying of the space was not ensured during the construction of the building or was too intense
- if the products have been exposed to moisture above 60%,
- if the buyer has negligently and unprofessionally handled the product,
- if regular maintenance checks have not been carried out (see p.6)
- in cases where damage has occurred due to mechanical and chemical effects on the surface (bumps, abrasions, cleaning), unprofessional and aggressive use or overloading of windows and doors,
- in the case of damage caused by inadequate storage and handling of products,
- if the product suffers mechanical and chemical damage to the surface treatment as a result of incorrectly applied adhesive tapes, the application of a facade, or the use of aggressive cleaning agents,
- if the product has abrasions and damage from transport and storage prior to installation or during installation itself if it was organised in the buyer's regime,
- If any repairs or remedial work have been carried out on the products by the buyer or by a third party not authorised by the manufacturer
- in the case of changes in the appearance of the surface resulting from pollution,
- in the event that the wooden and wood/aluminium windows were exposed to direct weather effects (rain, snow, sun) at the time of storage or were stored in damp rooms,
- if the products have been damaged by hail, fire, burglary, storm or other natural disaster,
- if the installation of the products has not been carried out by the manufacturer or an authorised installer of Jelovica,
- if cleaning and maintenance agents other than those recommended by the manufacturer have been used,
- if the products have been subjected to saltwater or other aggressive influences,
- in the case of glass defects that are not clearly visible from a distance of one metre in accordance with the Guidelines for the visual assessment of the quality of glass for use in construction,
- in the case of glass breakage caused by physical injury or climatic stress,
- In case of aesthetic defects, which are permitted within the Jelovica standards as



- recommended by the Window Manufacturers Association (VFF Merkblatt) – a 3-metre rule
- in the event of fitting wear or breakage caused by physical injury or wind draughts,
- in the case of defects in wood, which are allowed according to standard EN 942, which defines the quality of wood for joinery,
- in the case of windows and doors that have been treated with extremely dark glazes or overlays that cause the wood to overheat,
- in the case of coatings and wooden parts of windows and doors which are not finished at the customer's request,
- in the case of oiled wooden surfaces;
- in the case of colour differences between the colour chart sample plate and/or individual parts of windows and doors caused by different batches of coatings, the natural structure of the wood and the different absorption abilities of the coatings during the varnish treatment,
- in the case of a temporary phenomenon on the coating's surface, such as water stains or paint washing,
- if wood from larch tree species has come into contact with lime during the manufacturing process and dark spots have formed on the product that cannot be removed,
- in the case of defects and injuries caused by other defects that have not been corrected in a timely manner or notified to the supplier in writing within 15 days of their occurrence,
- colour differences are not subject to complaints in the case of additional or re-ordered items,
- in disregard of the "Instructions for transport, storage, installation, use, and maintenance".

The warranty period begins on the delivery date of the goods to the buyer.

The warranty does not exclude the rights of the consumer arising from the manufacturer's liability for defects on the goods.

The warranty can only be exercised after the product has been fully paid for.

Any service intervention or partial or complete product replacement does not affect the validity of the warranty period or the warranty period specified in this warranty card.

**The manufacturer undertakes to eliminate any defects or malfunctions on the basis of an agreement with the buyer within the warranty period at its own expense,** taking into account the provisions of the Consumer Protection Act.

The written complaint must contain the buyer's exact address, telephone number, a description of the defect, pictures and a photocopy of the delivery note or invoice and the warranty card. The manufacturer guarantees to provide service maintenance and necessary spare parts during the warranty period. The manufacturer will continue to provide repair, maintenance and spare parts for the products after the expiry of the warranty period against payment, in accordance with applicable law.

Any additional work carried out on the product by the buyer or an unauthorised person that may affect the quality and functionality of the product excludes the warranty. Servicing of



such products will be carried out by the manufacturer at the request and against payment by the buyer.

### **Further clarifications**

#### **Aluminium**

It expands with temperature. As a result, the product's functionality, construction, and safety are not compromised, but minor gaps may appear that are not subject to complaints.

#### **Quality of wood**

Our products meet the standard DIN EN 942, which defines the quality of wood for joinery.

#### **Colour Scales**

Colour charts and advertising materials provide an informative presentation of the colour tone. Therefore, differences arising from wood as a natural material are not subject to complaint.

**WOOD IS A NATURAL MATERIAL AND THEREFORE ITS NATURAL PROPERTIES (COLOUR CHANGES, DIFFERENT TEXTURES, KNOTS) CANNOT BE THE SUBJECT OF A COMPLAINT**



## SERVICING

Repairs to the doors and windows within the warranty period may only be carried out by a Jelovica d.o.o. professional or by an authorised repairer, otherwise, the warranty shall be terminated.

All Jelovica d.o.o. products must be inspected every two years and, if necessary, properly and professionally repaired with original parts. Paid-for servicing is performed by a Jelovica d.o.o. service technician or our authorised service technician. Each service intervention must be entered on the warranty card. Only with a completed warranty card can the entire warranty for all products be claimed.

### Service Contacts:

Jelovica d.o.o.  
Kidričeva 58, 4220 Škofja Loka  
Tel.: 04 5183 526  
Email: servis@jelovica.si

### Fittings adjustment:

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Date:

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Signature:

### Service:

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Date:

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Signature:

### Service:

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Date:

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Signature:

### Service:

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Date:

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Signature:

