# 5-Year Warranty Declaration

## Applicable to exports and to Greenland and the Faroe Islands

Congratulations on your new windows and doors from Primo Vinduer A/S. You have chosen a product that is virtually maintenance-free and designed to last for many years. To ensure the longest possible service life, it is important to follow our recommendations regarding normal cleaning, care, and maintenance, and to ensure that the elements are correctly installed and adjusted from the outset. If you are in doubt, please contact us or read the instructions at www.primovinduer.dk.

### §1 Purpose

With the Primo Vinduer warranty, the consumer is protected against manufacturing and/or material defects for a period of 5 years, subject to the warranty declaration and references to the applicable provisions set out below.

### §2 Applicable Provisions

The warranty protects the consumer against manufacturing and/or material defects within the limits specified below:

- The defect/non-conformity must be reported no later than 3 months after it has been discovered. The production date is stated on a label attached to the product.
- The warranty covers DVV-certified products installed outside Denmark.
- The maximum compensation is DKK 200,000 per delivery and DKK 10,000 per unit/product. Only direct losses and expenses are covered; see §3.3.
- Primo Vinduer may choose either to supply a new product or remedy the defect in the existing product. If the product in question is no longer in production at the time of the claim, Primo Vinduer may instead supply another equivalent product.
- Only defects and deficiencies relating to the product itself are covered; see §3.1.
- A product defect means solely a condition resulting from a deficiency or defect in the product's construction itself and not damage caused after delivery; see §3.2.
- The element must be correctly installed and maintained in accordance with the supplier's instructions and the DVV description for timber and timber/aluminium products: "*Expected Performance of Industrial Surface-Treated Timber Elements*".

### §3 Primo Vinduer Warranty

The warranty is based on the common provisions of the DVV warranty scheme, cf. §2, regarding the coverage period, complaint deadline, conditions, and scope of coverage, including the following:

### 3.1 Product Defects Only

The warranty covers only defects in the product itself and therefore does not cover issues caused by incorrect storage, transportation, or installation carried out by the purchaser or a third party.

### 3.2 Manufacturing and Material Defects Only

The warranty does not cover conditions resulting from inadequate care and maintenance, incorrect operation, or normal wear and tear. Nor does it cover damage caused by external influences, such as impacts, contact with other building components, weather conditions, or subsequent processing such as sanding, painting, or similar treatments.

For correct handling and operation, please refer to Primo Vinduer's installation guide and adjustment and maintenance plans at www.primovinduer.dk.

### 3.3 Only Direct Losses and Expenses Are Covered

In accordance with the DVV warranty, direct expenses are covered, whereas other expenses and work related to the replacement, such as removing old elements and installing new ones, are not covered by the warranty.

The warranty does not provide compensation, damages, reimbursement, or similar payments of any kind. Primo Vinduer is therefore not liable for consequential damage to buildings, furnishings, or similar property; expenses for temporary accommodation, storage, etc.; or for operating losses, loss of profit, or any other indirect loss.

## §4 Conditions

Primo Vinduer's warranty applies to all products that comply with the company's product standard. The warranty therefore does not cover the following special constructions/conditions:

- Doors with a single-point locking system, regarding airtightness.
- Inward-opening doors, regarding watertightness where water is forced in at the threshold.
- Doors fitted with door closers where the door frame becomes deformed.
- Door frames may bow up to 2 mm per metre in accordance with DVV technical provisions.
- Corrosion of hardware may occur in coastal areas.
- Elements where the construction has been penetrated by accessories (e.g., vents, cat flaps), regarding airtightness.
- Elements exceeding Primo Vinduer's recommended maximum dimensions according to the product standard, regarding stability.
- Panels, panel doors, and folding doors. In these cases, the Danish Window Industry's 5-year DVV warranty applies.
- Electrical accessories are generally covered by a 1-year warranty.

The product standard for a given product may be obtained by contacting the office on +45 7011 1233 or at info@primovinduer.dk.

## §5 Special Provisions Regarding Insulating Glass Units / Energy-Efficient Glazing

Subject to the same conditions regarding coverage period, scope of coverage, correct handling and maintenance, and geographical area of coverage, the consumer is covered by the glazing manufacturer's warranty.

The full warranty terms can be found on the Danish Glass Industry Association's website. In summary, the 5-year warranty is subject to the following conditions:

- The glazing unit must bear the production date (month and year) on the spacer bar.
- The glazing unit must be factory-installed or installed by a Primo Vinduer service technician.
- The glazing unit must have been properly cleaned and protected during the construction period.
- The glazing unit must not have been damaged by external influences such as impacts, blows, movement in adjacent structures, or similar causes.
- No damage must arise from frost cracking, thermal stress, chemical attack on the glass, or staining caused by improper storage.
- The glazing unit must not have been modified after delivery, for example by grinding, sandblasting, etching, painting, applying films, or any other surface treatment.
- The glazing unit must not contain attached and/or integrated elements, such as leaded glass, alarm systems, blinds, etc., that cause condensation to form within the insulating glass cavity. However, the warranty does cover glazing units fitted with external standard glazing bars or integrated decorative bars ("Vienna bars").
- Necessary ongoing maintenance of frames, sashes, and installation materials must be carried out.