

Annex 22: Complaints guide concerning windows

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In general, it must be accepted that windows and external doors are industrial products intended for use in buildings.

The point of departure for any handling of complaints is that the product is defective and does not meet the quality standard "Technical Requirements for DVV", and that the window manufacturer is to blame for this.

On delivery you should immediately check that the windows are in accordance with the order and whether there are any obvious defects, shortcomings or transport damage.

Any transport damage, as e.g. cracked glazing units, scratches or pressure marks, must be stated on the supplier's consignment note.

When the acceptance check has been performed, the liability for correct storage passes to the customer.

Complaints concerning damaged units, which have been installed, will not be accepted.

Other complaints about defects in a delivery under warranty may be made up to five years after the window manufacturer's delivery date, however, not later than three months after discovery of the defects.

The DVV warranty does not cover claims which are attributable to the following:

- *Lack of general maintenance and service such as lubrication, planing, adjustment, etc.*
- *Hinges, locks, closing devices, weather seals, etc., which are exposed to daily wear and tear, and which must therefore be replaced.*
- *Defects which are caused by incorrect installation. This matter must be settled with the company that carried out the installation.*
- *Visual quality of frame/casement and glazing units which meet the quality standard "Technical Requirements for DVV". Complaints, if any, must be made not later than 3 months after delivery.*

The visual quality of windows must be assessed from the inside at a min. distance of 2 m and from the outside at a min. distance of 3 m, and the assessment must be made in diffuse daylight (e.g. a cloudy sky) with no direct sunlight or artificial light. Irregularities that are not visible are not considered as defects.

When checking reflection in the glazing unit, the distance from the outside must be at least 5 m.

As for basis of assessment, reference is made to:

Glazing units:

- *Annex 20 - The visual quality of insulated glass.*

Frame/casements:

- *Timber – Annex 14 - Expected performance of industrial surface treatment of timber elements*
- *PVCu – Section 6.3 Profile material and test requirements*
- *Alu – Section 7.5.1 Coating of aluminium and section 7.5.2 Anodizing of aluminium*
- *Composite – Section 9.6 Surface treatment*

If a damage or cause of damage does not qualify for a complaint according to the guidelines, the company may invoice for the costs in connection with a survey.

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|------------------|
| Supplier: |
| Name: |
| Address: |
| Postal code: |
| Telephone: |

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|------------------------------|
| Installation address: |
| Name: |
| Address: |
| Postal code: |
| Telephone: |

| | |
|---|--|
| Text on label stating DVV certification: | |
| DVV Certificate no. : | |
| CE marking, unique product code: | |

| Text in spacer (must be completed) | Width x Height | Profile width |
|---|-----------------------|----------------------|
| | | |
| | | |
| | | |
| | | |

| | | | |
|--|---------------------------------------|------------------------------|--|
| The reason for the complaint: | | | |
| <input type="checkbox"/> Misting between the layers of glass | Date of installation of glazing unit: | | |
| Other visible defects: Please note that glazing units must be assessed at a distance of at least 2 m in diffuse daylight (e.g. a cloudy sky). | | | |
| <input type="checkbox"/> Point defects, etc . | <input type="checkbox"/> Inner zone | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| <input type="checkbox"/> Scratches | <input type="checkbox"/> Inner zone | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| <input type="checkbox"/> Impurities between the glass layers | <input type="checkbox"/> Inner zone | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| <input type="checkbox"/> Other defects* | <input type="checkbox"/> Inner zone | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| * Description of other defects: | | | |
| Glazing units, which crack after the installation, and scratches on the outside are defects which do not qualify for a complaint towards the IGU manufacturer. | | Signature customer: | |
| | | Case no. | |
| Form received | Date: | Complaint approved: | <input type="checkbox"/> Yes <input type="checkbox"/> No |

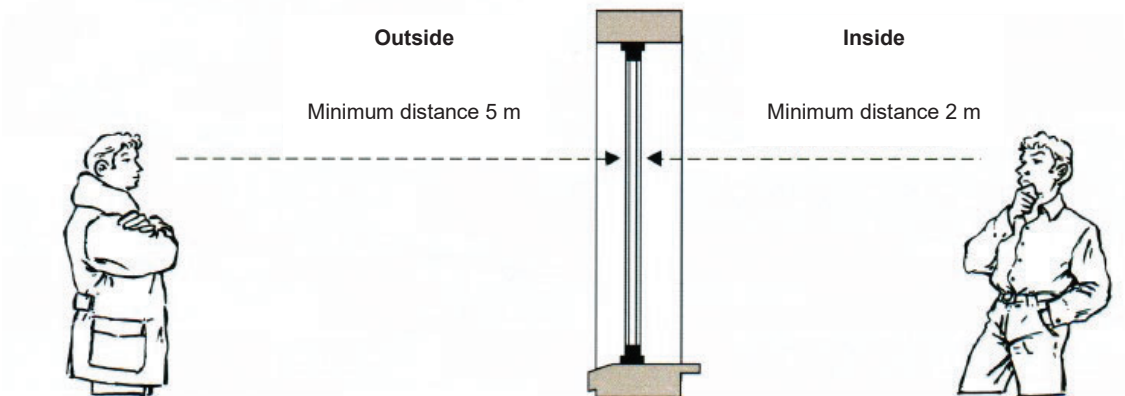
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Please note:

Assessment criteria for deviations in quality in insulated glass units, prepared by VinduesIndustrien:

Glazing units must be assessed from the inside at a min. distance of 2 m in diffuse daylight (e.g. a cloudy sky) with no direct sunlight or artificial light.



When checking reflection, the distance from the outside must be at least 5 m.

Detailed description of defects and their position on the glazing unit and perhaps also the position in the building (including the names of any contacts):

Position of defect on the IGU:

The position of the window in the house – sketch seen from above (to be used in a survey, if any):

