

Window vents - window ventilation

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01 In general

Producer:

VERO DUCO NV
Handelsstraat 19
B-8630 Veurne
Belgium

Tel: +32 58 33 00 33
E-mail: info@duco.eu
www.duco.eu



The manufacturer, VERO DUCO NV in Veurne (Belgium), hereinafter referred to as DUCO, issues the following warranty statement for the following window ventilation products (excluding control unit for electronically controlled window ventilators):

- Standard window ventilators with or without self-regulating flap, whether or not electronically controlled;
- Fire-resistant window ventilators, with or without self-regulating (ZR) flap;
- Sound-absorbing window ventilators, with or without self-regulating flap, whether or not electronically controlled;

This warranty statement is effective from 1 September 2022. All previous warranties are hereby voided.

Only for the Netherlands: DUCO window ventilators conform to KOMO certificates, issued by SKH B.V. in Wageningen.

DUCO's general delivery and payment conditions apply to the warranty. These are available on request.

02 Obligations for the user, installer and dealer

The window ventilator was packaged securely for protection during storage and transport. Storage (by the installer or dealer) should always be in dry conditions and under normal temperature conditions. Transport and handling must be carried out with due care.

Before unpacking, check whether there is any noticeable damage to the packaging. Open the packaging with caution. When using sharp objects, be careful not to damage the paint. Remove the product from the packaging with due care.

If the user discovers a defect or malfunction within the warranty period, he should immediately report this to a recognised installation company (contractor, subcontractor, carpenter, maintenance company, window frame supplier, painting company, glass supplier, ...) by means of a warranty application / complaint form.

The warranty is only granted if the warranty card is completed in full by the installer on the date of installation and is returned with the repair (or a receipt / order / invoice showing the date of installation).

Complaints must be made by e-mail by a DUCO dealer or the installer to service@duco.eu, clearly stating the complaint and the order and / or invoice number with which the products were delivered.

03 Start warranty period

The warranty period for the above mentioned products starts from the invoice date. An exception to this are the electrical components: here, the warranty period starts from the date of manufacture.

04 Warranty period and scope of the warranty

All materials used by DUCO are of high quality and adapted to the intended use.

As the manufacturer, DUCO provides a 10-year degressive guarantee on the quality, on the paintwork and the gloss of the aluminium profiles, on the proper technical operation and functioning of the window ventilators and their components (with the exception of the electronic components and control units of the electronically controlled window ventilators: a two-year warranty applies), not on their installation.

The DUCO window ventilators are guaranteed for 10 years from the invoice date – decreasing by 10% per year (i.e. decreasing in value per year) – against defects that are the result of non-compliant material. No other claims for compensation, other than non-conforming material, can be considered.

During the 10-year period, the following phasing-out rules apply:

- 1st year 100%
- 2nd year 90%
- 3rd year 80%
- 4th year 70%
- 5th year 60%
- 6th year 50%
- 7th year 40%
- 8th year 30%
- 9th year 20%
- 10th year 10%

05 Liability

DUCO warrants any defects that may occur under normal and proper use and maintenance, according to the user manual. DUCO accepts no liability if the instructions in the Maintenance Instructions (see www.duco.eu) are not complied with or if the product is not installed correctly in accordance with the Fitting Instructions.

No other claims for compensation, other than non-conforming material, can be considered.

With the new delivery of the defective part or the complete window ventilator, DUCO's maximum liability is exhausted. Under no circumstances can DUCO be held liable for any other damage, including consequential damage, such as business interruption, water damage and fire damage. In the event of liability, compensation shall not exceed the purchase value of the product, unless otherwise provided by law.

In the event of defective material, a component part or the entire component / the complete window ventilator will be redelivered free of charge by VERO DUCO or a DUCO-dealer appointed by DUCO to the party concerned.

The warranty covers the supply of spare parts or replacement parts, to be fitted on site by the party concerned, and the repair (possibly with the assistance of a technical staff member of the manufacturer) or complete overhaul of the system / product by the manufacturer at the factory.

06 Costs

DUCO will only reimburse DUCO products and no further assembly / disassembly costs (travel + labour), even if the defect in the product or system is covered by the warranty.

If DUCO is wrongly involved in a complaint, we will charge our costs.

07 Acceptance of the warranty

Upon receipt of the item, DUCO will examine this and decide whether the defect is covered by its warranty.

If the defect is covered by DUCO's warranty, DUCO shall carry out an overhaul of the good and if necessary repair or replace the defective good (at DUCO's discretion), and / or supply the end customer with parts to replace any defective parts, to be fitted by the end customer.

07.A Not covered by the warranty:

- disassembly and assembly costs;
- defects resulting from penetration of or damage by construction dirt;
- damage and defects which, in DUCO's opinion, are the result of improper handling, negligence or accident;
- defects caused by the use of abrasive or aggressive liquids and cleaning agents, vapours, gases or solvents;
- defects caused by incorrect, incompetent or abnormal use, handling, irregular maintenance or non-compliance with the user manual;
- defects caused by incorrect assembly or connection of the products or failure to install them in accordance with the installation instructions, processing instructions or guidelines;
- damage caused by puncturing or damaging products;
- discolouration or damage caused by temporary or permanent environmental impact or by air pollution;
- defects or damages resulting from improper repair, handling, repair or maintenance by third parties or unauthorised persons (without the consent of DUCO);
- repairs or maintenance that do not involve the use of original DUCO parts;
- defects that are the result of non-regular and/or improper maintenance in accordance with the regulations;
- defects that are the result of injudicious use, carelessness, incorrect or irregular maintenance;
- defects caused by scratches or paint;
- defects caused by wind, water or air pollution;
- defects resulting from improper transport and/or storage at the construction site;
- defects caused by force majeure or external causes such as violence (external), natural disasters, mining, natural gas extraction, earthworks by third parties, storm, hail, water or fire damage, lightning or war conditions;
- mounting with too weak fixing material;
- exposure to an aggressive industrial or commercial environment and resulting in discolouration or damage;
- damages resulting from accidents;
- internal or external corrosion as a result of exposure to an environment with a high airborne salt content;
- defects resulting from exposure to extreme temperatures (system components: <0°C or > 40°C // window ventilators: -18°C to +60°C) and / or high humidity;
- defects caused by excessively high and / or incorrect voltage;
- replacing batteries and fuses;
- programming of thermostats and controls;
- damage to the casing and other non-functional parts if caused by transport, installation or ageing of the product, or by the use of abrasive or aggressive cleaning agents;
- costs incurred if the required free space around the product does not comply with the product installation manual and / or the product is not freely accessible, as a result of which the time required for mounting and dismantling exceeds 30 minutes.

07.B The guarantee also expires if:

- the materials are intensively exposed to harmful atmospheric conditions;
- it concerns materials that are subject to wear and tear as a result of frequent or long-term use (e.g. cables, cords, retractors, ...);
- it involves natural aging or normal wear and tear;
- the technical limits for use of the product (as stated in the brochure) have been exceeded;
- the defects are caused by incorrect connection, improper use or contamination of the product and accessories;
- the product has not been installed by a recognised installer;
- modifications have been made to the wiring or repairs have been carried out by third parties without DUCO's consent;
- the warranty period has expired;
- the product has been subject to overload, freezing or overheating;
- any structural alterations have been made to the product without DUCO's consent;
- the product has become excessively dirty;
- the complaints are the result of poor or no maintenance of the window ventilators.

07.C The standard manufacturer's warranty is only valid in the following cases:

- in the event of material and/or construction faults that have been submitted for assessment and / or have been assessed as such by DUCO;
- if the purchase invoice stating the date of purchase and the type of product is submitted with the warranty application.
- Each product has been properly installed according to the applicable standards, installation manual and wiring procedures.
- Each product is used and maintained normally, in accordance with the user manual and maintenance instructions.
- All components of the product must be positioned and installed in accordance with local, regional or national standards. The construction and / or façade parts in which, on which or to which the DUCO products are to be applied, in relation to the area of application, comply with the applicable standards and guidelines.
- The guarantee is only valid when all products used per element have been delivered by DUCO.
- The product is used for normal operation, based on the number of operating hours according to the applicable product and installation standards.
- The control components of the product were installed and commissioned by a DUCO service technician.

08 Warranty after repair

A repair or new delivery of the window ventilator or a component is guaranteed for the duration of the remaining guarantee period. Repair under warranty does not extend the warranty period or start a new warranty period for the product.