

Warranties

The Warranty Form, specifically completed for the order, is issued following the signing of the COMPLETION OF WORKS form, which certifies the correct supply and execution.

10-Year Warranty:

- Against the formation of condensation inside the glass panes;
- Duration of the wood paint film without any maintenance, except for touch-ups at the customer's expense in the case of mechanical damage (hail damage, animal scratches, etc.) for light RAL, dark RAL and stained cycles;
- On the operation of the tilt-and-turn hardware of the window and French window, provided that the same has been adjusted and oiled as specified in the Essepi instruction manual;
- For powder-coated aluminum profiles of Class 1 (Essepi standard), adhesion of the powder and uniformity of color under equal exposure are guaranteed; defects are assessable at a distance of 5 m with a 60° viewing angle, and on profiles properly maintained and cleaned with water and neutral soap. The same warranties increase from 10 to 15 years for Class 2 powder-coated aluminum profiles;
- Maintenance of gasket elasticity;
- Mechanical fixing of the window frame.

Statutory warranty and/or supplier warranty for third-party accessory resale products such as:

- Motors and accessories;
- Roller shutters and accessories;
- Venetian blinds and solar shading systems and accessories;
- Shutters and accessories;
- Venetian and pleated blinds inside the double glazing and accessories;
- Mosquito screens and accessories;
- Prefabricated blocks complete with accessories;
- Damages or defects attributable to Essepi;
- Installation work.

Excluded from warranty:

- Alternative treatments to paints (oil for larch or waxes requiring annual restoration);
- On the exterior side, paint cycles with natural finish and interior finish cycles;
- Painting treatments defined as "special coloration";
- Damages due to irregular and/or unreasonable use of the product;
- Damages due to tampering and/or interventions not carried out by Essepi;
- Damages due to exceptional environmental or climatic events;
- Thermal shock of glazing units;
- Damages due to lack of maintenance action as specified in the "User, Maintenance and Care Manual";
- Damages caused by incorrect cleaning products, as specified in the "User, Maintenance and Care Manual";
- Damages caused by improper ventilation of the premises and/or humidity outside the ranges indicated in the "User, Maintenance and Care Manual";
- Damages caused by lack of proper custody of the goods (by way of example and not limited to: windows slamming due to drafts, shutters banging due to strong winds, etc.);
- Damages caused by incorrect handling of hardware;
- All damages or defects not attributable to Essepi.

The Purchaser is entitled to a free inspection within the first twelve months from delivery. This inspection shall be carried out only upon the Purchaser's request and shall normally be scheduled within six months of the building's use. The warranty validity starts from the delivery date of the windows to the Client. The warranty does not cover "Special Windows" nor windows with "delicate special colorations" (definitions indicated in our General Terms and Conditions of Sale).