

In accordance with its own [general terms and conditions](#) and in addition to statutory warranties, CARPENTIER HARDWOOD SOLUTIONS offers a conventional warranty on the materials described below, the circumstances and duration of which correspond to those set out in the guarantees extended by the suppliers and manufacturers themselves. CARPENTIER HARDWOOD SOLUTIONS reserves the right to update the terms of these warranties as it deems necessary.

HOTwood ash

Warranty period

20 years

Warranty holder

Thermory AS
Saha tee 25, Loo 74201, Harjumaa - ESTONIA
Phone: +372 606 2903 • E-mail: info@thermory.com

Scope of warranty

Structural damage (decay) caused by:

- Soft-rot fungi and the wood destroying fungi.

Warranty conditions

- Claims must be made in writing to Thermory's authorized representative within 14 days after discovery of the damage subject to this warranty, accompanied by the original certificate of warranty, copies of relevant purchase invoices for the products, a statement describing the damage and photographs depicting the claimed damage.
- Thermory shall have the right to inspect the defects and circumstances of the products on site within reasonable time (in relation to the location and distance from Thermory's nearest authorized representative to the site) prior to any dismantling of or repair work on the products.
- The claimant shall take all reasonable measures to protect the condition of the products and to prevent further damage to them until Thermory has inspected the claimed damage.
- Products must be stored, transported, and installed in accordance with Thermory's manuals and recommendations.
- Products must be stored, transported, and installed in full compliance with any building regulations applicable at the installation site.

Exclusions

- Any deviation from conventional use and/or any use in applications not recommended or permitted by Thermory's instructions or manuals;
- Improper storage, handling or transportation of the products;
- Improper installation and/or failure to abide by Thermory's installation instructions;
- Use of any clips, fasteners or other accessories for installation which have not been approved by Thermory;
- Damage caused by negligence, carelessness, incorrect use at the installation site or on-site preparation area;
- Impact damage from falling objects or excessive wind load;
- Installation of products less than 10cm above ground surface (measured from the ground surface to the underside or lower edge of boards), above stagnant water or without sufficient ventilation;
- Natural disasters;
- Environmental pollution or contaminated air;
- Discoloration, fading, spotting or staining caused by surface mould, mildew or other fungal growth, algae, organic materials, metallic oxides (for example, through contact with installation hardware), dirt, chemicals, grease, oil, cleaners, fertilizers, paints, surface treatments, pesticides or other sources;
- Movement, distortion, collapse or settling of the ground or the supporting structure on which the products are installed;
- Fire damage, including damage resulting from heat generated by grills, ovens or other household appliances and/or from reflected (for example, off a glass surface) or concentrated light beams;
- Damage caused by pests such as rodents, insects or wild or domestic animals and birds.

Value of the warranty

Thermory shall either replace (redeliver) or compensate the cost of the damaged products covered by this warranty proportionately in accordance with the age of the products, as follows:

- Up to 5 years: 100% of the purchase price;
- 6 to 10 years: 60% of the purchase price;
- 11 to 15 years: 30% of the purchase price;
- 16 to 20 years: 10% of the purchase price.