

## INSTRUCTIONS FOR USE AND MAINTENANCE WARRANTY CONDITIONS

### Steel and aluminium profile doors and flush metal doors

#### INSTRUCTIONS FOR USE AND MAINTENANCE

1. Inspection and maintenance of the doors must be carried out for at least every six (6) months. In case of intensive use and/or harsh environmental conditions (higher than normal humidity, environmental chemical activity, heavier wind conditions, etc.) the control and maintenance must be carried out for at least every three (3) months.
2. Check the condition and integrity of the locks, door closers, handles, hinges and gaskets, as well as all door assembly.
3. The customer has the obligation to fill the maintenance logbook for the duration of the whole warranty period. The maintenance logbook can be an informal document with fixed dates, or the table form below, as created by Tammer OÜ (*hereinafter referred to as the Producer*).
4. Maintenance and use of locks and fittings:
  - 4.1 The lock cylinders should be cleaned and lubricated at least twice a year, in case of frequent use and in more aggressive environment, once a month. Use special lock oil for lubrication, other lubricants may damage the cylinder and thus the warranty becomes invalid.
  - 4.2 At least twice a year the moving parts of the knob and thumb should be lubricated with lock oil (a few drops of oil between the knob and the fixing disk).
  - 4.3 We recommend to order maintenance of the locks and other door hardware from a qualified company.
  - 4.4 In the appropriate use of the lock, no excessive force is exercised on the lock or its components. Observe that dirt and swarf will not settle on the moving parts of the lock frame. Also, make sure that water doesn't get into the lock frame.
  - 4.5 The warranty will become invalid if the lock frame or cylinder are disassembled or reconstructed without the permission of the *Producer*.
  - 4.6 Auxiliary keys should always be made from original blank keys.
  - 4.7 If necessary, adjust the door closers. Majority of the closers require seasonal adjustment. Adjustment instructions are available on the *Producer's* web site. (ASSA and Abloy door closers have the adjustment instructions on the inside of closer housing (remove the housing by pulling it away from the door jamb)). Use Allen key for adjusting.  
**NB! It is prohibited to disassemble the arm of the door closer on the fire doors.**
  - 4.8 The door closers have been adjusted in the factory during the pre-delivery check on ambient temperature and equal pressure on both sides of the doors. Re-adjusting the door closers is excluded from the warranty.
  - 4.9 Never paint the lock frame or other parts of the lock.

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4.10 Do not use chemically active substances, as well as abrasive or damaging agents to clean the doorknobs, handles, and lock cylinders.

## 5. Maintenance of hinges

5.1 Check the hinges and lubricate the pins and bearings at least twice a year with a bearing lubricant. In places with intensive use and active environment, we recommend to maintain the hinges at least after every three months.

To lubricate the hinges on the steel profile and sheet-metal doors, open the door 90° and lift it up on the hinges by approx. 10-15 mm and spread the lubricant on the hinge pin/bearing.

The hinges on aluminium profile doors are virtually maintenance free and do not require special lubrication.

5.2 Check a condition of Stainless steel profile system door hinges and lubricate it at least once a year, but in places with intensive use and active environment, it is recommended to maintain the hinges at least after every six months. For lubrication, open the cap and drip a few drops of lubricating oil.

NB! We recommend “WD-40” lubrication oil).

5.3 Hinges of aluminium profile doors are maintenance free.

6. Clean and lubricate all door seals with silicon oil at least twice a year. In places with intensive use and active ambience, we recommend maintaining the rubber seals of the door leaf and jamb at least after every three months. Observe that the seals remain correctly in the groove. Replacing damaged and broken seals is not included in the warranty.

7. The products should not be mechanically damaged. Damage on the paint may cause corrosion (rust) to develop. Damages occurring by mechanical injuries are not covered by the warranty.

8. The products are powder coated and/or painted with two-component thin paint. When the paint coat is damaged, the product can be repainted or retouched with thin paint after the warranty expires. For doing so, clean the surface from dirt, rust, oils. The surface has to be roughened as well. Use metal paints for covering metal surfaces. Select the painting method by following the guidelines of the paint producer.

9. Clean the painted surfaces with soft cloth, use general purpose detergent, if necessary and dilute it with water in specified ratio. Do not use solvents, abrasive and acidic agents for cleaning.

10. Clean stainless steel products with soft cloth, use special cleaning agent, if necessary.

We recommend “Avesta Finishing Chemicals” products “Grease Remover” for cleaning grease and other oily substances and “Fingerprint Remover” for cleaning fingerprints and other smaller smudges. Do not use abrasive and strong acidic agents.

## 11. Maintenance and use of glasses:

11.1 Glass surfaces should be cleaned regularly, depending on how dirty they are.

11.2 Glass surfaces should be cleaned with abundant clear water, using soft cloth or a sponge that does not include sand particles or other abrasive foreign bodies. Special glass cleaning detergents, available in stores, can be used as well.

11.3 As a rule, glass surface tolerates well neutral or slightly acidic detergents, but the alkaline agents damage the glass. (pH 7 – neutral, pH 0-6,9 – acidic, pH 7,1-14 –

- alkaline) The less acidic, or the more alkaline the detergent, the more caustic effect it has on the glass.
- 11.4 Removal of the residues of grease, oil and sealing compounds with non-aggressive, alcohol-based spray solutions (like spirit, isopropanol) is allowed. Rinse the surfaces with abundant water.
- 11.5 The residues of paint, cement, concrete mix etc. should be removed immediately, before they get dry. If finishing work will be performed either outside or inside right after glazing, the glass surfaces must be covered to prevent paint, cement, concrete mix, etc. splashing on the glass – if not, cleaning the glass later might probably leave scratches on the surface.
- 11.6 Glass with lead must be handled with extreme care. Glass with lead must store in a clean and dry space away from humidity as the glass is sensitive oxidation. Maximum temperature variation 8 degrees by 24 hours period. The use of detergents and spraying of water is strictly prohibited. Clean and soft cloths should be used for cleaning and if required, a conventional glass cleaning product. The weight of the glass should be taken into account when handling, as it is nearly twice that of standard glass of same thickness.
- 11.7 It is possible to remove small, hard residues with abrasives, steel wool or a razor blade, if the work is performed with great caution, holding the razor blade in plane angle to the glass.  
**NB! Never try to clean the whole glass surface with sharp, abrasive objects!**
- 11.8 We recommend removing the informative stickers on the glass right after installation.
- 11.9 Glass is very sensitive against welding and cutting sparks. The glass surface that has been touched by these sparks, remains damaged forever and will be excluded from the warranty.
- 11.10 Fire rated glass and glazed products of type EI shall not be transported, stored or installed at ambient temperature below -10°C. The glass will sustain internal frost damage that does not hazard its fire resistance properties but affects the visual appearance.
- 11.11 Do not install objects like plastic, advertisement stickers, Persian blinds etc. against the glass without the permission of the *Producer*. There must be at least 100 mm space between the glass and the window cover. If not, a thermal reaction may occur and the glass may get hot, swell and break.
- 11.12 The warranty will not cover:
- visibly smashed glass and glass with damage described in clause 11.8
  - glass and insulating glass units which have been handed over to the client undamaged and subsequently sustained fractures or breakage, as factors causing that are outside *Producer's* control.
  - glass damaged due to activities listed in clause 11.9
- 11.13 When the glass breaks, contact the glazing company. **NB! It is not allowed to replace the glass without the permission of the Producer during the warranty period.** Inform the *Producer* about replacing the glasses in a written form.
- 11.14 Installing auxiliary equipment, drilling holes and performing other works on the constructions and glasses, that may deteriorate the quality of the product, is not allowed without the written permission of the *Producer*.

12. Point loads on the door threshold can cause deformation. When crossing the threshold with a load, use a wooden beam that is as high as the threshold, or a steel bridge or similar solutions. When using the beams, the door leaves must be open.
13. When the door does not open and/or close, check if the leaf touches against the floor, or if there are obstructing objects between the leaf and the jamb. Then check if the latch of the lock is lubricated as described in section 4 and the door closer adjusted properly. If the door still does not close, the problem could be that leaf hits against the jamb.
14. Find the place where the door hits the jamb and check if the jamb is fixed properly, if the wall constructions of the building have not sunk (e.g. there are cracks in the walls near the door), if it is caused by the swelling or drying of the wooden frame due to humidity. If it is obvious that the problem results from the movements of the building, contact the company who built the house. If it is obvious that the problems result from installing the door, contact the company who installed the door.
15. Prevent the sudden closing or opening of the doors (especially glass doors) due to draught (follow section 4.7). If necessary, adjust the wind breaker on the door closer.
16. Snow or debris should not accumulate between the jamb and the door leaf. Do not use wooden beam, metal rod or similar objects between the leaf and the jamb to fix the door into an open position.  
Ignoring these requirements will lead to the damage of the door hinges and the door will stop working properly.
17. Fire doors must be closed as a rule! Open-held fire doors must be equipped with an automatic closing devices.
18. If you need assistance, contact to the Producer.

**The warranty is considered valid when the recommendations and requirements in this manual are observed, the maintenance is correctly completed and fixed in the maintenance logbook.**

## WARRANTY CONDITIONS

### 1. GENERAL CONDITIONS

- 1.1 *Producer provides two (2) years warranty to own-produced products from the delivery of the product to the buyer, unless otherwise agreed. Additional products (locks, fittings etc.) are subject to the Producer's warranty terms, unless otherwise agreed.*
- 1.2 *Warranty will be honoured only if the original invoice, the contract or other sales document and maintenance logbook is presented to the Producer.*
- 1.3 *Warranty is based on the statutory rights of the purchaser, and only in this conditions and obligations set out in the document. During the warranty period will be honoured all customers statutory rights and terms and obligations of this agreement.*

### 2. CONTENTS OF THE WARRANTY

- 1.1 *A defect in the product is considered to exist if the product doesn't comply with the technical specifications that were confirmed by the Customer in the Order Confirmation, or if the product doesn't comply to the EU requirements.  
The Warranty covers defects in the product construction, producing and materials and damage to the product itself caused by those defects, which have been notified by Customer in writing and on due time.*
- 1.2 *The Warranty only covers the cost of repairing the product defects described in section 2.1.*
- 1.3 *Products defects elimination and/or situation restoration shall be performed by Producer, a performer authorized by the Producer or the Customer itself on basis of a prior written agreement.*

### 3. WARRANTY LIMITATIONS

- 3.1 *Proof of maintenance work during the warranty period is a maintenance log, completed based on the works performed. The maintenance log may be a free form written document with fixed dates or a maintenance log that has been prepared by the Producer and appended to the warranty conditions.*
- 3.2 *The warranty doesn't cover product defects and damages which are caused by added details, materials or parts, which are not consistent with Producer's Installation instruction and/or Instructions for use and maintenance/Warranty conditions, or that have not been coordinated with Producer.*
- 3.3 *Warranty doesn't cover defects and damages that have been caused due to incorrect installation and/or maintenance.  
Installation is covered by the Warranty only if the product has been ordered from the Producer together with installation.*

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- 3.4 *Warranty doesn't cover defects caused by negligent use of product, breakage of the product, mechanical damages incurred and/or caused by usage and/or unforeseen circumstances and circumstances due to Force Majeure (such as fire, etc.)*
- 3.5 *The Warranty doesn't cover the natural wear.*
- 3.6 *The Warranty doesn't cover corrosion damage that have been caused by the surface damaging.*
- 3.7 *The Warranty doesn't cover defects and damages that have been caused due to ignoring of the requirements and recommendations of the Producer's „Instructions for use and maintenance/Warranty conditions”.*
- 3.8 *The Warranty shall only be valid if all terms described in section 1.2 are properly fulfilled (including the maintenance log).*

#### **4. GUIDANCE IN WARRANTY CASE**

- 4.1. If you've discovered an error within the warranty period of the product, follow these steps:
- *Make sure that you have complied with all the Warranty conditions and instructions and confirm the existence and correctness of Warranty documentation.*
  - *Send a relevant written notice, together with proof of purchase and the maintenance log, at the first opportunity, but not later than 14 (fourteen) days, to the Producer's e-mail [quality@tammer.ee](mailto:quality@tammer.ee).*
- 4.2. *The Warranty case will be dealt within a reasonable period of time, but not later than 60 (sixty) days after the Producer has been notified of the warranty case.*  
Instead of repairing defects, the Parties may also agree on the payment of monetary compensation, the amount of which is the cost of liquidating the defect.
- 4.3. *In the event that the parties agree to an inspection of the defect, the Producer undertakes to send its representative to inspect the product at the earliest opportunity, but not later than the time agreed upon in the framework contract, following receipt of the written notice.*
- *If the inspection and verification of the alleged defect reveals that the product is compliant and no defect is detected, then a sender of the complaint is liable to pay the costs of inspection in accordance with the invoice of Producer. In the event of disagreements, the case shall be settled in accordance with the procedure prescribed by the laws of the Republic of Estonia.*
- 4.4. *Warranty work is performed only during normal working hours, ie. weekdays. 8:00-17:00. Warranty work performed outside the working hours, to be agreed with the Producer and will be payable, unless otherwise agreed.*

