

GRAD-EXPORT®

since 1992.

PRODUCTION OF DECORATIVE PANELS



WARRANTY

2026.



This document is for information purposes only.

The information in this document is linked to the manufacturer's current knowledge.

Contents

1.1 Warranty and liability for defects

1.2 Warranty

2. Technical characteristics of decorative door panels under warranty

2.1. Technical characteristics: Permissible deviation

2.2. Technical characteristics: tolerance

1.1. Warranty and liability for defects

The warranty applies to the decorative door panels as ordered by the customer. This refers exclusively to the exact order of the customer. In case of a defect in the product - the remedies are repair or replacement of the product.

If the defect cannot be repaired after two attempts of repair, the product must be replaced.

1.2 Warranty

The product warranty is subject to certain conditions and applies to precisely defined deformations.

The guarantee refers to:

- Endurance of UV stability of ink and film.
- Endurance of UV stability of electrostatic powder coating.
- Endurance and strength of polyurethane adhesive doff
- Glazing of the decorative door panel
- Fixed glazing side panels - Side glass
- Stainless steel applications

***1 STAINLESS STEEL MAINTENANCE AND CARE** - To keep the door panel beautiful and protected for a long time, use pH neutral cleaning agents for its maintenance. Do not use cleaning agents that are not suitable for the maintenance of INOX, i.e. abrasives or agents with aggressive properties.

If a filling is exposed to iron or steel dust (work around the balcony or garden fence) - the filling manufacturer Grad-Export d.o.o. - cannot be held responsible for possible corrosion of stainless steel applications.

Decorative door panel warranty:

- PVC decorative door panel, white - 5 years
- ABS decorative door panel, foil* - 5 years
- HPL decorative door panel, white - 5 years
- HPL decorative door panel, foil* - 5 years
- ALU decorative door panel, coated - 5 years
- ALU decorative door panel, foil* - 5 years

**²Relates to decorative door panels with foils from the manufacturers: Renolit, Hornschuch, Cova in various colours and wood decor - imitation.*

The warranty on decorative panels **DOES NOT** apply to:

- **Warpage** of decorative panels caused by improper installation of the panels. Warpage (middle of the panel - by height or width) up to 6mm is acceptable and **cannot be the subject of a complaint**.

- **All mechanical damage** that occurs after the panel is taken over by the partner, if there is no record - report of damage upon taking over the panel, **cannot be the subject of a complaint either**.

- **Panel installed on the object - ONLY the listed deformations** can be the subject of a complaint (see page 2.)

The installation instructions for decorative door panels can be found on the website of the company Grad-Export d.o.o. - www.grad-export.hr.

2. Technical characteristics of the decorative door panel under warranty

2.1 Technical characteristics: Permissible deviation

Description	ZONE	PVC, ABS, HPL Colour	ALU Powder coating	PVC, ABS, HPL Foil
acne craters, inclusions, colored spots	A	< 0,8 mm 3 pieces	< 0,8 mm 3 pieces	< 0,8 mm 3 pieces
	B	< 1 mm 3 pieces	< 1 mm 3 pieces	< 1 mm 3 pieces
Peeling off	A/B	NOT PERMITTED		
Orange peel	A/B	NOT PERMITTED	CANNOT BE THE SUBJECT OF A COMPLAINT	NOT PERMITTED
Paint drops	A/B	NOT PERMITTED		

When deviating, the following conditions must be observed:

The person checking the quality of the product ***must be at least 1 metre away from the product.***

Drawbacks that are visible from a distance of one metre are considered as not permissible, deviating (Figure 1).

There are two zones in the decorative door panel view (Figure 2) .

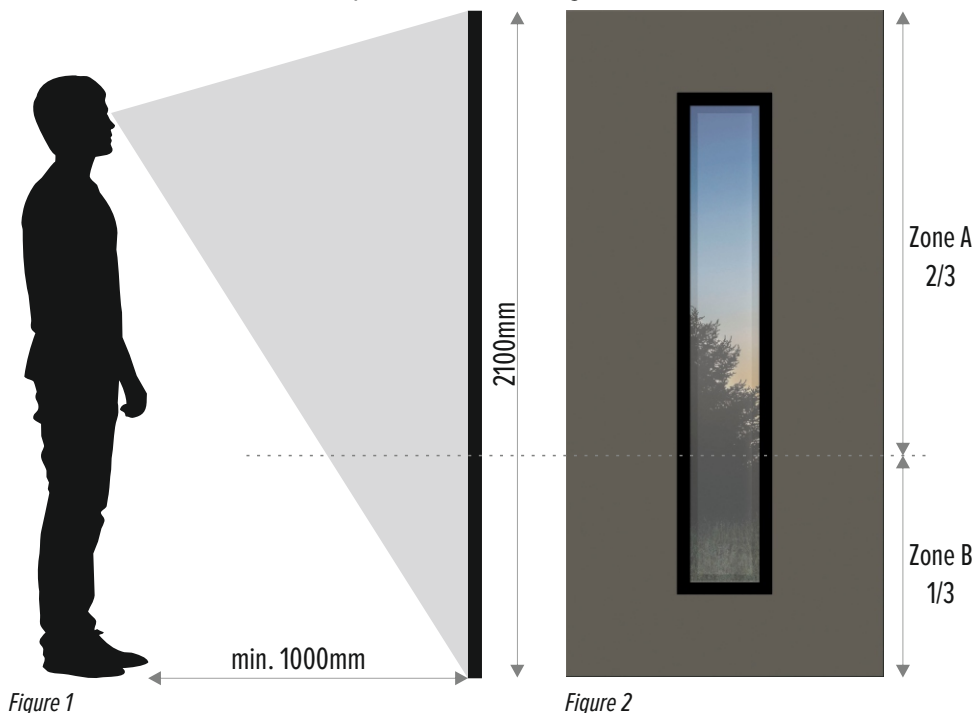
Zone A: Directly visible area (top)

Zone B: Areas that are not in the direct field of view (bottom)

The door wing and the door frame in which the decorative door panel is located are not included in the evaluation.

2.2. Technical characteristics: Tolerances

Tolerance of the decorative door panel: width and height +/- 2mm, thickness 1mm. +/-



IMPORTANT: When ordering panels and/or sidelights, the installation location (altitude above sea level) must be taken into consideration - If the panel and/or sidelight is to be installed at an altitude exceeding 550m above sea level (relative to the manufacturer's location), the insulating glass unit will be fitted with a pressure equalization valve. This valve balances the pressure inside the insulated glass caused by changes in altitude or temperature, preventing glass breakage or deformation during transportation and installation.

