

Mill Panel BV in Mill hereby declares that door panels produced by Mill Panel BV are certified in accordance with SKH-BGS-001 criteria and therefore guaranteed against bending, as specified in Article 1 thereof, and also against delaminating. The guarantee period is 10 years counting from the date of the invoice.

During the first six years of the guarantee period, a maximum of 100% of the invoice value will be reimbursed. In the subsequent 4 years this percentage will be reduced by 20% each year. Furthermore, after consultation with the claimant, the labour costs, repair costs and the cost of replacement materials for the door in question will be compensated up to a maximum of €500,- per panel. This amount will also be reduced by 20% per year after the first six years of the guarantee period have passed, in the same way as above.

The guarantee only applies if the door/frame construction supplied is processed and maintained in accordance with the enclosed guidelines 'Edge finishing, surface treatment and maintenance'. The panel should also be deployed for the purposes for which it is intended, namely as a door or a cladding unit, not contributing in any way to a load-bearing structure.

The processing instructions and guarantee conditions are enclosed; these are also available at the web site of Mill Panel B.V.

The claimant must inform the management of Mill Panel BV in full about the nature of the complaint to which the guarantee scheme applies within five days of observing the alleged defects. Mill Panel will then make an appointment with the claimant to carry out an inspection on location. Repairs carried out without consulting Mill Panel BV will not be compensated under any circumstances. Mill Panel furthermore has the right, throughout the entire guarantee period, to (have others) perform repairs to panels/doors about which a complaint has been lodged.

Mill Panel BV limits the guarantee scheme to the above, and cannot be held liable for direct or indirect (consequential) damage arising from flaws and/or defects in the door panel.



wood panel technology

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Retention of shape: bending and warping

With respect to bending and warping the requirements in mm of NEN-EN 1121 apply. The maximum amount of bending in mm to be expected in practice is measured in accordance with NEN-EN 952 after the first year of use, but not in the heating season. Any bending or warping should be measured on the closing side of the door; the extent of bending with the door standing open, the extent of warping with the door closed at the middle lock. Mill Panel guarantees her door panels against bending and warping for a period of 10 years after the invoice date.

During the first year after mounting, the door has to adjust to the difference of humidity inside and outside. This may lead to a somewhat greater amount of distortion.

Handling of complaints

In principle a complaint is settled by the door manufacturer concerned. Mill Panel should attend to the complaint within 14 days of receiving written notice thereof. If the complaint is found to be legitimate the defect in question will be remedied within a period of 2 months, unless agreed otherwise between the door manufacturer and the customer.

Remedying the problem

The door manufacturer has the right to remedy the problem himself by taking corrective measures on the door, either on location or in the factory.

Notice of a claim

In the event of damage the user/processor must inform Mill Panel in writing within 5 days of observing the defects, stating the invoice number / date of delivery / reference and scale of the damage. Mill Panel should be given the opportunity to investigate on location. Mill Panel also reserves the right to have the damage investigated elsewhere. Liability is limited to the conditions stated in the guarantee. If the above conditions are not fulfilled, any rights to compensation will lapse. Excluded from guarantee are damage and costs caused by:

- Deception by the user or improper use.

- Normal wear and tear, too little or no maintenance, incorrect handling, incorrect assembly or abnormal use.
- Insufficient checks for possible problems before and during assembly. If the supplied product is processed in spite of visible defects it will be excluded from guarantee.
- Deliberate or accidental destruction, or destruction caused by natural phenomena and/or fire/explosions.

Excluded from warranty are:

- door panels to which and/or panel work has been applied by means of adhesives, sealants, screws or nails. Only timber slats for fixing glassware may be used.
- piercing doors, other than for carefully sealed and lacquered lock holes and spy eyes, is not permitted.
- With regard to aesthetic (surface) milling in AluTherm doors, only V-grooves may be milled in the indicated depth range: U-grooves are expressly not permitted.
- Crackling damages of paint and crack formation of the underlying wood veneer on doors with colours of class III, as well as doors that have been finished transparently, are excluded from 2013. For all colours in class I and II, the warranty conditions are normally applicable.
- The guarantee of form stability will no longer apply to free-hanging doors, equipped with long-arm hinges and doors which have been installed, hanging at a top-rail.

Colours and shape stability:

From 1 October 2014, if a door has been painted in color class-3, the warranty on form stability will be reduced by one class. For example, a door that falls into Form Stability Class 2 will fall into Form Stability Class 1 by applying a Class 3 colour (strong heating).

Guarantee

Subject to the above conditions, Mill Panel guarantees AluPlex®, AluCork®, AluLight® and AluPassive® door panels for a period of 10 years.

Mill, 12 May 2011

Management Mill Panel BV

