

Dear customers,

Since November 2010, Mill Panel has supplied its door panels with an ID-chip that is secured behind a coloured plastic plug, recognisable at the bottom hinge side of the door panel.

We decided at the time to provide our door panels with this chip for various reasons, namely:

- authenticity (is it a 'real Mill Panel');
- production data;
- warranty period.

Up to now, Mill Panel has been very accommodating when it came to authenticity of doors where a warranty claim was made. In case of doubt, the benefit was granted to the customer.

Since January 1, 2013, Mill Panel has changed its warranty policy on this, which means the following:

The processor is bound to ensure that the chip will always be held on the lower hinge side of the door panel. Only in this position can we know for certain that the chip can always be read freely.

If that part of the door in which the chip is processed is sawn off, the warranty on the door will be cancelled. The same applies to placing the multi-point lock or other metal part of the hinges and locks over the chip. If this happens we cannot read the chip anymore and the guarantee will expire.

Of course, the warranty does not expire on doors that are delivered before 15-11-2010. In case of doubt about authenticity, the door concerned will be subjected to a destructive examination.

If a recently delivered door cannot be scanned in connection with the guarantee, a destructive examination can be carried out if required. The costs are €150,-, excluding transportation costs to Mill Panel. These costs must be paid in advance. These costs will never be compensated, even if it turns out afterwards that it is an authentic Mill Panel door panel.

Once again we would like to point out to our distributors and our valued customers a number of important web links, where you can find all the information about the processing instructions as well as the positioning of the chip:

Positioning of the ID-chip:

www.millpanel.com/images/stories/pdf/id_chip_nl_v1.pdf

General information about processing, technical data of door panels, glass openings and warranty conditions:

www.millpanel.com/nl/downloads

Kind regards,

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