

PRODUCT DESCRIPTION

All products manufactured in TORSO are made with high quality materials. Quality and origin of materials used in production of TORSO products are strictly controlled through all production and management processes in accordance with the relevant environmental management and control. Assembly of the products are carried out in a professionally approved manner following all component manufacturers' recommendations and requests.

Product

Doors and frames for use externally in houses and apartments.

Product packaging

All models are packaged in polyethylene bags with packaging cardboard.

Product storage

Product cannot be stored in place with high humidity, large variations of temperature or in direct sunlight. Products in the warehouse or shopping stores must be laid flat in a horizontal position. We insistently recommend to store them on trays manufactured in our factory.

Warehousing before assembly

The door delivered to the premises intended for installation or premises for temporary storage must be kept in a horizontal position.

The unpacking of the doors from the factory packaging is not allowed if you are not planning to immediately install them.

It is forbidden to install the door in the premises where the works of premise, wall, ceiling staining, plastering and paperhanging as well as floor lacquering with water-based lacquer is taking place or is going to take place.

It is forbidden to store the door in a non-horizontal, vertical or other position for more time than is necessary for installation.

Maintenance

Frames/doors treated with a finishing need to be checked annually, the first time not later than after 2 years.

Blistering, cracking, flaking or if the coating has been damaged in any other way, should be dealt with immediately, as follows:

- Wash the frame/door with a mild alkaline cleaning solution.
- Sand away cracked and flaking paint, and scrape off any resin that may have seeped out of the wood.
- Fill any cracks that may have developed in the corner joints of the frame/casing, or on the windowsill, with elastic filler.
- Spot repair the freshly sanded surface, using an exterior alkyd primer. Repaint the entire exterior of the frame/door using alkyd or acrylic paint, suitable for exterior application on frames/doors.

The location of the frame/door in the building, climatic conditions, whether shaded or exposed to the sun – all these factors affect the finish. A south-facing frame/ door will require more frequent maintenance than its north-facing counterpart.

Avoid painting in rain or when the frame/door is damp.

Interior surfaces of frame / doors normally require no special maintenance beyond an occasional clean with water and an appropriate detergent. There are no specific requirements in the factory for the product maintenance therefore you can clean them with any domestic cleanser suitable for furniture maintenance or any other agent or method most often used in the household.

For the cleaning of glass all the glass cleansers used in the household are suitable. However because of different basic materials nowadays used in the cleansers of domestic glass we anyway recommend to check before cleaning on a small area of the surface if the cleanser used will not damage the finishing surface of the door.

In order to endure correct usage of our product, to extend longevity of your doors construction and paint surface, we strongly advice to use any kind of shelter.

Product warranty

Warranties are valid only when products covered by this warranty are properly installed, finished and maintained.

Defects that are allowed and not covered by warranty:

- certain small defects on surfaces,
- door blade bending up to 4mm.

Warranty is declared invalid if:

- product was damaged because of improper storage, protection (without manufacturer's package, in wet premises, in premises without proper ventilation, warehoused outside, warehoused vertically and in another way than horizontally),
- construction of product is changed in any way by cutting part of it or the fitting other than installed by the manufacturer is used,
- product was installed or maintained improperly,
- door was independently stained (therefore we ask you to ensure that the door is of proper quality before starting the finishing works of the door),
- product was damaged after delivery
- product was not used or stored according to manufacturer's specifications,
- product was damaged by any causes beyond the control of manufacturer(for example: fire, flood, storm),
- glass package is damaged in any way after purchase,
- glass is painted over.

Warranty period of the colour may differ from the referred index 7 years guarantee, depended on the practically product using conditions:

- 5 years guaranty for the products installed under shelter, which, according to their size, fully protects the product from direct rain, wet snow and direct sunlight. Suitable for use in moderate, harsh and extreme climate, in the south and north sides.
- 5 years guaranty for the products installed under partly shelter, which, according to their size, cannot fully protects the product from direct rain, wet snow and direct sunlight. Suitable for use in moderate climate, in the north sides.
- 5 years guaranty for the products installed without shelter, uses in moderate, harsh and extreme climate, installed in the south and north sides.

Instruction of complains

Since the manufacturer does not have an actual possibility to control the usage and storage conditions of the products after the client purchases the product, we kindly ask to immediately inform the manufacturer or the seller about the claims on the quality incompliance or defects occurred during transportation.

Products damaged during transportation must be indicated in the waybill. If there is no such possibility, we kindly ask you to immediately send a notice to the manufacturer or seller of the product in written for the compensation for the damaged product or the expenses incurred.

If the product is received with a potential defect of the manufacturer or other defect which occurred after improper warehousing (production is dirty, twisted, the glass is broken, paint is scratched under the damaged packaging of the manufacturer, and etc.) it is necessary to inform the seller or manufacturer before the installation of the product within five days after the delivery.

In case of occurred any conflict about the quality of products, the manufacturer requires following information to accept complaint and to investigate correctly the reasons of defects:

- Product name
- Product defect reason pictures
- Production order number, which is indicated in the upper part of the product
- For all quality complaints manufacturer has rules to answer and suggest solution no longer that within 5 working days.

Product assembly instructions

Product assembly and installation instructions can be found in a package with product.