

KE Fibertec

Warranty Certificate

KE Fibertec AS offers the best product warranty on the market. As one of the oldest and largest suppliers of textile based ventilation ducts (hereinafter referred to as TBV), we have built up more than 50 years of experience in supplying projects for nearly all applications.

We have confidence in our product quality as we still maintain many of the TBV products that we supplied more than 20 years ago. We want to share that confidence with our customers, which is why we offer a very comprehensive warranty programme of 5, 10 and 15 years on the terms and conditions below.

Our warranty is not 'pro rata' or otherwise limited by fine print. We cover the entire TBV product, including the technical functioning of the TBV product. KE Fibertec does not sell textiles by the metre, but 'Air The Way You Want'. We offer four different types of warranty:

Period of warranty in years (from date of invoice)					
	Materials ^{1) 2)}	Zips / bulbs ²⁾	DireJet nozzles and other accessories ²⁾	Suspension material ²⁾	Design and technical performance
GreenWeave, GW Antistatic, Nomex, and MultiWeave combined with a maintenance agreement with KE Fibertec ²⁾	15 years	15 years	15 years	15 years	1 year
GreenWeave, GW Antistatic, Nomex and MultiWeave without a maintenance agreement with KE Fibertec	10 years	10 years	10 years	10 years	1 year
ZeroWeave	5 years	5 years	5 years	5 years	1 year
FBS panels	10 years	10 years	N/A	10 years	1 year

¹⁾ Please refer to the general KE material specification for tolerances and properties

²⁾ TBV systems installed in aggressive environments, such as swimming pools, dairies, galvanising plants, etc., are covered by the standard 5-year warranty. The extended 10-year product warranty is only valid with a written agreement with KE Fibertec

Design warranty on technical performance

KE Fibertec provides a 1-year design warranty on the technical performance of the system (pulsations, pressure losses and air velocities in the occupied zone) if this is specifically stated on the order confirmation. The design warranty covers the first full year of operation with both heating and, if relevant, cooling requirements. A complete adjustment and balancing report must be available, showing the current operating conditions and demonstrating the defect in KE Fibertec's design.

The adjustment and balancing report must be carried out by a recognised adjustment and balancing company or by a consulting engineer. In all cases, KE Fibertec reserves the right to carry out measurements on the ventilation system itself before accepting a design complaint.

Liability for defective performance

If defects are found in KE Fibertec's delivery in relation to the confirmed order, KE Fibertec's liability for defective performance shall apply for a period of 12 months from the date of commissioning, but for a maximum of 18 months from the invoice date.

The scope of KE Fibertec's liability for defective performance extends as follows:

Within the above-mentioned period, KE Fibertec undertakes to remedy any defects in the delivery by repair or replacement, at KE Fibertec's discretion. KE Fibertec's obligation to remedy defects is conditional upon the buyer proving that the delivered systems are defective and documenting that the TBV systems have been stored, installed and commissioned correctly and in accordance with the installation instructions and introductory folder supplied by KE Fibertec, which can be found in the carton on the time of delivery.

Product warranty

In the unlikely event of a defect occurring in a KE Fibertec TBV system within the warranty period stated in the table, KE Fibertec must be contacted immediately in order to minimise the damage. The product warranty covers repair or replacement (at KE Fibertec's discretion) of the defective systems, including any freight costs to the installation address.

The warranty does not cover external costs for dismantling, assembly, transport, hire of lifts or other necessary assembly equipment, unless agreed in writing with KE Fibertec, and no compensation will be paid for operating losses or other indirect costs.

The product warranty is provided on condition that KE Fibertec's dimensioning and installation rules are followed, and the warranty is void if the TBV system has been stored incorrectly or incorrectly installed, repaired or modified by a third party, or if the TBV systems have not been maintained in accordance with KE Fibertec's washing and maintenance instructions.

The warranty does not apply if

- the TBV systems are exposed to temperatures higher than 80°C
- the TBV systems are exposed to open flames
- the TBV systems are subjected to incorrect or rough handling, including continuous mechanical movements (caused by turbulence/pulsations in the inlet) and ON-OFF start-up, where the TBV system is affected by high mechanical force during start-up
- the TBV systems are exposed to unnecessary UV light (no closer than 1 metre to light source) or intense radiant heat (no closer than 2 metres to heat source)
- the TBV systems fitted with DireJet plastic nozzles or other plastic components are exposed to acidic environments (pH < 4)

The warranty does not cover printed artwork/logos, labels or changes in colour, greying or normal ageing.



Carsten Jespersen, CEO