

# Warranty Conditions

KE Fibertec AS offers the best product warranty on the market. As one of the oldest and biggest suppliers of Textile Based Ventilation systems (in the following called TBV) we have more than 40 years of experience in supplying orders 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 and therefore do not hesitate to introduce our extensive warranty programme of 5, 10 and 15 years, respectively, under the conditions stated below.

Our warranty is not "prorated" or in any other way limited by subtle legal details in small print. We cover the complete TBV product and that also applies for the technical function 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 <sup>1) 4)</sup>	Zips / bulbs <sup>4)</sup>	DireJet nozzles and other accessories <sup>4)</sup>	Suspension material <sup>4)</sup>	Design and technical function	InTex <sup>®</sup> electronics batteries <sup>3)</sup>
GreenWeave, GW Antistatic, Nomex, MultiWeave and InTex <sup>®</sup> monitoring <i>combined with a maintenance agreement with KE Fibertec</i> <sup>2)</sup>	15 years	15 years	15 years	15 years	1 year	2 years <sup>3)</sup>
GreenWeave, GW Antistatic, Nomex and MultiWeave <i>without a maintenance agreement with KE Fibertec</i>	10 years	10 years	10 years	10 years	1 year	2 years <sup>3)</sup>
ZeroWeave	5 years	5 years	5 years	5 years	1 year	N/A
FBS panels	10 years	10 years	N/A	10 years	1 year	N/A

<sup>1)</sup> We refer to the general KE material specifications regarding tolerances and properties

<sup>2)</sup> See separate warranty conditions for InTex<sup>®</sup> concerning rules of maintenance agreements

<sup>3)</sup> We do not offer any warranty on batteries

<sup>4)</sup> TBV systems installed in aggressive environments such as swimming pool facilities, dairies, galvanizing plants etc. are covered by the standard 5 year warranty. The extended 10 year product warranty only applies by written agreement with KE Fibertec

## Design warranty on technical operation

KE provides a 1-year design warranty on the technical operation of the system (pulsations, pressure loss and air velocity in the occupied zone) provided that this has been specifically stated in the order confirmation. The design warranty covers the first full year of operation with heating and, if relevant, cooling requirements. There has to be a complete adjustment and balancing report describing the current operating conditions and demonstrating the defect in KE's design.

The adjustment and balancing report shall be prepared by an authorized adjusting and balancing company or by a consulting engineer. In all cases, KE reserves the right to perform measurements on the ventilation system on its own before accepting a design warranty claim.

## Liability for defective performance

If defects are found in KE's delivery in relation to what has been stated in the order confirmation, KE's liability for defective performance will apply for a period of 12 months from the start-up date, but no longer than 18 months from date of invoice.

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

Within the above period KE undertakes to rectify all defects in the delivered goods by repair or replacement as KE deems fit. KE's obligation to remedy defects is subject to the customer being able to prove that the delivered systems are defective and is able to document that the TBV systems have been stored, installed and put into operation properly and in compliance with the provided mounting instruction and "Nice to know" leaflet found in the carton.

## Product warranty

If - against expectations - a defect should occur on a KE Fibertec TBV system within the warranty period stated in the table, KE Fibertec must be notified at once in order to minimize the damage. The product warranty covers repairs or replacement (according to KE's choice) of the defective duct system inclusive of freight, if any, to the installation site.

The warranty does not cover external costs for dismounting, transport, rent of lifting gear or any other installation equipment deemed necessary unless otherwise agreed in writing, and KE Fibertec does not offer compensation for operating losses or any other indirect costs.

The product warranty is given on the condition that KE's dimensioning and mounting instructions are observed. The warranty is void if the TBV system is incorrectly installed, repaired or modified by third party or by failure to maintain the duct systems according to 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 naked flame
- the TBV systems are subject to wrong or rough handling, among these continuous mechanical movements (caused by turbulence/pulsations at the inlet) and ON-OFF start when the TBV system is hit by a strong mechanical force during start-up
- the TBV systems are exposed to unnecessary UV light (no closer than 1 metre to light source) or heavy radiant heating (no closer than 2 metres to heat source)
- TBV systems fitted with DireJet plastic nozzles or other plastic components are exposed to acidic environments (pH < 4)

The warranties do not cover printed artwork/logos, labels or changes in colour, by grey shading or normal ageing.

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Carsten Jespersen  
Man. Director