

General warranty information

WARRANTY COVERAGE PERIOD

During the term of validity of the warranty, ECLISSE undertakes to replace/repair free of charge the components of the sliding door counterframe/frame which have manufacturing defects or were subject to breakages. The replaced components will be delivered free of charge.

PRODUCTS

- Sliding pocket door systems -

ECLISSE warranty for sliding pocket door systems has a duration of 12 (twelve) years starting from the purchase date. The validation date is the one stated in the receipt issued by the reseller or the packing slip.

The warranty is considered valid for any breakage concerning:

- 1) the metallic parts of the frame made of galvanised steel or aluminium;
- 2) running gear;
- 3) running track made of anodised 6060 aluminium alloy (10 µm)

- Frames for swing doors -

ECLISSE warranty for swing frames has a duration of 12 (twelve) years starting from the purchase date. The validation date is the one stated in the receipt issued by the reseller or the packing slip.

The warranty is considered valid for any breakage concerning:

- 1) metallic parts of the frame made of anodised aluminium.

- Frames for technical spaces -

ECLISSE warranty for frames for technical space doors has a duration of 12 (twelve) years starting from the purchase date. The validation date is the one stated in the receipt issued by the reseller or the packing slip.

The warranty is considered valid for any breakage concerning:

- 1) metallic parts of the frame made of anodised aluminium.

- Sliding doors, swing doors and accessories -

With regard to the sliding doors, the swing doors and the related accessories, it is applied the legal compliance warranty that lasts for 2 (two) years from the delivery of the goods and it must be exercised by the consumer within two months from the discovery of the defect: then, the proof of purchase (the sales receipt or till receipt) must always be kept.

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WHAT IS NOT COVERED BY THE WARRANTY

The adjustments and the customisations of the products and accessories are not included in the warranty.

This warranty does not cover:

- accidental breakages: the warranty is not applied for the following damages caused by impacts or pressures due to transportation. Similarly, the following are not covered by the warranty:
- deformations;
- structural damages due to adjustments or customisations of the products and accessories;
- aesthetic factors (e.g. bowing, bending or interventions following an incorrect laying);
- variations which are naturally subjected the materials used;
- damages due to the sun, condensation, acid rain, squirts of saltwater or other events that have corrosive effects or effects that change the materials.

ECLISSE declines any liability for losses caused directly or indirectly by incidents that do not depend on ECLISSE (e.g. industrial disputes, fires, war, acts of terrorism, restrictions to import, political insurrection, natural events, acts of vandalism and other cases of major force).

ECLISSE declines any liability for products of third parties which, even if sold or exposed together with Eclisse products, are not covered by the warranty.

In that regard, ECLISSE carefully follows the assembly instructions mandatorily contained in all packages of manufactured products.

PROCEDURE FOR REQUESTING THE INTERVENTION DURING THE WARRANTY

In order to request the intervention during the warranty period, the final purchaser should promptly and within maximum 2 (two) months from the discovery, notify the defect only and exclusively to the authorised reseller who is bound, within 8 (eight) days, to notify ECLISSE, which will proceed with the verification of the case by taking decisions in order of the product repair/replacement request.

If the reseller from which the ECLISSE product was purchased is not an ECLISSE reseller, please contact directly ECLISSE in order to request the names of the resellers closer to their domicile.

The warranty period begins from the date the ECLISSE product is purchased from a ECLISSE dealer, with the original invoice or sales receipt. If the purchase date cannot be substantiated, the warranty period will begin on the date of manufacture.

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Other information

The materials, components and manufacturing of the products must be kept unchanged in time and in the every day usage. To this end, ECLISSE operates within a documented Quality System compliant with the reference standard UNI EN ISO 9001 and the related regulations.

Moreover, the company has created an internal research and development team which is a promoter of voluntary testing relying on accredited institutes that perform the test in compliance with the reference standard before releasing the products on the market and which prove the full quality of a product.

Corrosion episodes through the counterframe (perforations) are to be considered highly improbable and they are occurred only and exclusively by submitting the product to extreme situations such as the extended immersion into water or particularly aggressive chemical agents.

The exclusive possibility of ECLISSE to remove the track from the counterframe allows intervening directly on the sliding system, the only element of the structure which can be really subject to wear. An ECLISSE product is made to last an entire life, but, if this promise is not enough, with ECLISSE, you always have the certainty of being able to replace the track, without being ever necessary to destroy a part of the wall and fully replacing the structure of the sliding system.

VOLUNTARY CERTIFICATIONS

- Sliding system

1) Sliding Runners

- Duration test (Standard UNI EN 1527)

The sliding runners with 4 ECLISSE wheels remained unchanged after 100,000 opening and closing cycles, equal to about 20 years of normal use.

- Anti-corrosion test (Standard UNI EN 1670)

The sliding runners subject to immersion into saline mist for 240 hours have obtained the maximum level of resistance to corrosion (level 4).

2) Extractable track made of aluminium alloy 6060 (Standard UNI 9006/1)

The extractable track made of 6060 aluminium alloy and protected with 10 µm anodic layer with T5 thermal treatment ensures, besides the duration in time in particularly wet environments, a surface hardness so as to allow high sliding performance of the runners.

- Counterframe

1) Forced entry test: (test harmonised with the standard UNI EN 1629)

A sliding door panel, of 1000 x 2100 mm dimension, inserted into an ECLISSE counterframe (solid wall and stud wall) was subject to the impact of a 30 kg soft sack falling orthogonally from various heights.

The counterframe and its accessories remained intact, they were not subject to any damages or changes caused by the initial friction force upon opening.

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