

QUALITY

Warranty Certificate

We produce all our textile ducts according to ISO 9001:2015. This enables us to offer superior warranty conditions that are outstanding in the industry.



10 years warranty: TCS, DFC-HT, Antistatic TCS, Nomex

- Euro Air A/S accepts to repair or replace any part of a supplied system made of TCS, Nomex, Antistatic or DFC materials found to be defective under normal use for a period of ten (10) years from date of shipment from the factory.



5 years warranty: DFC-o (non-permeable)

- Euro Air A/S accepts to repair or replace any part of a supplied system made of DFC-0 found to be defective under normal use for a period of five (5) years from date of shipment from the factory.

General warranty conditions

- The Euro Air warranty covers materials and production of the necessary fabric replacement parts only. Items such as labour cost for replacing the defect item, local transportation, project management cost, equipment rental, freight, product loss or parts incurred as a result of executing the warranty are not covered.

Euro Air A/S does not accept warranty claims which either directly or indirectly are caused by:

- Non-approved washing methods or lack of maintenance
- Material shrinkage (>1%) if washing temperature or dry tumble temperature has exceeded 40°C
- Damages caused by physical/chemical influence
- General negligence or inappropriate installation quality
- Colour fading over time
- Mechanical movements in the system caused by turbulence or an On-Off start procedure

How to make a claim

Any defective item must be reported to Euro Air or an Euro Air authorized distributor as soon as a problem is discovered. Euro Air reserves the right to inspect the system during installation or have the defect item shipped back to further examination.