

ADDITIONAL NOTICE FROM THE CONTRACTOR, THE MANUFACTURER

VETOS dveře a zárubně s.r.o.
(hereinafter referred to as VETOS)

- Wood is a natural material
Wood and wooden veneer (hereinafter referred to as wood) are a natural material that is unique, original and in many respects not interchangeable. "A customer who buys products made from wood and natural wooden veneer takes in the nature and looks for the advantages of imperfect natural beauty rather than artificial perfection." Individual wooden parts and products therefore have various graining and shades depending on the nature of the wood. Irregularities and differences of wood in terms of colour, shade, graining, structure, number and size of knots, brown spots and heartwood are caused by originality of wood, each tree and its parts. For this reason, VETOS can guarantee neither uniform qualities nor similarity of individual products and their parts from wood, not even when a wood or model sample is presented or confirmed. No samples presented by VETOS or the end customer cannot be considered identical models or copies.
- Additionally ordered wooden products
It is typical in particular for additionally ordered wooden products, ordered deliveries divided into several stages and deliveries of products on the basis of an accepted complaint that due to the effect of time, they have different shades caused by different toning of wood as a result of oxidation and daily sunshine.
- Aesthetic deviations
Wooden products suffer from various deviations: change of wood colour shade caused by different directions of looking at the surface (for example the area of cut across the fibres is visually darker than the area parallel to the fibres), trees like oak, ash, walnut, wenge and other exotic woody plants have open pores, oak and beech have medullary rays, the so-called mirrors, alder, birch, cherry and maple have irregular thin brown lines or spots, various density and structure of tree rings. Wenge is typical for its long pores reminding of non-lacquered pores on the surface. Some parts of the products, especially those from cherry and walnut (mostly edges or frames), are made from another woody plant that is painted additionally into the shade that the product will have after natural oxidation (approx. within 2 months after delivery).
- Finishing of wooden products
Wooden products are finished with varnish, oil, sheet, (PVC) thermo-sheet, CPL or HPL surface. Despite all finishing, the product may be damaged by humidity or mechanical damage. All products are subject to natural mechanical wear and tear therefore it is necessary to clean and take care of them on a regular basis. On the scale of artificial surfaces, the least durable finish is the Sheet that is also called Dekor, followed by PVC, CPL and HPL on the top, being called mechanically resistant. Oil and wax finishing is considered natural, easily and well repairable and renewable but it is less mechanically resistant. Varnish finishing is a wood product treatment with standard mechanical resistance.
- Temperature and humidity of environment
All of our wooden products that are not provided for against humidity (the climate of execution) are produced for an environment stable in terms of humidity and temperature, i.e. with temperature between 15° and 30°C and relative humidity 40-55%. The customer has to ensure the said environment for the products and to make sure they are not exposed to an environment different from the above-mentioned one. Wood is natural material and therefore do not forget that it is subject to changes due to fluctuating temperature and humidity - the material and the climate influence each other. The wood reacts sensitively to any changes. Under low humidity, in particular in winter, the wood placed inside reacts by shrivelling, leading to cracks, rifts between wooden lathes, leaks in joints. Under great humidity exceeding 55%, the wood reacts by swelling, the surface warps, the wood twists, the size of products and their parts changes. It is typical for wooden floors that their individual components get twisted, both crosswise and lengthwise, that the surface warps, dilatation is reduced and that they even bulge out as a result of the floor surface being strut between the walls. As concerns stairs, doors and doorframe, they may be affected by surface warping, crossing or even hanging, permanent leaf bending.
For the doors and doorframes separating environments with different temperature or humidity, with different climate, like bathrooms, heated corridors and staircases, we recommend using the products of Klima II category; for the doors and doorframes separating environments with different temperature or humidity between heated and unheated environment, like garages, corridors and staircases, we recommend using the products marked Klima III. Any use of products without those measures may lead to their deformation and possible denial of a complaint. In the environment with high humidity or frequent contact with water, like swimming pool and their fixtures, we recommend using only products with water-resistant qualities, e.g. product NEPTUN.
We recommend that you ensure relative humidity of 40-55% or the volume humidity of concrete and plastering lower than 2.2% (i.e. 2.2 l of water content in 100 kg of concrete) for wooden products. Humidity causes changes in the volume and appearance of wooden products, it may destroy the wooden product, make the installation impossible or restricted.

In order to ensure the correct humidity, we recommend sufficient airing. In particular in new buildings where the premises are not sufficiently aired once completed, the relative humidity is increased due to release of water from closed construction structures and the remaining humidity. In order to increase humidity in particular in winter, we recommend that you equip the premises with a humidifier. Due to the failure to comply with the required recommendations and values, the risks of damage will pass to the customer or product user.

- Treatment and maintenance of wooden products
When to clean? It is suitable to carry out the cleaning whenever we observe fouling. Dust and dirt act as a fine abrasive. Remove heavy dirt immediately with broom, vacuum cleaner or cloth. Use a dry duster or cloth. If the dirt is resistant, use a slightly wet cloth. Avoid excessive moistening of the surface - the top layer of the wood may swell up and the paint may get damaged. For products finished with lacquer or sheet, Dekor, PVC, CPL and HPL, you can use standard cleaning agent with minimum soap content. For surfaces treated with oils and waxes, use cleaning preparations intended for cleaning of such surface (OI CLEANER). Never use steel wool etc. in order to prevent scratching of the surface. Wipe the surface dry at once, both during regular maintenance and when accidentally spilling liquid over the product surface. Contact us for treatment when you identify minor damage or wear and tear.
- Metal parts and accessories
Protect all metal and alloy parts and accessories supplied with wooden products against damage, in particular the door hardware against scratching by keys or rings. Any damage of the alloy hardware finish may lead to damage of the surface. Clean such surfaces only with a duster. You should in no way use preparations containing abrasive parts, organic solvents or other aggressive chemical substances like ammonia or chlorine. If the hardware gets loose, contact us immediately. Loosened hardware may damage the door surface around the hardware due to the slight moving of the hardware. Excessively tightened hardware may lead to the door bending at the place of tightening which may result in the wood cracking around the hardware.
- Non-standard size
If the delivery and installation include products the size of which does not comply with applicable standards, e.g. pass-through height or width, the customer has been informed of such fact and the product is delivered upon his exclusive request. All such sizes are recorded in the order or contract specification.
- Unfinished work
The customer takes into account that an unfinished or unaccepted work remains a work that cannot be used and therefore VETOS does not guarantee and bears no responsibility for any accidents, injuries or damage caused thereby.
- Delivery acceptance and check, apparent defects
The customer undertakes to accept any delivery of products and the work and to check its quality and to claim any apparent defects within 5 days as of the acceptance from the supplier or general contractor.
- Covering wooden products
When covering wooden products, it is necessary to distinguish the purpose, used material and product finishing. Generally it applies that wooden products with no finishing, with lacquer, wax and oil finish (including cork and marmoleum) are affected by light and therefore change their colour. Therefore you should cover whole products, in particular floors, doors and stairs, if the conditions require it, e.g. in case of an incomplete construction. Partial covering will almost certainly lead to different colouring of the covered and uncovered part of the wood due to the light effect. For example with a new floor, a thing left on the floor only for 1-3 days will leave a trace on the surface. This is also the reason why we recommend that you do not place any furniture or other things on the new floor for approx. 2 weeks after its laying. Do not use transparent foil for covering either as they do not prevent light permeability.

In the same time, when using an adhesive tape for covering, prevent its contact with the product surface. If the contact of the adhesive tape and the product is necessary for the covering purposes, use only a tape intended for such purposes, in particular a one that does not include any solvent in the tape glue. Such tape might damage the product surface. This is very important with all surfaces, in particular doors and doorframes with sheet (Dekor) finishing. When covering the products for example when you are painting the room, take care and use a correct type of the tape for such purpose and do not leave it on the product for more than 2 days.

When covering floors and stairs, you should make sure that no dust, sand or other material that may act as an abrasive and damage the product gets between the product and the material used for covering. VETOS does not and can not bear any liability for unsuitable covering of products.

The customer hereby confirms that he takes into account this "Additional Notice from the Contractor, the Manufacturer".

Dated:

Customer's name: Customer's signature: