



HiiL

Charred cladding products – 10-year guarantee



Terms of guarantee



1. Guarantee period

The guarantee period is 10 years from the date of delivery, unless otherwise agreed in writing.

2. Guarantee coverage

- The guarantee is granted for a Hiil Oy product when it is used as wall cladding on a building, as exterior or interior cladding. The application determines the guarantee. The product does not have to be a panel: the guarantee also covers a board installed as wall cladding.
- The guarantee does not apply to decking use, sauna benches, or any use other than wall cladding. The guarantee is valid only at the first installation site.
- The recommended product- and surface-specific applications are defined in the Hiil Installation and Maintenance Guide in force at the time of delivery.
- The guarantee is only valid if the product has been installed and maintained in accordance with the instructions in force at the time of delivery.

Hiil charred wood products are subject to the following in wall-cladding use:

- a 10-year non-decay guarantee, when the product has been installed and maintained in accordance with the instructions in force at the time of delivery. The guarantee covers decay damage that means the board or panel no longer functions as wall cladding. Surface mould and soiling are not decay.

3. Not covered by the guarantee

Wood is a natural product with properties that include warping, dimensional changes and surface colour changes.

The product guarantee granted by Hiil does not cover:

- Use other than as wall cladding on a building, including use as decking and as sauna benches
- Use at a site other than the first installation site
- Normal greying, cracking, discolouration, minor surface cracking, colour variations or knot splitting
- Surface mould, blue stain and surface soiling
- Penetration or oozing of resin caused by knots
- Mechanical damage due to transport, handling or external impacts
- Damage caused by a faulty structure of the installation site
- Damage caused by normal wood properties, such as moisture behaviour
- Damage caused by natural phenomena (storms, floods, lightning, heavy hail, etc.)
- Use contrary to the storage, installation or maintenance instructions provided by Hiil and in force at the time of delivery

Terms of guarantee

4. Conditions of the terms of guarantee

The guarantee for products is valid if:

- The product has been stored, installed and maintained in accordance with Hiil's instructions in force at the time of delivery
- Any complaints are made in writing within 14 days of the discovery of a fault
- Proof of purchase or a delivery certificate is presented in connection with the complaint

5. Limitation of guarantee

Hiil Oy's liability is limited to the re-delivery or refund of the damaged pieces. Work or installation costs and any indirect or consequential damage will not be reimbursed.

6. Guarantee procedure

In the case of a possible guarantee claim, the customer should contact Hiil Oy by e-mail at sales@hiil.fi. Where necessary, Hiil Oy has the right to visit the installation site to verify the fault.

The following information is required in the guarantee procedure:

- Details of the product or products and proof of purchase
- A written description of the fault and photographs of the damaged object
- A report on the installation and maintenance of the product

7. Other

This guarantee document is part of the delivery contract and supplements any other terms and conditions that may have been agreed separately.

Hiil wood can be recycled in accordance with local guidelines or reused for other purposes.

BASIC INFORMATION

Manufacturer: Hiil Oy

Business ID: 3335428-6

Address: Huoltotie 3, 80790 Kontiolahti

Website: www.hiil.fi

Products: Solid-wood boards and panels manufactured by Hiil Oy. The guarantee is determined by the application and applies to wall cladding, as exterior or interior cladding.

Marketing names for product surfaces:

Hiili, Savu, Kaarna, Noki, Kelo, Kuura, Sammal, Ruska, Korppi, Sysi, Kaarna+, Savu+

Manufacturing methods: Depending on the surface, Hiil's products are made by charring, pressure washing, brushing, oiling and/or tinting the surface of the product. The products are manufactured in Kontiolahti, Finland. They are generally made from Finnish PEFC-certified pine and spruce, and they may also be manufactured from other materials. The products contain special linseed oil and, depending on the surface, a colour pigment.



Brought to life by heat

For up-to-date contact information, please visit:

hiil.fi/en/