



HiiL

Charred wood 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

Hiil products are available in versions suitable for interior panelling, exterior cladding and patio applications. The recommended product and surface-specific applications are defined in the "Hiil Installation and Maintenance Guide".

The guarantee is only valid if the product has been used for its intended application, installed in accordance with the installation instructions, and maintained in accordance with the maintenance instructions.

Hiil charred wood products are subject to:

- 10-year non-decay guarantee in their intended application when installed in accordance with the installation instructions and maintained in accordance with the maintenance instructions
- 10-year structural guarantee in their intended application when installed in accordance with the installation instructions and maintained in accordance with the maintenance instructions

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:

- Normal greying, cracking or discolouration of wood products over time.
- Penetration or oozing of resin caused by knots
- Mechanical damage due to transport, handling or external impacts
- Damage caused by defective structure
- Damage caused by 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.)
- Surface soiling or mould if maintenance is not carried out according to the instructions provided
- Usage contrary to the storage, installation or maintenance instructions provided by Hiil
- Natural changes to the wood, such as minor surface cracking, colour variations, knot splitting or greying, do not affect the structural durability of the product and are not considered to be covered by the guarantee.

BASIC INFORMATION

Manufacturer: Hiil Oy

Business ID: 3335428-6

Address: Huoltotie 3, 80790 Kontiolahti

Website: www.hiil.fi

Products: Solid wood boards, planks and panels for construction purposes manufactured by Hiil Oy

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 without toxins in Kontiolahti, Finland, and contain only Finnish pine, special linseed oil and, depending on the surface, a colour pigment.

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 the instructions provided by Hiil.
- Any complaints must be made in writing within 14 days of the discovery of a fault.
- Proof of purchase or a delivery certificate must be presented in connection with the complaint.

5. Limitation of guarantee

Hiil Oy's liability is limited to the re-delivery or refund of a defective product. 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, customers should contact Hiil Oy by e-mail at sales@hiil.fi.

The following information is required in the guarantee procedure:

- Details of product(s) 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 is treated without toxins and can be recycled like untreated wood in accordance with local guidelines or reused for other purposes.



Hiil

Brought to life by heat

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

hiil.fi/en/