

FAQ Performance guarantee for Hawa Junior 100 with SoftMove 100

Performance guarantee

Trust is great. A guarantee is even better.

In the following FAQ you will find the relevant information and help for the performance guarantee from Hawa Sliding Solutions.

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You will be taken directly to the required question by clicking on the **number**.

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1. Why should guarantee services also be taken into consideration in the tender texts?

The requirements for sustainable construction are on the increase. It is all the more important for everyone involved in the construction process to be able to rely on the promised performance of the products used, even beyond the immediate implementation of the construction.

If guarantee services are consistently requested in tenders from the outset, the guaranteed services are not just lip service, but must also be guaranteed by the manufacturer in actual use or during the management phase for the relevant tendered period of time.

Because guarantee services are based on the actual performance of a sliding hardware, i.e. in actual use and with a liability obligation. In contrast to this, the test reports or external test certificates “only” show the number of cycles under laboratory conditions and without the effects of age. Test reports/ test certificates are “Best Case” performance promises without liability obligations on the part of the manufacturer.

2. What kinds of guarantees are customary in the sliding door market, and how do they differ from the performance guarantee?

- Guarantee on material and manufacture (~98%) = material guarantee = statutory standard guarantee on products
- Functional guarantee (~2%)
- Performance guarantee – Hawa is the first manufacturer in the sliding door market to offer a performance guarantee

Most of the main competitors interpret their guarantee services in accordance with the legal situation. The legal guarantee obligation reduces the manufacturer's liability to material and manufacturing defects.

3. How does the content of the statutory “standard” guarantee for products (product guarantee) differ from a performance guarantee?

The statutory “standard” guarantee (material guarantee) guarantees that no defect existed with regard to (raw) material, construction or manufacture at the time of the risk transfer from the manufacturer to the purchaser. In this context, we also talk about a guarantee for material and manufacturing defects.

The performance guarantee, on the other hand, is aimed at identifying specific and measurable performance parameters or to purchase decision-related performance features over a defined period of time. (e.g. 22 N opening force)

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4. How does the content of the current 2 year functional guarantee from Hawa on the overall product range differ from the performance guarantee for the Hawa Junior 100 solution?

The functional guarantee guarantees that the function of a sliding door with a soft closing mechanism, for example, is guaranteed for the specified period of 2 years; in this case, opening, moving and soft closing. However, the functional guarantee says nothing about the performance of the system. The market-leading performance parameter of Hawa Junior 100 in combination with SoftMove 100 – the low opening force of a maximum of 22 N, which makes an inclusive design possible – are covered by the performance guarantee.

Scenario: What happens in the event of a complaint if the soft closing mechanism closes properly after 4 years, but the opening force has (noticeably) increased?

This applies to the performance parameter of opening force of 22 N, and comes under the 15/7 year performance guarantee.

5. Does the performance guarantee for the Hawa Junior 100 with SoftMove 100 exclude the 2-year functional guarantee?

No, like all other product systems, the Hawa Junior 100 with SoftMove 100 is entitled to a 2 year functional guarantee. This ensures that the function of a sliding door with a soft closing mechanism, for example, is guaranteed for the specified period of 2 years; in this case, opening, moving, soft closing. The performance guarantee begins with the transfer of risk (ex Hawa factory) to the contractual partner in the same way as the functional guarantee, and therefore runs parallel to the functional guarantee for the first two years.

6. What does the performance guarantee of Hawa Junior 100 include?

With the performance guarantee, Hawa is liable for the Hawa Junior 100 system with SoftMove 100 for incomparably low opening force of max. 22 N, which makes an inclusive design (full accessibility) possible over the long term: 15 years with private use, and 7 years with commercial use. Provided that the system was installed in accordance with the Hawa specifications (planning and installation instructions). Without a restriction to cycles.

7. Why was the performance guarantee of Hawa Junior 100 with SoftMove 100 restricted to the opening force?

With the Hawa Junior 100 with SoftMove 100, with the performance guarantee Hawa is guaranteeing that you will continue to enjoy this hardware, even if the strength of its users diminishes over time due to age or other reasons. The opening force also remains at a maximum of 22 N in systems with SoftMove 100. In accordance with the motto "Design for everyone. Design for tomorrow."

The Hawa Junior 100 system therefore also meets the current standards for full accessibility in accordance with DIN 18040-2, SIA 500 and ADA (Americans with Disabilities Act) in a sustainable way with SoftMove 100.

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8. What is Hawa liable for in a justified performance guarantee case?

See www.hawa.com/garantie

9. What are the main influential factors why the opening force of 22 N is exceeded in the first place?

- Incorrect levelling of the running track
- Dirty running track
- Restricted free movement of the door
- Installed parts which do not belong to the official Hawa Junior 100 system with SoftMove 100
- Door weight > 100kg

10. Where are the performance guarantee conditions legally regulated?

In the General Terms and Conditions (Chapter 7 – Warranty of title, product warranty, liability) and an additional document concerning the performance guarantee. See www.hawa.com/garantie

11. Do you have to register for the performance guarantee? Does the customer have to fill out and submit a start-up report in order to obtain the performance guarantee?

No. The performance guarantee is part of the value of every Hawa Junior 100 system sold with SoftMove 100, provided that the legal conditions are fulfilled.

12. Where can the tendering body find the tender text for the Hawa Junior 100 system with performance guarantee?

The tender text can be found on the technical product data sheet for the Hawa Junior 100. This can be found on the [Hawa Junior Landing Page](#) and in the [Product Finder](#).

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General Terms and Conditions

Conditions of sale, delivery and payment are subject to the General Terms and Conditions of Hawa Sliding Solutions AG, which are available at www.hawa.com. The performance guarantee (Hawa Junior 100) is valid worldwide with the exception of contractual partners with their registered office/domicile in the USA and the use of the products by the end user with their registered office/domicile in the USA.