



**TOTAL  
SUPPORT**  
[www.tehni.eu](http://www.tehni.eu)

# Troubleshooting Guide



In any case and in order to provide a professional response to your claim, please send:  
**1) CLAIM CARD** with complete information - **2) Photos and videos** needed for any occasion

If your claim is not accompanied by both of these data it will not be examined

2023|3

### **Dear partners**

All TEHNI products are being manufactured under strict quality control supervision through an F.P.C. system that we follow according to the rules needed for C.E. publishing.

Our target is to ensure that the doors are being sent to our customers in perfect condition.

We keep a record of approximately 10 photos of every door, before and after being placed on a palette. Thus, we are able to check even after a long time that a product was packed and left our factory in perfect condition.

It is possible, though, that either during the shipment, during the installation process or during the actual use of the door, problems might appear.

In this case, please follow the instructions mentioned at the claim's notification process, in detail.

The more precisely you follow our instructions, the quicker your problem will be solved. If you do not follow the correct and exact process, no quick or complete answer can be given.

### **The potential problems are being divided in the following 3 categories:**

- Problems spotted when receiving the products
- Problems spotted before the installation
- Problems that occur after the installation

**Once again, we would like to highlight that without complete Claim Card and without the requested photos and/or videos, we will not be able to reply to your request.**

Also, we would like to remind you that you need to give to the end customer the Service & Maintenance Guide that is being provided in hard copy form with every door, with the suggestion that it should be written thoroughly.

### **TEHNI S.A..**

If your problem does not belong in one of the categories mentioned in this document, please contact with the salesperson in charge to give you further advice.

# BRIEF CHECKING PROCESS GUIDE



## 1st check point: PACKAGING

Problem spot **during** **receiving** of the pallet from the truck

Palette check

Please, follow the instructions  
as described in page 4

Check point:  
Truck



## 2nd check point: DOOR SURFACE

Problem spot **after** receiving from the truck and **before** the installation

Surface check

Please, follow the instructions  
as described in page 5

Check point:  
Partner's warehouse



## 3rd check point: OPERATIONAL (after installation)

Problem spot **after** installation (problem related to the proper operation of the door)

Proper operation  
check

Please, follow the instructions  
as described in pages 6-9

Check point:  
House



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## 1st check point: PACKAGING

**TEHNI**  
PANTELIS GROUP OF COMPANIES  
*The door specialists*

### Problem spot **during receival** of the palette from the truck

#### 1st Check: Receival from the truck

The doors are being shipped in wooden palettes/packages.

The packaging process TEHNI follows ensures the safe transportation of the doors.

It is though possible that damages might occur during transportation.

**The 1st check should take place during unloading of the palette from the truck.**

#### CHECK POINTS

The customer should examine the package during the receival in order to investigate potential damage that took place during the shipment. More specifically:

(1) External check: if the palette is broken.

(2) More specific check: damages on the protective film at the first and last door of the palette.

**If no problem is noticed, then the customer should proceed with the receival of the palette.**

**If, though, a problem is noticed, then the customer should:**

(a) Sign at the transportation company's document (CMR) that he/she received the cargo with hesitation, because the palette was obviously been damaged. CAUTION: The insurance company requires

a very analytic report of damage, for example hit, scratch,

broken palette, broken glass etc.

(b) Take a photo of the CMR document and of the palette, both as a whole and, also, focusing on the spots that it is damaged and send an email to your contact person.

(c) Send the Claim Card with all the details.

(d) Receive the palette with hesitation.



**LDV**

EX ELITE EXPRESS  
11/01/2023  
F003 - Tel. 0229952055

Nr.DDT.: 5.353  
Nr. Rif. Cli.: 33708

TEHNI S.A. PANTELIS  
2ND KM KOMMERIA-PIGADIA - XANTHI GREECE  
20090 Sagrado - (ME)

PLT 1  
Peso 140 kg  
Colli 0

SH-C-F3-0008707

CONSEGNA IL 17/01/2023

F019 830-12/1630-18

Customer Name

NOTE: IL DOCUMENTO DEVE ESSERE PRESENTATO CON IL NOME E COGNOME STAMPATO CHE RECEVE LA MERCE, NON ACCETTARE COME PROVA DI CONSEGNA SOLO LA LEE PRIMA, ATTENZIONE NON SOTTOSCRIVERE IL DOCUMENTO SENZA AVERE LA MERCE

Nota per Riservare il Consegna  
RISERVA DI CONSEGNA ALLA  
PIÙ PRESTO SU AUTO

Tempi, Ferie e Feste

CMR 0 000



**If the customer doesn't follow the process as described, TEHNI cannot request for compensation from the transportation company and the customer will be fully charged.**



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## 2nd check point: DOOR SURFACE

Problem spot **after** receipt from the truck and **before** the installation

### Disassembly of the palette

The 2nd check must take place during the first **30** days from the receipt of the palette and always **before** the installation.

During this second check, the customer should check if any defects at the painting, the surface or the accessories occur.

Furthermore, the customer checks the clarity of the glazing parts (if any).

In case the customer notices a quality-related issue during the disassembly of the palette, should follow the steps:

(1) Take a photo of where the problem is spotted, but, also, the complete door & palette.

a) 2 photos from different angles, focusing on the problem.

b) 1 photo from 1m distance

c) 2 photos internally and externally of the complete door or the palette, if the door hasn't been disassembled.

(2) Complete and send the **CLAIM CARD**

(3) The better the quality of the photos, the faster the problem will be solved.

**TEHNI will respond to the customer with a proper solution guidance within 2 days from the receipt of the claim.**



**The check of the condition of the door's surface should take place and be complete before installation.  
No claim for scratches or surface defects will be accepted after the installation**



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## 3rd check point: OPERATIONAL (after installation)

**TEHNI**  
PANTELLOS GROUP OF COMPANIES  
*The door specialists*

### Deformation - Frame or Surface twisting/bending (Bi-metallic Effect)

Six photos (of high quality) in total:

- a) **Two** photos (**A1** & **A2**) from different angles, focusing on the problem
- b) **Two** photos (**B1** & **B2**) from the side
- c) **Two** photos of the complete door internally & externally (**C1** & **C2**)



**A1** Close



**A2** Close



**B1** From the side



**B2** From the side



**C1** External view



**C2** Internal view



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## 3rd check point: OPERATIONAL (after installation)

**TEHNI**  
PANTELOS GROUP OF COMPANIES  
*The door specialists*

### Door Malfunction (lock, hinges, cylinder etc.)

**Four** photos (of high quality) in total:

- a) **Two** photos (**A1** & **A2**) focusing on the problem
- b) **Two** photos of the complete door internally & externally (**C1** & **C2**)
- c) **Video** that shows the malfunction



**A1** Close



**A2** Close



**C1** External view



**C2** Internal view



**Video**



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## 3rd check point: OPERATIONAL (after installation)

**TEHNI**  
PANTELOS GROUP OF COMPANIES  
*The door specialists*

### Problem with glass (crack, humidity etc.)

**Five** photos (of good quality) in total:

- a) **Two** photos (**A1** & **A2**) from different angles, focusing on the problem
- b) **One** photo (**B**) from 1m distance
- c) **Two** photos of the complete door internally & externally (**C1** & **C2**)



**A1** Close



**A2** Close



**B** From 1m distance



**C1** External view



**C2** Internal view



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## 3rd check point: OPERATIONAL (after installation)

**TEHNI**  
PANTELLOS GROUP OF COMPANIES  
*The door specialists*

### Problem with handles or other accessories

**Five** photos (of good quality) in total:

- a) **Two** photos (**A1** & **A2**) from different angles, focusing on the problem
- b) **One** photo (**B**) of the complete accessory
- c) **Two** photos of the complete door internally & externally (**C1** & **C2**)



**A1** Close



**A2** Close



**B** Complete accessory



**C1** External view



**C2** Internal view



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## CLAIM CARD

To be completed by the customer & accompany the photos / evidence showing the problem (the way described at the CLAIM NOTIFICATION PROCESS sheet).

CUSTOMER		
CLAIM DATE		
DOOR TYPE		
DESIGN		
ID or Reference or Order Number		
DATE OF RECEIVAL		
INSTALLATION DATE		
PROBLEM DESCRIPTION PROBLEM FOUND		
PROBLEM FOUND	During collection from transportation company	
	During unpackaging	
	During door's installation	
	After the installation	
REQUEST		



**Caution: CLAIM CARD form is just a part of the complete claim request.**  
**Without the proper photos/videos that are needed in every specific case,**  
**TEHNI does not process the full info for examination and further solution of the problem.**