



TEHNI
PANTELOS GROUP OF COMPANIES
The door specialists

**TOTAL
SUPPORT**

www.tehni.eu

Troubleshooting Guide

All requests must be submitted via the online application:

www.tehni.eu/claim-requests



In all cases, in order for your request to be processed, you must submit the following via the online application:

1) A detailed description 2) The photographs or video requested

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

2025|10

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 if you do not send a detailed description and the requested photos or video, we will not be able to answer 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.



1st check point: PACKAGING

Problem spot **during** *receival* 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** *receival* 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

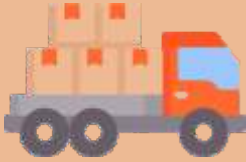
Please, follow the instructions as described in pages 6-9

Check point:
House



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1st check point: PACKAGING

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

1st Check: Receipt from the truck

The doors are being shipped in wooden pallets/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 pallet from the truck.



CHECK POINTS

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

- (1) External check: if the pallet is broken.
- (2) More specific check: damages on the protective film at the first and last door of the pallet.

If no problem is noticed, then the customer should proceed with the receipt of the pallet.

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 pallet was obviously been damaged. CAUTION: The insurance company requires

a very analytic report of damage, for example hit, scratch, broken pallet, broken glass etc.

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

(c) Receive the pallet with hesitation.

EX ELITE EXPRESS
11/01/2023 F003 - Tel. 0229962065

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

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

SH-C-F3-0008707

CONSEGNA IL 17/01/2023

PLT	1
Peso	140 kg
Colli	0

F019 830-12/1630-18


Customer Name

NOTE: I PAFFI FINI FAR DEV.LDV E CON IL PRESENTE EDV.NOME E CODICE STAMPI DI CHI RECEVE LA MERCE, NON ACCETTERANO COME PROVA DI CONSEGNA SOLO LA LDT. PULITA. ATTENZIONE NON SOVRAFFORRE PLT3

Nota per Riserva di Consegna
RISERVA DI CONSEGNA ALLA
ORA SETTORE SE ANTO

Tempo, Fenza e Data:

ORAL 0



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) Completes and sends the claim via the online application.

(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)

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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)

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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)

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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)

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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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