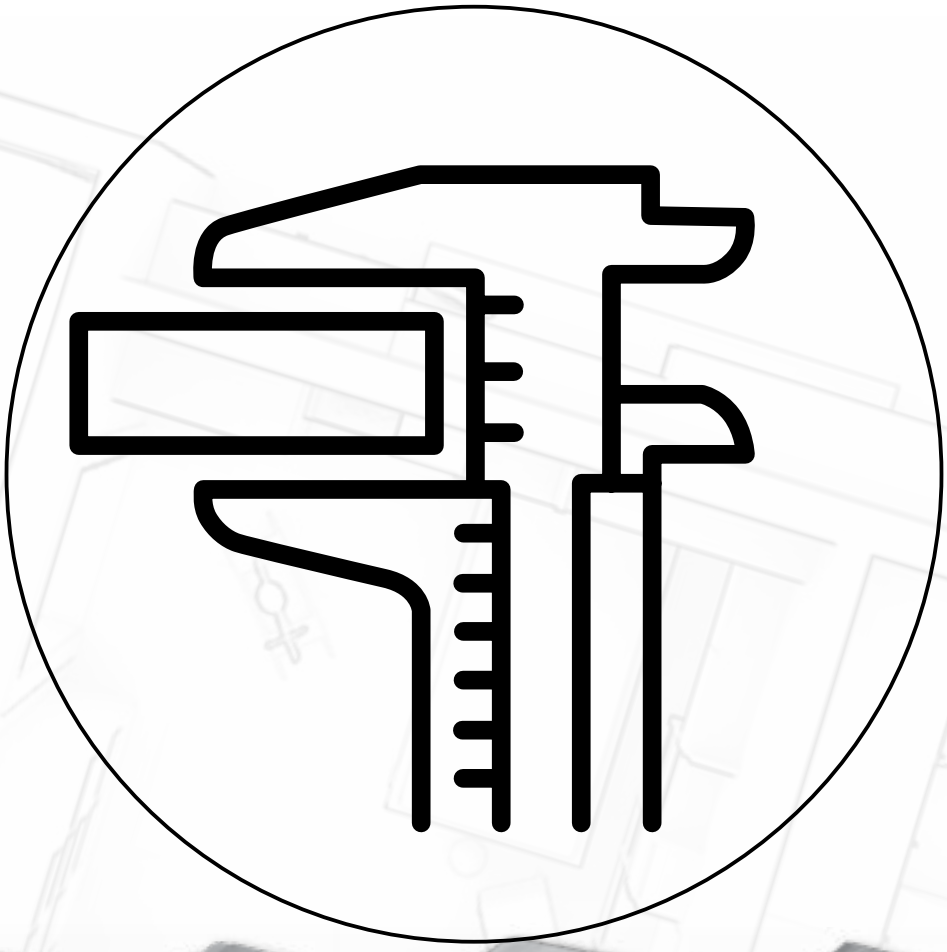
TECHNICAL CONDITIONS & ORGANIZATIONAL MANUALS



Trachea WOOD

1.1 COMPANY

Trachea Wood, a.s. is the largest manufacturer of furniture doors in the Czech Republic. Founded in 1995, its production facility is located in Holešov. In addition to doors, the company produces furniture cabinets and specializes in decorative printing of flat components. All production is custom-made, and sales are conducted through a network of authorized dealers.

1.2 PRODUCTION PROGRAM

The main production program of Trachea Wood, a.s. includes furniture doors, decorative printing, interior glass, luxury flat materials of the X&X series, and cabinets. The product range includes:

Materials, Construction, Certification

T.classic products are made from the following materials:

- Milled MDF boards of various thicknesses (commonly 18, 22, and 30 mm; other thicknesses available upon request).
- Water-resistant PVC, PE foils.
- Water-based adhesive cured under heat and pressure (heat resistance 70–80°C).

Certificates of suitability and non-hazardous nature are available for individual materials. Similarly, the final products of our company are also certified.

Dimensional Tolerances and Warping

Dimensional tolerances of products compared to values specified in documentation may be ±0.5 mm.
Due to stress in the materials used, warping of the product can occur – permissible tolerance is ±4 mm per 1 m.

Dimensional Limits

- Minimum width and height for edge processing only: 90 mm x 48 mm.
- Milled parts: maximum width 1,250 mm; maximum length 2,800 mm.
- Finished products with foil: maximum width 1,250 mm; maximum length 2,500 mm.
- For foils with a grain direction parallel to the roll, the dimension perpendicular to the grain cannot exceed 1,250 mm (most foils).
- For foils with grain direction or dominant print direction perpendicular to the roll (e.g., 7-3 steel bronze, 7-4 brown bronze), the dimension parallel to the grain or print cannot exceed 1,250 mm.

Doors of the T.classic MAT and SUPERMAT series are not primarily intended for handle-free use.

Instructions and Information

- Products are supplied as semi-finished goods, meaning they do not include holes for handles or hinges.
- Milled frames for glass or grids are supplied without glass or other infills, and means of securing them are generally not included. When glazing is performed by the customer, the following instructions must be followed:
  - Use a single continuous sealing strip around the entire perimeter of the glass or infill and secure it with silicone.
  - Determine the dimensions of the glass or infill by measuring the opening and deducting the necessary allowance.
  - The size of the glass or infill must be 2 mm ±0.5 mm smaller than the opening.
  - Vertical glass components with an area ≥ 0.1 m^2, where the smallest dimension is ≥ 200 mm and positioned less than 900 mm above the floor, must comply with testing under ČSN EN 14072 or be made of safety glass that fractures in accordance with ČSN EN 14072.
  - For use in children's furniture or areas frequented by children, safety glass must always be used.
  - As a manufacturer of furniture front panels, we are not responsible for the use of products with glass in violation of ČSN EN 14749, unless such use is explicitly specified in the order.
  - The above provisions relating to ČSN EN 14749 and ČSN EN 14072 apply to the entire production program of Trachea Wood, a.s.

Heat Resistance Measures

Due to the maximum temperature resistance of the adhesive, we recommend installing protective metal strips (thermal shields) near built-in appliances, convection ovens, grills, etc., to prevent direct heat impact on adjacent doors. To reduce heat effects, we also suggest increasing the distance from heat sources to 18–20 mm on the sides and 30 mm below built-in ovens. The measures above should minimize damage to doors from heat exceeding the adhesive's temperature tolerance.

Important Notice: *Any additional modifications to finished products (e.g., doors, decorative panels, table tops) such as drilling or milling holes into laminated surfaces or edges, or altering dimensions and shapes, may result in irreversible damage. Such modifications are strongly discouraged, and products altered in this way are not covered by standard warranty terms and periods.*

Materials and Construction

- Milled MDF boards of various thicknesses (commonly 18, 22, and 38 mm).
- Six layers of lacquer with a total weight of 200–220 g/m^2.

Tolerances

- Dimensional tolerances of products compared to values specified in documentation may be ±1 mm.
- Due to stress in the materials used, warping of the product can occur – permissible tolerance is ±4 mm per 1 m.

Dimensional Limits

- Minimum size: 90 mm x 48 mm.
- Maximum size: 1,200 mm x 2,800 mm.

Lacquer Quality

A polyester base coat is first applied to the doors, providing the final lacquer with higher strength and hardness. After drying and sanding, the surface undergoes a polyurethane lacquer cycle to achieve the optimal total weight of 200–220 g/m^2. For glossy finishes, machine and hand sanding and polishing follow. All doors undergo final cleaning and wax impregnation. Approximately 200 color shades are available in gloss and matte finishes, excluding metallic and signal colors.

Doors of the MAT, MAT G5, and NANOLAK G5 series are not primarily intended for handle-free use.

Important Notice for Color Selection:

Color selection must be made using RAL color charts:

- *Glossy lacquers: RAL K5 GLOSS.*
- *Matte lacquers: RAL K7 CLASSIC or K5 SEMI-MATT.*
- *Ultramatt lacquers: G5.*

Samples of lacquered doors in presentation stands and showrooms are provided to demonstrate gloss and matte finishes but are not suitable for selecting specific shades. UV exposure may cause slight color changes, especially in white tones. This UV degradation is a natural consequence and cannot be entirely prevented despite technical measures, and therefore changes due to UV degradation cannot be claimed.

Materials and Construction

- The core material of T.acrylic doors is a particleboard with a thickness of 16 mm or 17 mm in supermatt versions.
- The front surface consists of either: Glossy acrylic with a thickness of 1.4 mm, Matte acrylic with a thickness of 1.2 mm, Supermatt acrylic with a thickness of 0.7 mm. These surfaces are additionally marked with a hologram and covered with a protective blue film.
- The rear side of single-sided glossy and matte panels is made of 1.2 mm polystyrene in the same color as the front surface (total panel thickness: 18.6 mm for gloss, 18.4 mm for matte). The rear side of supermatt panels is also made of 0.7 mm acrylic, matching the front surface (total thickness: 18.4 mm).
- Standard furniture edges are ABS, matching the front surface decor, or 3D edges for selected decors.
- PVC edges are not recommended.
- The material is suitable for food-contact environments, retains its gloss and color stability over time, and is highly resistant to UV radiation and moisture.
- Decor A01 white gloss is also available in a double-sided version, where both the front and rear sides are made of high-quality acrylic layers.
- T.acrylic 38 mm white gloss/2: Thickness: 38 mm, Decors: A01 white gloss, Rear side: white gloss, Panel size: 3,760 x 1,220 mm, Designation: A01D/38.

Note: *T.acrylic is not suitable for manufacturing tabletops.*

Certificates Issued by the Research and Development Institute for Woodworking

- T.acrylic furniture doors are certified for specific product properties, especially resistance to:
  - UV radiation.
  - Aging and moisture.
  - Scratches: Certificate no. 2422-5/13.
  - Light exposure: Certificate no. 2422-6/13.
  - Water: Certificate no. 2422-7/13.
  - Frost: Certificate no. 2422-8/13.
  - Impact: Certificate no. 2422-9/13.
  - Cold liquids: Certificate no. 2422-10/13.

Tolerances

Dimensional tolerances of products compared to values specified in documentation may be ±1 mm. Due to stress in the materials used, warping of the product can occur – permissible tolerance is ±4 mm per 1 m.

Dimensions

- Minimum size: 100 mm x 100 mm for edged panels, 20 mm x 100 mm for cut-only panels.
- Maximum size:
  - Gloss and matte: 3,000 mm x 1,270 mm.
  - Supermatt: 2,780 mm x 1,200 mm.
- Option to order full acrylic panels: 3,740 mm x 1,270 mm (gloss, matte).

Applications and Instructions

Doors of the T.acrylic MAT and SUPERMAT series are not primarily intended for handle-free use.

- Suitable for front surfaces of furniture in residential and commercial interiors (furniture doors, cladding materials, built-in wardrobes).
- Material can be further processed by cutting, drilling, and milling, e.g., for recessed handles.
- Heat resistance in the surface area is over 150°C.
- Heat resistance of adhesive joints for edges is ±80 to ±90°C.
- Avoid exposure to direct flames (e.g., gas appliances – cladding of walls between upper and lower cabinet sets).
- For convection and other heat sources, use protective stainless steel strips (thermal shields) from our product range or maintain a minimum clearance of 20 mm from appliances.

Warning: *Supplied products are not suitable for outdoor use.*

Materials and Construction

The core of T.effect+ doors consists of a laminated composite board complemented by an edge in a matching color. The distinctive visual and functional properties of the doors are achieved through a special final lacquer cured by electron beam technology.
T.effect+ is offered in attractive matte decors.

Material Composition:

- MDF + laminate + hardened matte lacquer.
- Standard thickness: 18.5 mm.

Dimensions

- T.effect panels:
  - Minimum: 100 mm x 100 mm (edged), 20 mm x 100 mm (cut only).
  - Maximum: 1,200 mm x 2,780 mm.

Tolerances

- Dimensional tolerances of products compared to specified values may be ±1 mm.
- Thickness tolerances set by the manufacturer: ±0.3 mm; for multilayer laminations, ±0.5 mm.
- Maximum panel warping: 2 mm per linear meter.

Applications and Instructions

T.effect+ doors are not primarily intended for handle-free use.

- Suitable for front surfaces and furniture panels in residential and commercial interiors.
- Heat resistance:
  - Long-term exposure (over 1 hour): maximum 50°C.
  - Short-term exposure (up to 1 hour): maximum 90°C.
  - Heat resistance of adhesive joints: 100°C.
- Avoid direct exposure to flames. For convection ovens and other heat sources, equip adjacent furniture parts with stainless steel shielding strips (thermal shields) from our range, or maintain a minimum clearance of 20 mm from appliances.

Materials and Construction

The construction material of T.segment doors and LTD panels is 18 mm thick chipboard coated with melamine resin, designed for indoor use. The doors can be three-part [3D] or five-part [5D]. The material used is harmless to health, highly resistant to UV radiation and stable.

The standard range of LTD offers includes approximately 30 designs from wood decors to unicolors in various surface structures. You can find a comprehensive offer of the LTD assortment in the product catalog or at http://www.trachea.cz/cz/dvirka-trachea/skladana--dvirka, after verification, non-standard decors and suppliers with individual prices and delivery dates can be agreed upon.

Design

- 3D design: combination of LTD 18 mm / LTD 18 mm or LTD 18 mm / tempered glass 4 mm, 6 mm
- 5D design: combination of LTD 18 mm / LTD 10 mm or LTD 18 mm / glass 4 mm
- more than 30 LTD decors in stock
- LTD 10 mm, glass in various designs or solid grid is used for the T-segment filling
- LTD 10 mm is not offered in full formats as standard, gluing is not possible as standard, but individual agreement is possible

Tolerances

- dimensional tolerance of the product against the values specified in the documentation can be ±1 mm.
- thickness dimensional tolerance specified by the manufacturer is ± 0.3 mm, with multiple lamination

± 0.5 mm, max. deflection of the board is set at max. 2 mm / 1 m

Limit dimensions

- 3D LTD 18 mm / LTD 18 mm: min. 260 x 120 mm / max. 1,196 mm x 2,050 mm
- 3D LTD 18 mm / glass 4 mm: min. 260 x 140 mm / max. 600 mm x 750 mm
- 3D LTD 18 mm / glass 6 mm: min. 260 x 140 mm / max. 800 mm x 1,400 mm
- 5D LTD 18 mm / LTD 10 mm: min. 260 x 170 mm / max. 1,196 mm x 1,996 mm
- 5D LTD 18 mm / glass 4 mm: min. 260 x 260 mm / max. 1,196 mm x 1,196 mm
- LTD panels: min. 100 mm x 100 mm laminated, 20 mm x 100 mm only cut/
  max. 2,040 x 2,770, with the first dimension being the width, the second the height after years

In the case of requirements for gluing smaller dimensions, a combined format can be realized upon agreement, with the condition that after cutting, max. 3 edges will be laminated.

Applications and Instructions

- use for front surfaces and furniture parts in the interiors of apartments, houses and commercial spaces
- heat resistance is set at max. 50°C for long-term exposure (more than 1 hour), at max. 50°C for short-term exposure (up to 1 hour) to max. 90°C, the heat resistance of the glued joint is set at 70°C
- avoid direct exposure to fire and in the case of hot air and other heat sources, provide the adjacent part of the furniture with shielding stainless steel strips from our offer (heat shield) or maintain a minimum distance of 20 mm from appliances
- product dimensional tolerances are given according to ČSN 91 0001 Wooden furniture, deflection in the area and thickness tolerance according to the manufacturer

Materials and Construction

- T.masiv doors are constructed as a three-layer sandwich from 19 mm spruce bio-boards.
- The middle layer is oriented perpendicular to the outer layers, partially eliminating tension and preventing deformations common in solid wood materials.
- Shape deformations in solid wood cannot be entirely eliminated; all technical measures are implemented to minimize this natural and characteristic property of wood.
- The front surface of the doors is decorated with milling; edges are beveled, and corners are rounded.
- The visible side can be treated with brushing or smoothed, sanded, and finished with G5 matte lacquer or another protective surface system.

Permissible Defects

- Knots: Healthy, enclosed knots are allowed; rotten, partially enclosed, or protruding knots are not permitted.
- Color variations, cracks, torn wood fibers: Allowed if professionally and aesthetically repaired, without being visually disruptive or reducing functional and technical parameters.
- Resin pockets, excessive resin, rot, mold, sapwood, insect damage, heartwood: Not permitted.
- If „patina" (deliberate damage mimicking insect damage) is part of the design, it is allowed.

Tolerances

For wooden doors, the tolerances of wooden furniture under ČSN 91 0001 (Wooden Furniture – Technical Requirements) apply:

- Dimensional tolerances compared to values specified in documentation may be ±0.5 mm.
- Due to material stress, warping of the product can occur – permissible tolerance is ±4 mm per 1 m.

Dimensions

- Minimum size: 170 mm x 170 mm.
- Maximum size: 800 mm x 1,400 mm.

Applications and Instructions

- T.masiv products are intended for use in indoor environments defined by 30–65% relative humidity and temperatures ranging from 16–22°C.
- Changes in relative humidity from 65% to 90% cause significant shape and dimensional changes, which critically impact the development of latent defects (ČSN EN 101-2, ČSN EN 1995-1-1).
- Indoor conditions significantly influence potential shape deformations, cracks, dimensional deviations, and damage to surface finishes.

Such defects are a natural characteristic of solid wood and cannot be prevented or avoided.

- Products are supplied as semi-finished goods, meaning they do not include holes for handles.
- To determine the dimensions of glass or other infills, the opening must be measured, and the dimensions of the glass or infill derived accordingly.
- The dimensions of the glass or infill must be 2 mm ±0.5 mm smaller than the opening.
- Provisions related to ČSN EN 14749 and ČSN EN 14072 outlined for the T.classic series apply to the entire product range, including T.masiv.
- As a manufacturer of furniture front panels, we are not responsible for the use of products with glass in violation of ČSN EN 14749 unless explicitly specified in the order.

Materials and Construction

GLAKS is extruded PMMA (high-strength acrylic) mixed with glass powder. It is perfectly flat, shatterproof, and visually identical to glass, surpassing it in terms of flexibility and cost. GLAKS is, in many respects, an exclusive product – an organic glass with a glossy or matte surface resistant to fingerprints, offering excellent UV resistance and serving as a modern alternative to silica glass. It is non-toxic, environmentally friendly, and highly resistant to heat, water, and stains.

Technical Features of GLAKS

Thanks to its special surface treatment, GLAKS is resistant to scratches, impacts, abrasion, chemicals, and heat, making it suitable for a wide range of applications. It has undergone numerous laboratory tests that confirmed its key properties:

- Impact resistance.
- Scratch and wear resistance.
- Color stability.
- Easy cleaning.
- Heat resistance (up to 90°C).
- Hygiene.
- Suitability for food contact.

Additionally, GLAKS is resistant to bacteria, making it particularly suitable for use in public spaces or areas where hygiene is critical, such as kitchens, bedrooms, bathrooms, shops, laboratories, operating rooms, and more.

Technical Specifications

- Core material: MDF 16 mm (gloss) / 14 mm (matte).
- Front side: GLAKS, thickness 2 mm (gloss) / 3 mm (matte).
- Rear side: PMMA, thickness 2 mm (gloss) / 3 mm (matte).
- Total material thickness: 20 mm (gloss and matte).
- Both front and rear sides are covered with protective film.

Tolerances

Dimensional tolerances compared to values specified in documentation may be ±1 mm. Due to material stress, warping of the product can occur – permissible tolerance is ±4 mm per 1 m.

Dimensions

- Minimum size: 100 mm x 100 mm.
- Maximum size:
  - 3,000 mm x 1,250 mm (edged product).
  - 3,050 mm x 1,300 mm (unformatted board).

Applications and Instructions

- Suitable for front surfaces of furniture in residential and commercial interiors (furniture doors, cladding materials, built-in wardrobes).
- Can be processed by cutting, drilling, and milling, e.g., for recessed handles.
- Easily cleaned.
- Suitable for food contact (does not transmit pathogens).

Warning: *Supplied products are not suitable for outdoor use.*

Materials and Construction

FENIX NTM® is an ideal material for creating luxurious interiors. Advanced acrylic resins and nanotechnology grant it superior aesthetic and technological properties. Its surface has low light reflectivity due to extreme opacity, feels soft to the touch, and is resistant to fingerprints. Nanoparticles provide high resistance to scratches, abrasions, and stains. Surface micro-scratches can be repaired using a nano sponge or even a household iron.

Technical Properties of FENIX NTM®

- Deep matte surface.
- Resistance to scratches and abrasions & capability for thermal repair.
- Resistance to dry heat and acidic solvents.
- Antibacterial properties and resistance to mold.

Technical Specifications

- Core material: 16 mm chipboard (DTD).
- Front surface: FENIX NTM®, thickness 0.9 mm.
- Rear surface: FENIX NTM®, thickness 0.9 mm.
- Total board thickness: 18 mm.
- ABS edges bonded with PUR adhesives.
- Protective film applied on both sides.
- The material repels water, is antistatic, and lightfast.
- Heat resistance: dry heat up to 160°C for 20 minutes.

Caution!

The protective film includes arrows indicating the „grain direction." Failing to align the grain direction to the required dimensions may lead to color perception differences across individual components, despite the low reflectivity of the surface. Claims for color mismatches due to non-compliance with the grain direction will not be accepted.

Tolerances

Dimensional tolerances compared to documentation values: ±1 mm. Due to material stress, warping may occur – allowable tolerance is ±4 mm per 1 m.

Dimensions

- Minimum size: 100 mm x 100 mm.
- Maximum size: 3,000 mm x 1,250 mm.

Applications and Instructions

- Suitable for vertical and horizontal interior surfaces, tabletops, and wall panels.
- Homogeneous, soft material that resists fingerprints.
- Suitable for food contact.
- Easily repairable in case of surface damage.
- Can be processed by cutting, drilling, or milling, e.g., for recessed handles.

Materials and Construction

Furniture carcasses are now divided into three product lines:

- KTS (base cabinets): 14 types.
- KTH (wall cabinets): 6 types.
- KTV (tall cabinets): 4 types.
- Core material: LTD with thicknesses of 18 mm and 10 mm, MDF with thickness 3 mm.
- Over 30 LTD decors in stock.
- Edging with 1 mm ABS edges, bonded using PUR adhesives.

Tolerances

- Dimensional tolerances compared to documentation values: ±1 mm.
- Thickness tolerances set by the manufacturer: ±0.3 mm; for multilayer laminations, ±0.5 mm.
- Maximum panel warping: 2 mm per linear meter.

Dimensions

Minimum and maximum sizes are automatically limited in the Trachea OS system when placing an order.

Applications and Instructions

- Furniture carcasses are supplied in flat-pack form.
- The delivery includes connecting hardware and an assembly manual.

3.1. DRILLING HOLES AND SUPPLYING INFILLS

- Products are delivered without holes for handles.
- Holes for hinges can usually be machine-drilled according to 18 drilling schemes—this service can be easily requested in the Trachea OS system (we particularly recommend this service for sensitive foil finishes such as gloss and matte).
- Milled frames for glass or grilles are delivered without glass or other infills, and no mounting materials for them are included.
- The width of the milled opening for glass or another infill is 100 mm smaller than the dimensions of the door, and the width of the milled rebate groove depends on the door shape. Along with the rebate groove, a groove for the sealing strip is also milled (the sealing strip must be ordered separately).

Note:*Any additional modifications to finished products (e.g., drilling or milling holes into the laminated front surface or edges, or resizing and reshaping) may lead to irreversible damage. Therefore, we strongly advise against such modifications and emphasize that standard warranty terms and periods do not apply to products modified in this way.*
Standard warranty terms and periods also do not apply to products from which the Trachea hologram—a proof of origin—has been removed. Please note that the hologram is always affixed to the rear side of products, and we are not responsible for non-compliance with this designation of the rear side.

3.2. PROTECTION AGAINST HEAT EXPOSURE (THERMAL SHIELD)

Due to the maximum heat resistance of adhesives, we recommend installing thermal shields around built-in appliances, convection ovens, grills, etc. These shields divert heat from the thermally stressed areas (edges), significantly improving resistance against potential edge delamination. To reduce heat effects, we also suggest increasing the distance from the heat source:

- 18–20 mm on the sides.
- 30 mm for doors below built-in ovens.

The above measures should help prevent damage to doors caused by heat exceeding the adhesive's thermal resistance limit. Thermal shields can be supplied upon request.

4.1. ORDER FORMS

4.1.1. ORDERING SYSTEM

Orders for products and goods can only be made in writing. The Trachea OS system is the primary method for placing orders, minimizing errors, saving time, and streamlining communication. The program is available on the website www.trachea.cz/en.

4.1.2. WRITTEN ORDERS

A written order is considered to be an order placed:
- Electronically through the Trachea ordering system.
- By email to objednavky@trachea.cz.
- In hard copy sent to the address of the contractor's headquarters or operational site.

Written orders sent by mail, fax, or email are processed into an order sheet (a production contract), which is then sent back for confirmation. The order is included in production only after this confirmation.

Order Processing
Based on the contractor's non-binding offer, the customer submits a written order for goods. The description of the goods in the order must match the description in the Trachea catalog or technical documentation. The contractor reserves the right to decide whether to confirm the order, even partially.

Creating Orders and Order Sheets
The contractor confirms the customer's order by creating an order sheet that corresponds to the customer's order and the contractor's production capabilities. The contractor sends the order sheet to the customer for approval, either in writing or electronically to the address provided in the order.

The customer is required to review and approve the order sheet electronically by sending approval to objednavky@trachea.cz within the specified timeframe in the order sheet.

If the customer does not respond within the specified timeframe, the order sheet is considered approved. The contract is concluded upon the contractor's receipt of the approved order sheet or after the specified timeframe lapses.

Approval of Order Sheets
If the contractor confirms the order only partially or makes any changes, reservations, additions, or restrictions, the modified order is considered a new proposal for a contract, which must be approved in writing or electronically by the customer. The contract is concluded upon the contractor's receipt of written or electronic approval of the modified order from the customer.

Since we aim to maintain the shortest possible delivery times, we require prompt approval of orders. Depending on the stage of production, late requests for changes or corrections may no longer be accepted.

In such cases, it is possible to halt subsequent operations for unfinished products and deliver incomplete goods to the customer. Trachea reserves the right not to be held responsible for customers' indecision or uncertainty.

4.2. PRODUCTION AND PRODUCTION DEADLINES

Order Completion Date
The order sheet includes the completion date, which is generated based on current production capacity or individually negotiated with the customer. This date represents the anticipated day of production completion at Trachea, not the date the order will be dispatched or delivered to the customer.

Production completion dates for goods can be divided into the following categories:
- Standard Deadlines: These are determined based on general conditions throughout the year and may also be negotiated individually with the customer.
- Expedited Deadlines (Small Batch Orders or Express Production): These apply to small quantities of goods, with fixed submission times—orders must be placed by 9:00 a.m. daily. Depending on the situation, production completion for such orders may be the next day. The term „completion date" is described above.
- Expedited Deadlines for Reworking Defective Products: These allow for the fastest possible resolution of any issues or errors. While we strive for the highest quality of delivered goods, occasional errors are unavoidable. The receipt and production of claims adhere to the same rules as express small-batch production.

4.3. COMPLETION, PACKAGING AND SHIPPING

After order production is completed, customers are notified in writing or by phone that the goods are ready for collection or dispatch. If the original order does not specify the shipping method, Trachea will request confirmation from the customer regarding the desired mode of transportation.

Standard options include:
- Self-pickup.
- Delivery via a shipping service arranged by the customer.
- Delivery arranged by Trachea—this is carried out using Czech Post Business Parcels or shipping services, depending on the quantity.

Packaging Details:
Depending on the agreed terms, transportation method, or quantity of delivered goods, the goods may be:
- Collected without packaging.
- Packed in boxes.
- Palletized.

Protective materials are used to prevent scratches on products, and cardboard is employed for additional security. Palletized goods are secured with steel straps to ensure proper fixation. Protective materials and packaging are charged separately based on the current price list.

Pallets:
Pallets are considered returnable packaging and are charged accordingly. They can be exchanged during pickup or returned by the customer for a subsequent refund.

Customer Responsibility During Pickup:
During personal pickup, customers are required to inspect the goods before accepting them. Claims for transportation-related damages cannot be accepted under these circumstances. Along with the goods, customers will always receive:
- A delivery note (detailing the goods and individual items).
- Accounting documents (receipt or invoice).

Complaints, like product orders, are only accepted in writing. When submitting a complaint, it is required to provide a description of the product being complained about (according to the delivery note), a description of the defect, and proof of the order or invoice number based on which the product was manufactured or delivered. Newly manufactured products subject to complaints are invoiced again (a requirement arising from the applicable laws of the Czech Republic), and if the complaint is recognized, a credit note is issued for the invoice. All conditions, including a new warranty, apply to these products as with the original delivery. For inquiries about details, conditions, and the process of complaints, please refer to the valid Complaint Rules of Trachea.

We always strive to achieve high quality and utility of the delivered products. Absolute success, however, cannot be achieved as errors are part of human nature. Product complaints are governed by the Complaint Rules, which are attached to the documents delivered with the goods. If it is not possible to apply the rules of the Complaint Rules, the process is governed by the Commercial Code. Trachea, a.s. always strives to handle complaints in a correct manner and to the satisfaction of the customer.

By concluding the contract in accordance with point II. of the General Terms and Conditions (VOP), the client and the contractor have demonstrably agreed that the client accepts the following deviations from the provisions of the relevant technical standards, and thus the properties customary and declared by these technical standards. These differing properties are not contrary to the safe use of the goods and only represent a variation in execution from customary properties due to the materials used or the possible technological attainability. The justification of a complaint is determined based on the technical and manufacturing standards of Trachea, a.s., developed based on valid recommended technical standards (Act No. 22/1997 Coll.).

The appearance, shade, and quality of the product surface are assessed at an angle of 0–90° from a distance of 250–750 mm under normal lighting as surfaces „C" according to ČSN 91 0272. Edges are assessed in the same way as surfaces „E" according to ČSN 91 0272. The presence of minor defects on the surface is allowed up to the assessment level of quantity m = 1, size g = 1 (occasional defects that do not affect the overall appearance and are invisible to the naked eye) according to the evaluation of ČSN 91 0272 and ČSN 91 0102.

The occurrence of „orange peel" and substrate imprinting on the side surface (edges) of foil-coated doors (defects on edges) is not a sign or prerequisite for delamination but a technological necessity due to the nature of the materials used. Substrate imprinting in the form of visible grooves caused by clusters of adhesive on the fibers of the medium-density fiberboard (MDF) on the edges is a necessary manifestation of the technology used and cannot, especially in combination with matte or glossy UNI foil, be considered a defect or a prerequisite for delamination. Changes in flatness caused by tools on the edges are, however, not permissible.

The occurrence of defects on edges is allowed up to the assessment level of quantity m = 3, size g = 3 (clearly visible, with the largest dimension being 0.5–1 mm, occurrence of defects with low surface coverage), with an occasional occurrence of size g = 5 allowed at a frequency of max. 5 per 1 m of edge (largest dimension 10 mm, area 78.5 mm^2 of one defect). Differences in color, decor, gloss, etc., for surfaces „C" are not permissible.Color shade changes at the transition between the surface and the edge are caused by the use of pulling foil and cannot, especially in the case of UNI colors, be prevented and thus are not considered a defect.

Color differences in post-processing patina are caused by the influence of UV radiation exposure over time. This is a natural property of the materials used despite the use of UV filters. Color instability is part of this processing. Therefore, such color differences cannot be claimed as defects, and in case of additional orders, the color nature of the required patina processing must be agreed upon in advance (individual agreement with the contractor).Any discrepancies between the color nature of supplier samples, the color nature of newly delivered products, and the time-differentiated original delivery cannot be recognized as defects unless an agreement on the color nature of the products has been made with the contractor.

All goods returned for complaints must be properly cleaned of all dirt, food residues, etc., otherwise, they will not be accepted. A fee will be charged for cleaning and further cleaning of the goods according to the current price list.

Warranty Period

Trachea, a.s. provides a warranty period of 24 months from the receipt of the goods by the client for all products, extended to 7 years for T.classic foil-coated doors for hidden defects (hidden defects mean foil delamination) and 5 years for T.acrylic acrylic doors for edge peeling.

Note: *The Technical Conditions – Organizational Manuals and Complaint Rules are an integral part of the General Terms and Conditions (VOP). The contractual parties may amend, exclude, or supplement some provisions of these VOP only by written agreement of both parties, with the remaining provisions of the VOP remaining valid for the parties.*