



**Your VELFAC sliding  
casement door may  
have a malfunction**

**We would like to fix the defect!**

**> See more on the back**

**VELFAC®**

WINDOWS FOR LIFE

# Safety announcement

March 2023

During our quality control, we have noted that a support bracket on the VELFAC 200 Energy sliding casement door with a high threshold (70 mm) unfortunately does not meet the expected quality in relation to the operational life of the sliding casement door in question.

**There is an increased risk that a malfunction may occur.** In most cases, the malfunction will mean that the sliding casement door cannot temporarily be opened and closed. In rare cases, the sash with glass may loosen at the top and fall outwards.

**The safety of our users is our top priority, which is why we want access to your sliding casement door so we can repair and prevent the malfunction.**

Until we repair your sliding casement door, you can easily protect yourself against the risk of accidents by avoiding anyone being right outside the sliding casement door when it is opened or closed.

If this simple precaution is followed, the sliding casement door can be used as usual until our service engineers have serviced it.

Please book an appointment on  
tel. 00 353 1 2971005 or email [elmo@velfac.ie](mailto:elmo@velfac.ie)

We apologise for the inconvenience and appreciate your understanding of the situation.

Yours sincerely,  
VELFAC