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Blum Warranty

Applicable for Malaysia

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Blum fittings are manufactured and tested to the highest standards under strict internal guidelines, forming the basis of the ISO 9001 quality management system. Product quality is continuously monitored through an in-house testing laboratory and in collaboration with international testing organisations.

The workmanship and performance of these products are guaranteed, offering a limited lifetime warranty on mechanical hardware and a five-year warranty on electrical hardware.

Defective parts covered under this warranty will be replaced with equivalent components.



Limited life-time warranty for mechanical hardware

The workmanship and performance of mechanisms in Lift systems, Box systems, Runner systems, Hinge systems, Pocket systems, and Motion technologies are warranted for a limited lifetime.



Five-year warranty for electrical hardware

The workmanship and performance of electrical components that form part of SERVO-DRIVE, are warranted for five years from the date of dispatch by Blum.

Understanding Blum Warranty

What is the definition of mechanical or electrical hardware?

Mechanical hardware consists of fittings that function without electricity in any form. In contrast, electrical hardware comprises all components that form part of SERVO-DRIVE, that function with the use of electricity.

What is the definition of the Limited lifetime warranty?

In accordance with Blum standards, the Limited lifetime warranty (defined as the lifetime of the furniture) guarantees the mechanisms against defects in workmanship and performance for a period of 20 years, provided that they are used for their intended purpose.

What qualifies for a warranty claim?

The part reported as defective must be an unmodified original component installed exclusively with Blum fittings. Photographic evidence, video documentation, and relevant details of the engaged third party (designer, carpenter, etc.) against whom the purchaser (end user) has made the claim must be submitted for verification.

For electrical components that form part of SERVO-DRIVE, the batch number must also be provided as part of the submission.

What is covered by the warranty?

Upon verification, replacement for the relevant parts will be made free of charge to the purchaser on a one-to-one exchange basis. All other claims, including but not limited to labour, installation, and transportation costs related to the removal of the defective part and/or assembly of the replacement part, are excluded and will not be considered by Blum.

What is not covered by the warranty?

External causes, including but not limited to damage incurred during transportation by third-party logistics providers, processing or assembly, storage, exposure to atmospheric conditions, and other natural events.

Improper installation or assembly, including non-compliance with national regulations or Blum installation instructions.

Improper handling arising from negligence, including damage resulting from debris.

Incorrect operation or usage, including excessive loads, such as in settings for commercial or industrial applications.

Inappropriate operating conditions and inadequate upkeep or maintenance.

Tampering with components, including the removal or modification of serial tags, batch numbers, unauthorised repairs, or interference.

What additional considerations should be noted?

This warranty does not extend to Inner dividing systems, including kitchen accessories that are part of ORGA-LINE and AMBIA-LINE ranges.

Blum services do not acknowledge any legal responsibility and are subject to change at any time without prior notice. If the defective part is obsolete or has been discontinued, a current equivalent product may be offered. No guarantee is provided regarding the provision of a replacement item or its interchangeability or compatibility with existing systems or designs.

Blum reserves the right to request the return of defective parts for quality control and error analysis.

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Cleaning and maintenance manual

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Our locations in Austria, Poland and China are certified according to ISO 9001, ISO 14001 and ISO 50001.
Our location in the USA is certified according to ISO 9001.
Our location in Brazil is certified according to ISO 9001, ISO 14001 and ISO 45001.

ISO 9001 Certified Quality System
ISO 14001 Certified Environmental System
ISO 50001 Certified Energy System

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