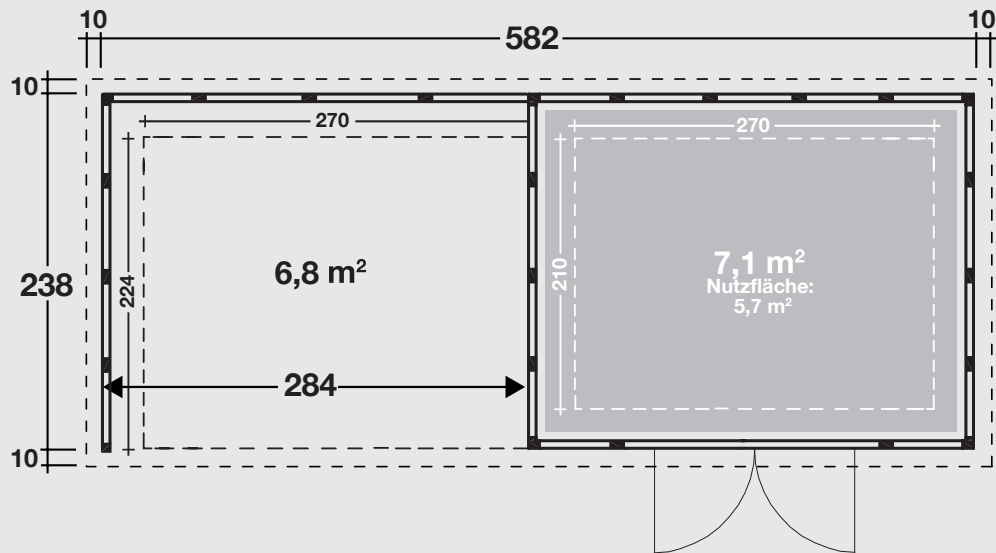


# ELEGANTO 3024 PHL



Projet numéro / Project nummer / Project number / Projekt Nummer :

.....

QC-numéro / QC-nummer / QC-number / QC-Nummer :

.....

Couleur / Kleur / Colour / Farbe:

- Blanc, Wit, White, Weiß
- Gris clair, Licht grijs, Light grey, Lichtgrau
- Anthracite, Antraciet, Anthracite, Granitgrau
- Granulé, StoneCoat, StoneCoat, Dekorputz

Zubehör:

- Fußboden
- Innenwand: Innenwandpaket während des Hausaufbaus montieren. Nicht im Nachhinein montierbar!
- Lochblech
- Bodenschwelle / Rampe

**INSTRUCTIONS DE MONTAGE**  
**MONTAGE HANDLEIDING**  
**ASSEMBLY INSTRUCTIONS**  
**MONTAGEANLEITUNG**

Nous vous invitons à lire attentivement le présent mode d'emploi.

Vous y trouverez les caractéristiques techniques ainsi que toutes les informations utiles en vue d'un fonctionnement correct. Les données techniques figurant dans cette publication peuvent être modifiées à tout moment et sans avis préalable et ce, pour des raisons techniques ou commerciales..

Wij nodigen u uit deze handleiding aandachtig te lezen.

Ze omvat de technische eigenschappen en alle nuttige informatie voor een correcte werking.

De technische gegevens in deze publicatie kunnen om technische of commerciële redenen op elk moment en zonder voorafgaande kennisgeving worden gewijzigd.

Please read this manual carefully.

It contains the technical properties and all the information required for correct operation.

The technical data in this publication is subject to change for technical and/or commercial reasons at any time and without notice.

Bitte lesen Sie diese Anleitung sorgfältig durch.

Sie enthält die technischen Eigenschaften und alle Informationen, die für einen korrekten Betrieb erforderlich sind.

Die in dieser Publikation enthaltenen technischen Daten können jederzeit ohne Vorankündigung aus technischen oder kommerziellen Gründen geändert werden.



Lisez bien l'ensemble du mode d'emploi avant de commencer à réaliser des travaux.

Lees de volledige handleiding voordat u begint met de werken uit te voeren.

Read the entire manual before you start working.

Lesen Sie vor Arbeitsbeginn die gesamte Anleitung.



L'utilisation de gants est obligatoire.

Het gebruik van handschoenen is verplicht.

The use of gloves is mandatory.

Das Tragen von Handschuhen ist Pflicht.



L'utilisation de lunettes de protection est obligatoire.

Het gebruik van een veiligheidsbril is verplicht.

The use of safety glasses is mandatory.

Das Tragen einer Sicherheitsbrille ist Pflicht.



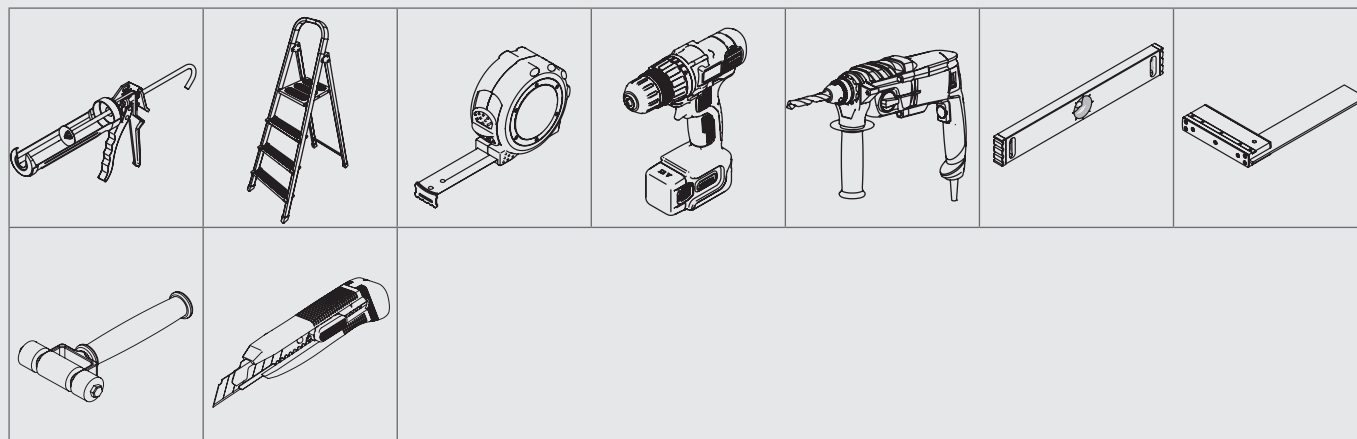
L'utilisation d'un casque de protection est obligatoire.

Het gebruik van een veiligheidshelm is verplicht.

The use of a hard hat is mandatory.

Das Tragen eines Sicherheitshelms ist Pflicht.

## Liste d'outils / Gereedschappenlijst / Tools List / Werkzeugliste

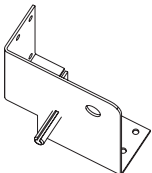
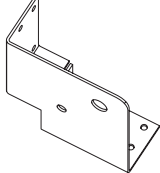
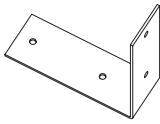
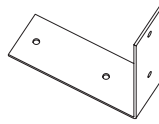
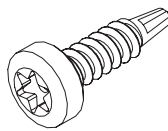
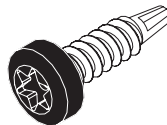
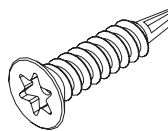
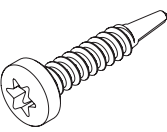
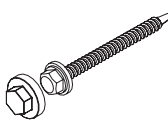
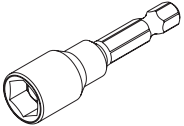
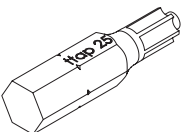
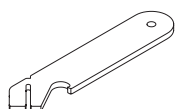
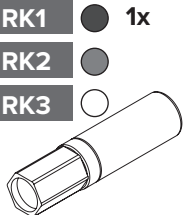

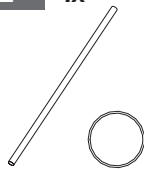
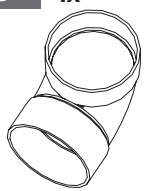
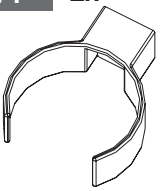
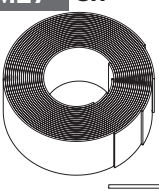
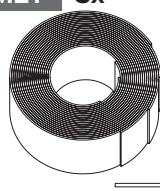

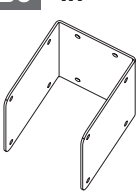
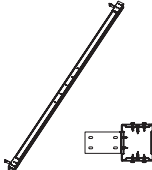
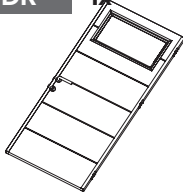
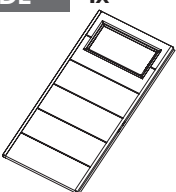
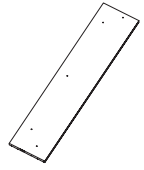
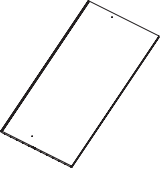
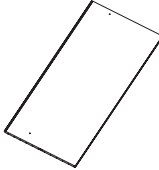
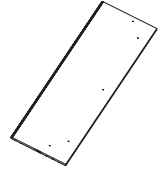
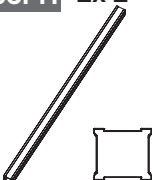
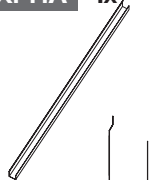
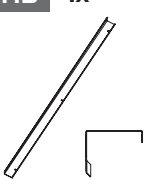
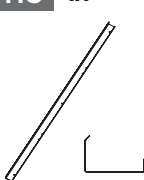
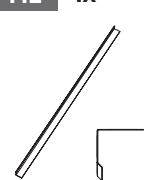
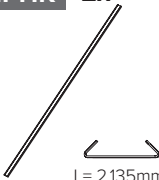
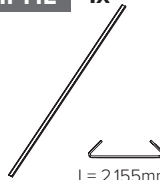


Liste des composants / Stukslijst / Partslist / Teileliste

<b>A27</b> 2x 	<b>A21</b> 3x 	<b>AD27</b> 1x 	<b>B6</b> 33x 	<b>F6</b> 10x 	<b>FA6</b> 1x 	<b>FPH1</b> 1x 
<b>FPH2</b> 2x 	<b>FTPPH</b> 1x 	<b>HA6</b> 4x L= 2080mm 	<b>HPH</b> 1x L= 2064mm 	<b>FD18</b> 1x 	<b>UD18</b> 1x 	<b>KT18</b> 1x 
<b>K6R</b> 1x 	<b>K6LD</b> 1x 	<b>K6S</b> 6x 	<b>J27R</b> 1x 	<b>J27</b> 2x 	<b>J21</b> 3x 	<b>J21S</b> 3x 
<b>JDA27</b> 2x 	<b>JD27</b> 1x 	<b>Z27A</b> 1x 	<b>Z21B</b> 1x 	<b>Z27C1</b> 1x 	<b>Z27C2</b> 1x 	<b>Z21D</b> 1x 
<b>AB-5</b> 6x 	<b>ZAPHL</b> 1x 	<b>ZAV</b> 1x 	<b>ZC1PHL</b> 1x 	<b>ZC2PHL</b> 1x 	<b>ZCVL</b> 1x 	<b>DA045</b> 12x 
<b>DA27</b> 18x 	<b>DA21</b> 22x 	<b>DAVL21</b> 1x 	<b>DAVR21</b> 1x 	<b>DI045</b> 12x 	<b>DI21</b> 10x 	<b>DI27</b> 6x 
<b>DIVR21</b> 1x 	<b>DIVL21</b> 1x 	<b>X27A</b> 1x 	<b>X21B</b> 1x 	<b>X27C</b> 1x 	<b>X21D</b> 1x 	<b>IG</b> 2x L= 2.090mm 
<b>IK</b> 2x L= 2.070mm 	<b>TP3024</b> 4x 	<b>BF21</b> 9x 	<b>PP21</b> 1x 	<b>OS18</b> 1x 		

option / optie / option / Option

Liste des composants / Stukslijst / Partslist / Teileliste

<b>CP01</b> 3x 	<b>CP02</b> 8x 	<b>CP03</b> 3x 	<b>CP05</b> 13x 	<b>SD18</b> 700x 	<b>SD18BL</b> 40x 	<b>SD16D</b> 18x 
<b>SD25</b> 2x 	<b>BZ</b> 16x 	<b>TOOL1</b> 1x 	<b>TOOL2</b> 2x 	<b>TOOL3</b> 1x 	<b>RK1</b> ● 1x <b>RK2</b> ● <b>RK3</b> ● 	<b>W1</b> 1x 
<b>W2</b> 1x 	<b>W3</b> 1x 	<b>W4</b> 2x 	<b>M27</b> 3x 	<b>M21</b> 3x 	<b>DK</b> 1x 	<b>SPB6</b> 4x 
<b>SSP</b> 1x 	<b>DR</b> 1x 	<b>DL</b> 1x 	<b>3024PH-5</b> 1x 	<b>3024PH-2</b> 3x 	<b>3024PH-6</b> 1x 	<b>3024PH-7</b> 1x 
<b>S6PH</b> 2x 2 	<b>XPHA</b> 1x 	<b>XPHB</b> 1x 	<b>XPHC</b> 1x 	<b>XPHL</b> 1x 	<b>IPHK</b> 2x  L= 2.135mm	<b>IPHL</b> 1x  L= 2.155mm



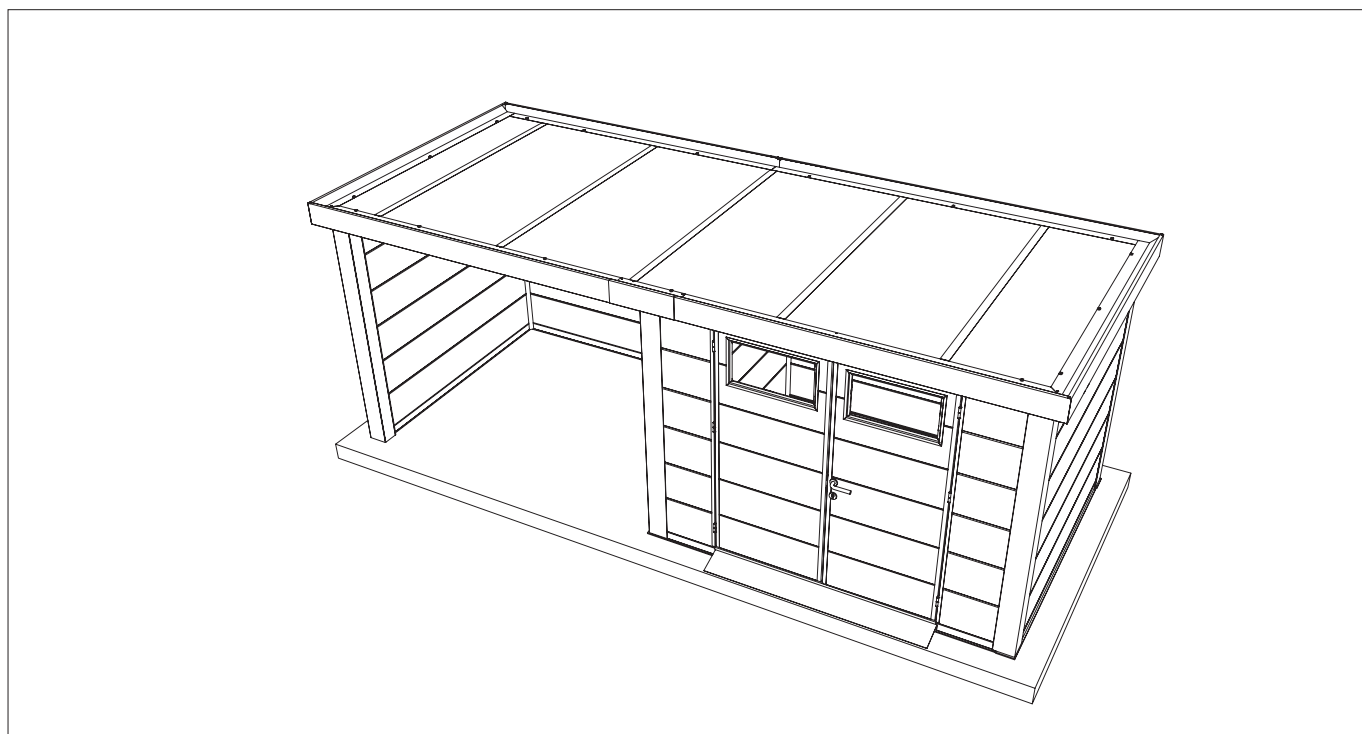
#### Fundament

- Le sol doit être plat et de niveau. Le sol doit être réalisé pour permettre une fixation adéquate de l'abris de jardin.
- De vloer moet vlak en waterpas zijn. De vloer moet gemaakt worden zodat de bevestiging van het tuinhuis wel mogelijk is.
- The floor must be flat and level. The floor must be made in such a way that it is possible to fix the garden house.
- Der Aufbauort muss eine flache, geschlossene und in Waage liegende Bodenplatte aufzeigen. Die Bodenplatte muss so beschaffen sein, das eine mechanische Befestigung von dem Eleganto erfolgen kann.

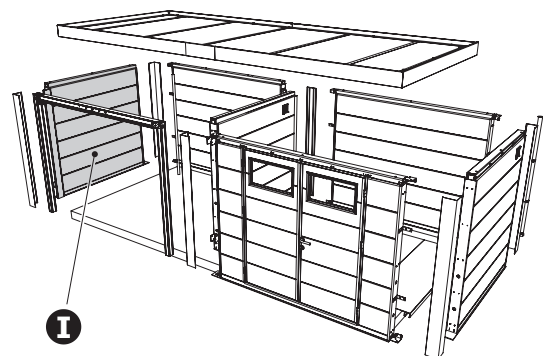
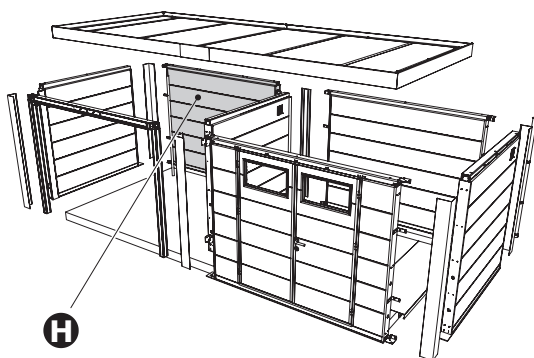
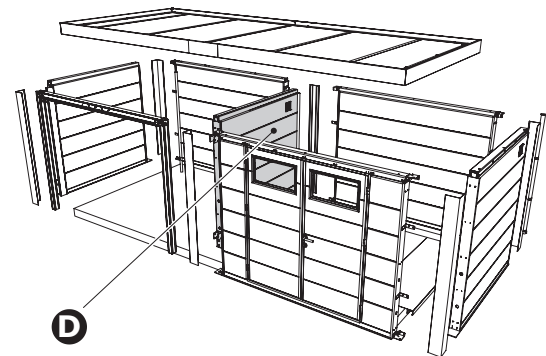
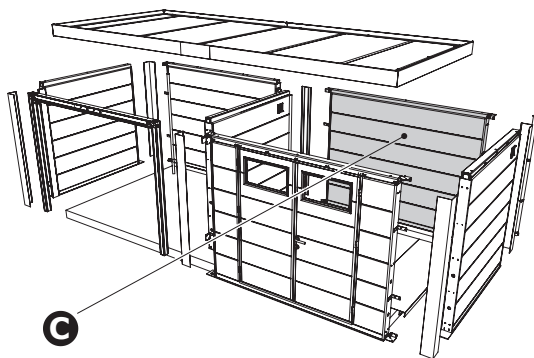
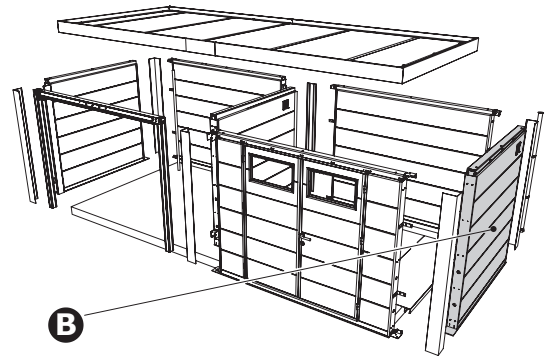
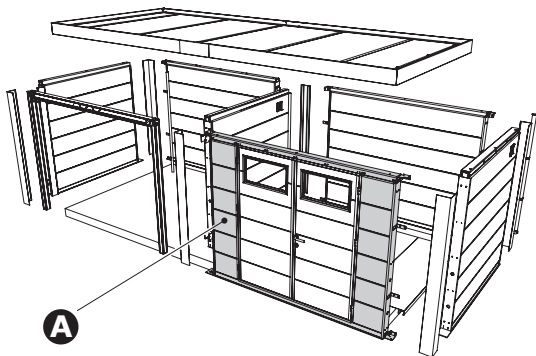
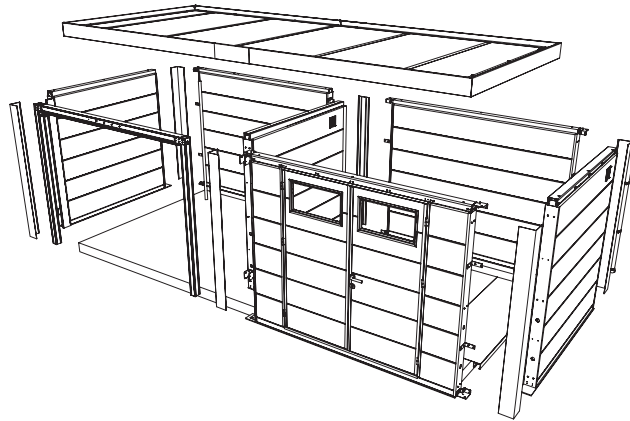
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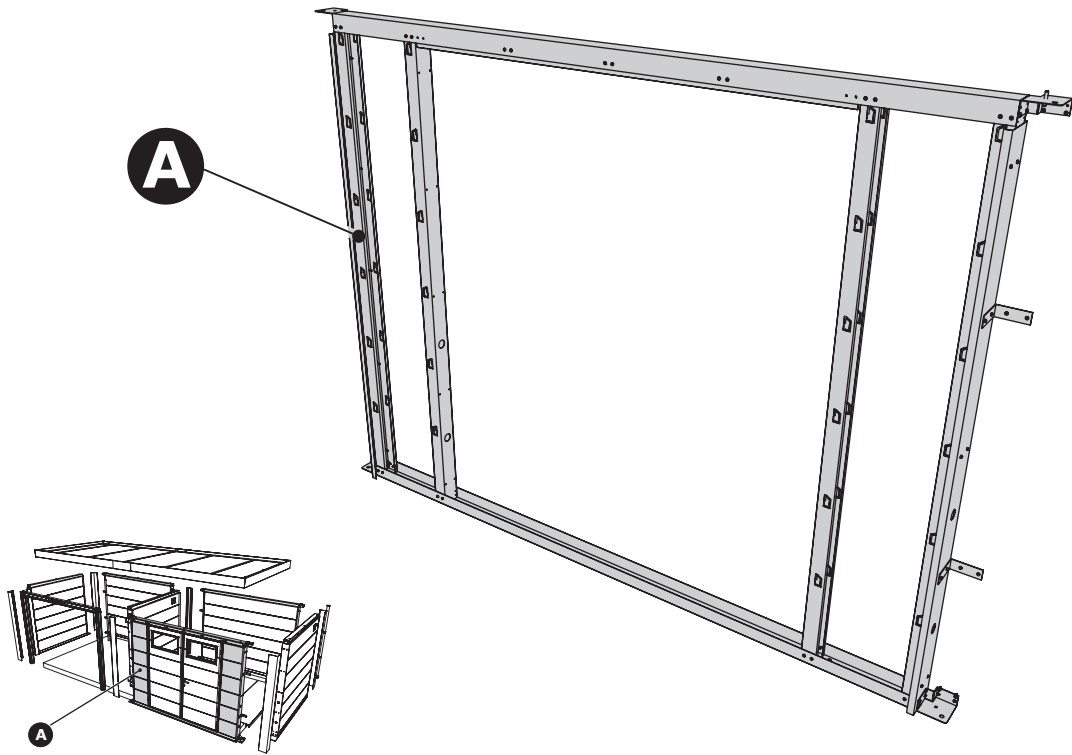
- L'abris de jardin doit être centrée sur la dalle de béton.
- Het tuinhuis moet gecentreerd geplaatst worden op het fundament.
- The garden house must be centered on the foundation.
- Das Gartenhaus muss auf dem Fundament zentriert sein.

#### Tous les éléments / Alle elementen / All elements / Alle Elemente

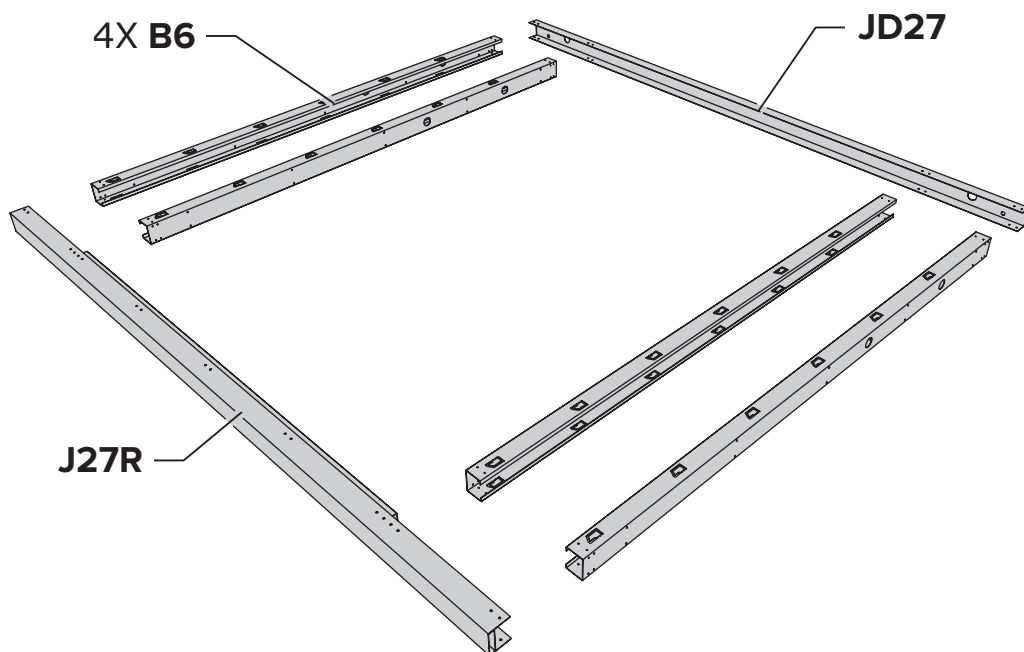


Composition / Compositie / Composition / Zusammensetzung



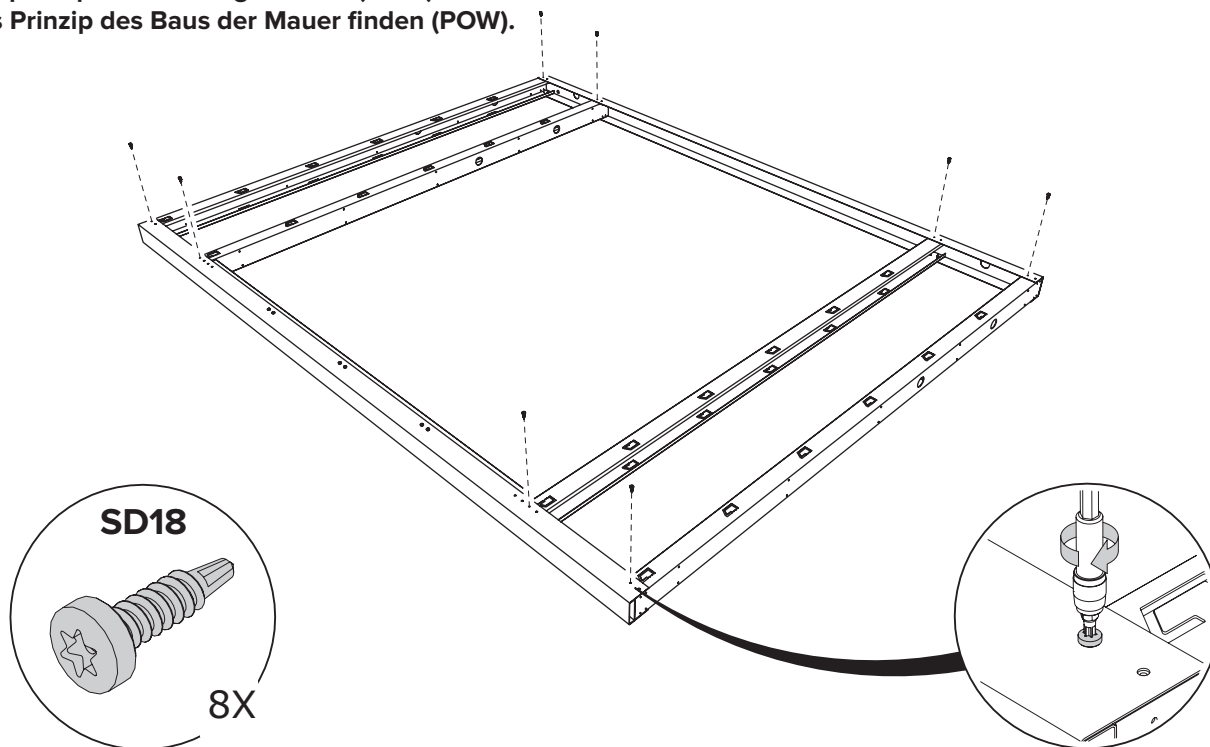


A Paroi / Wand / Wall / Wand



A Paroi / Wand / Wall / Wand

Le principe de la construction du mur (POW).  
Het principe van de opbouw van de wand (POW).  
The principle of building the wall (POW).  
Das Prinzip des Baus der Mauer finden (POW).

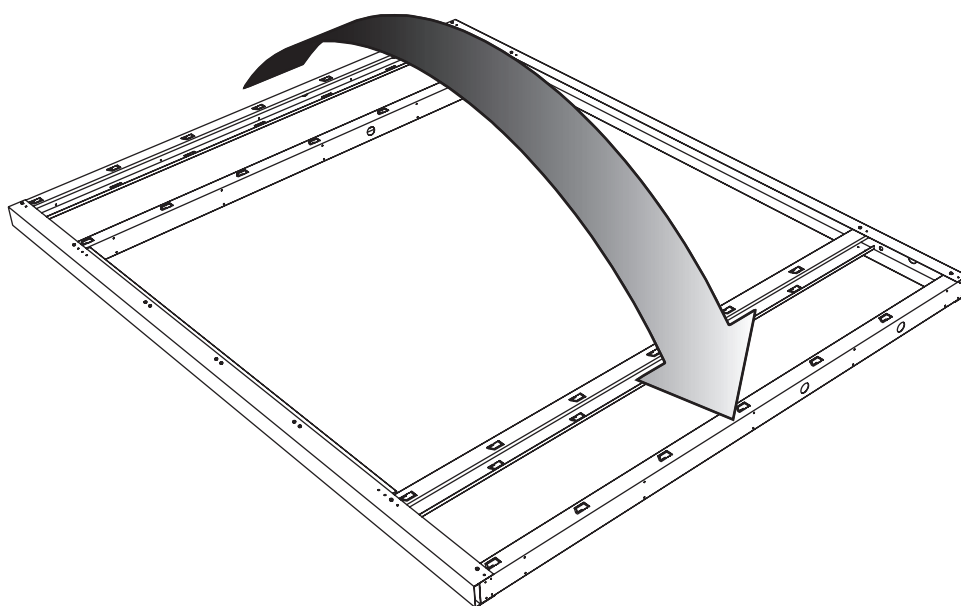


A

Paroi / Wand / Wall / Wand

POW

Tourner encadrement / Kader omdraaien / Turn Frame / Rahmen umdrehen

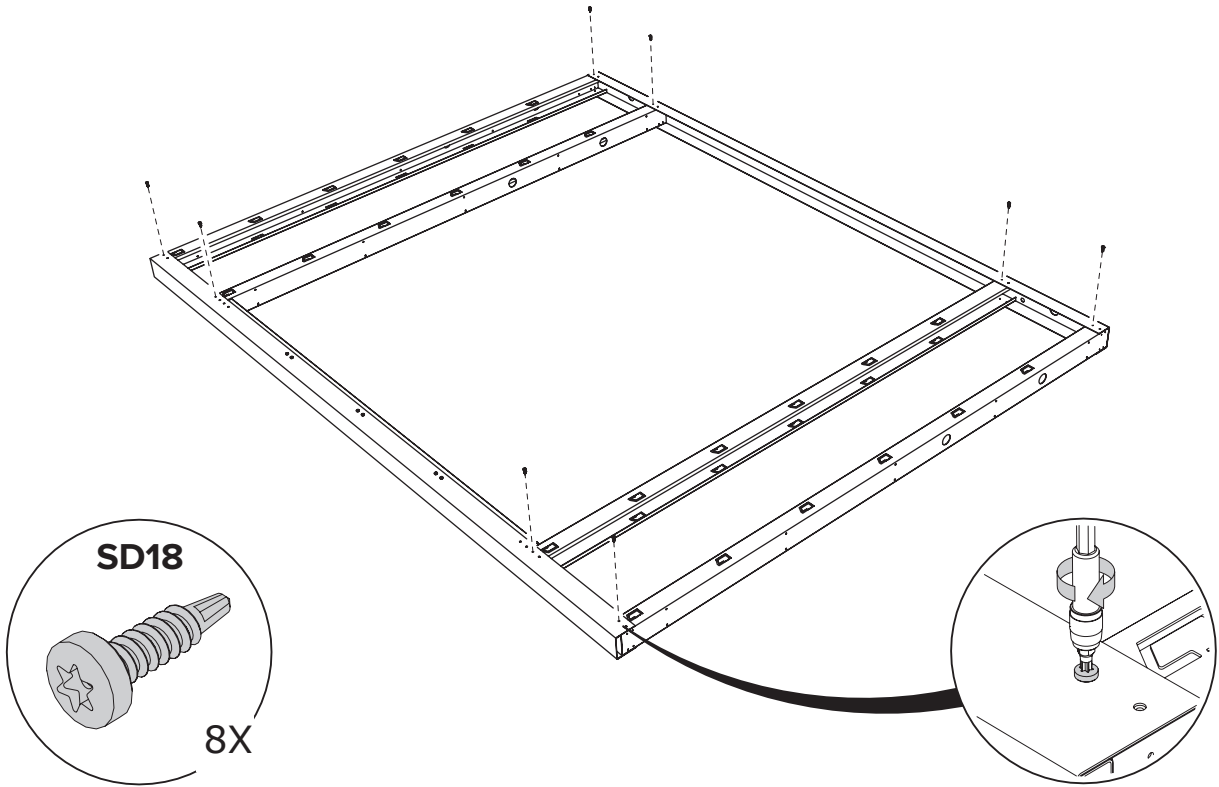


A

Paroi / Wand / Wall / Wand

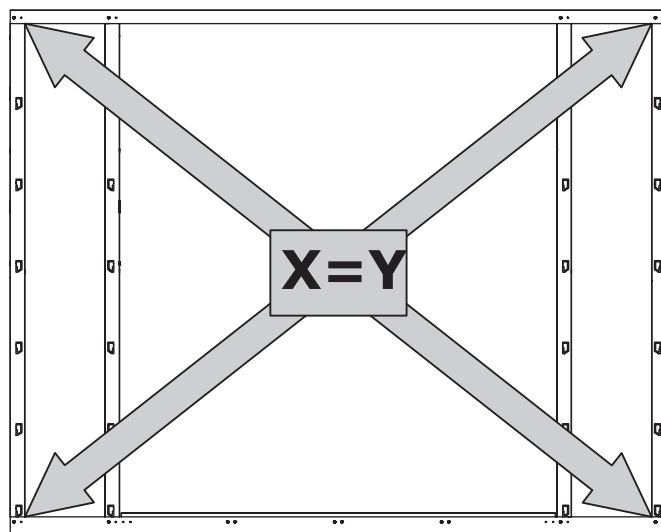
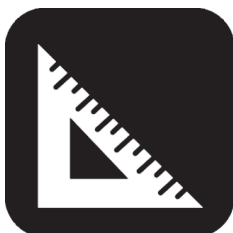
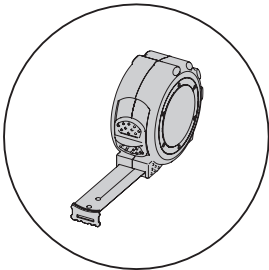
POW





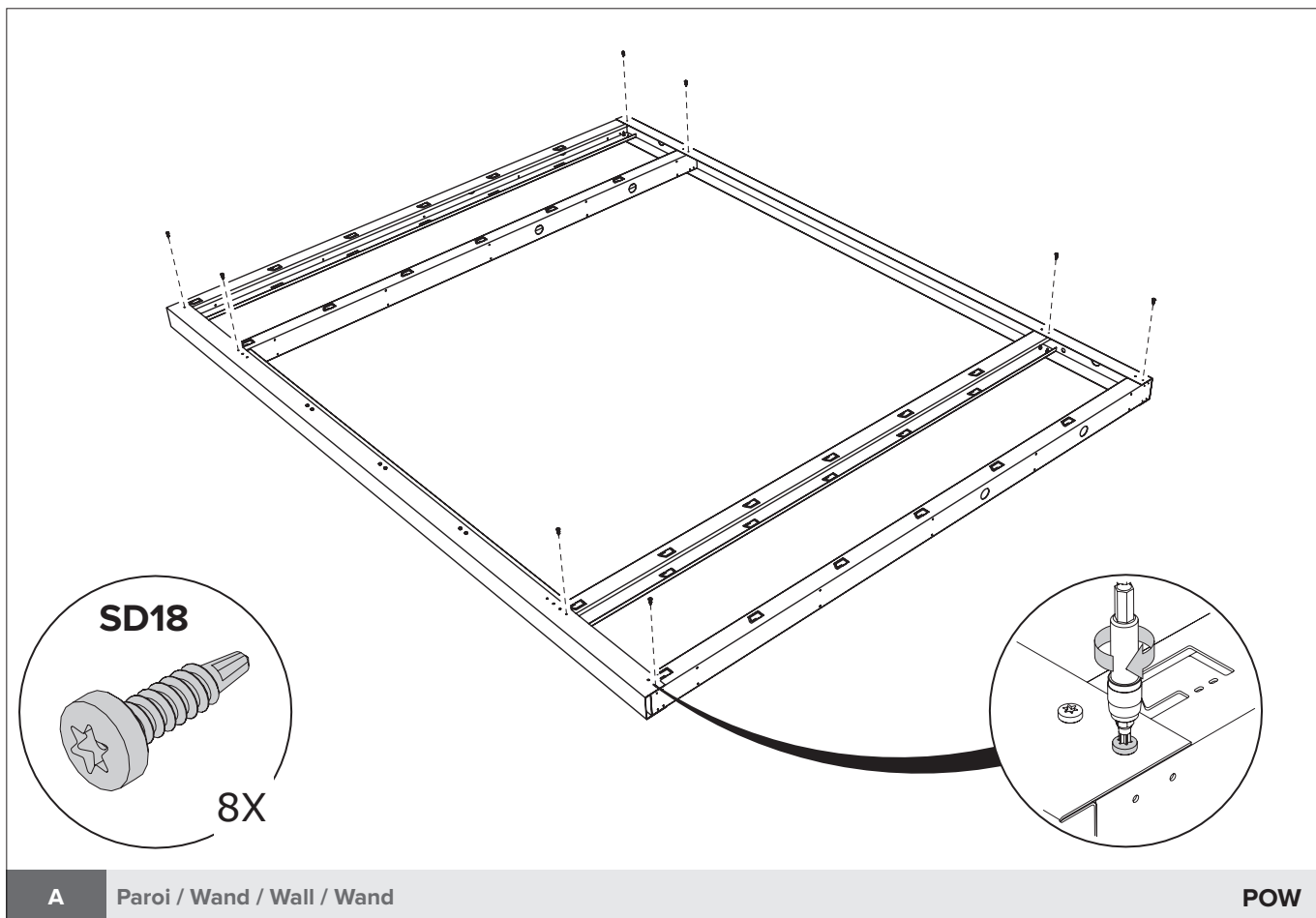
A Paroi / Wand / Wall / Wand

POW

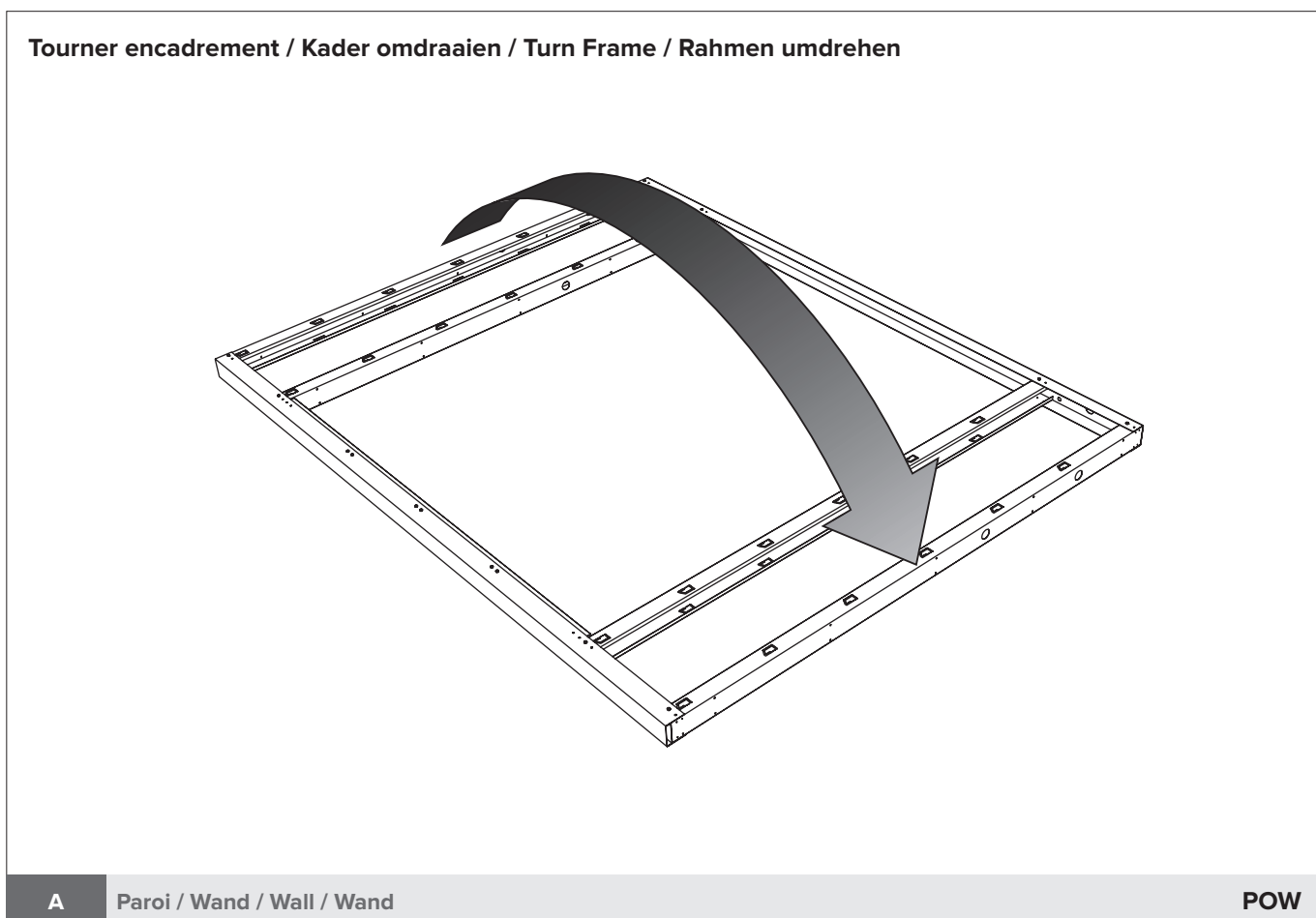


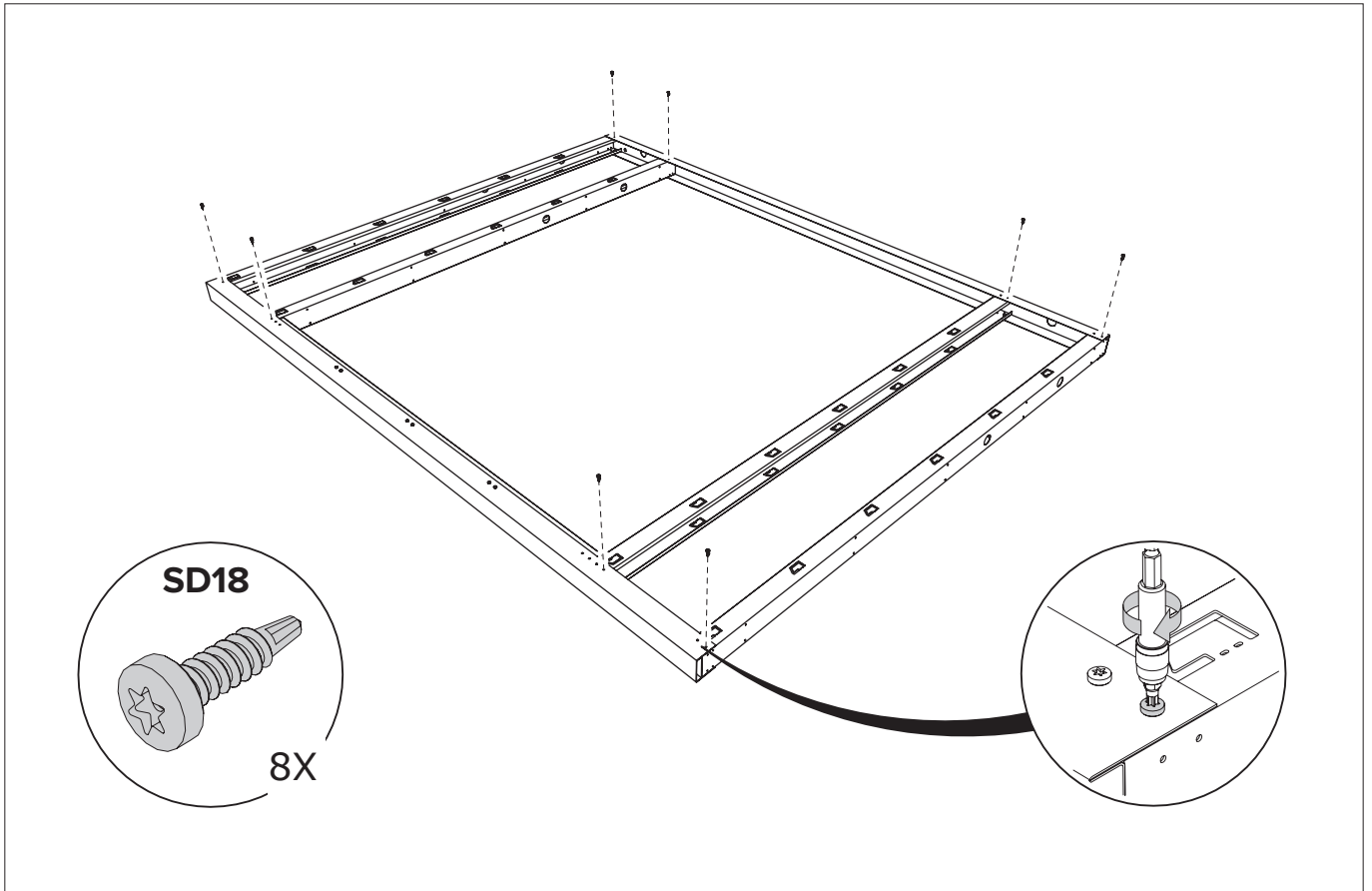
A Paroi / Wand / Wall / Wand

POW

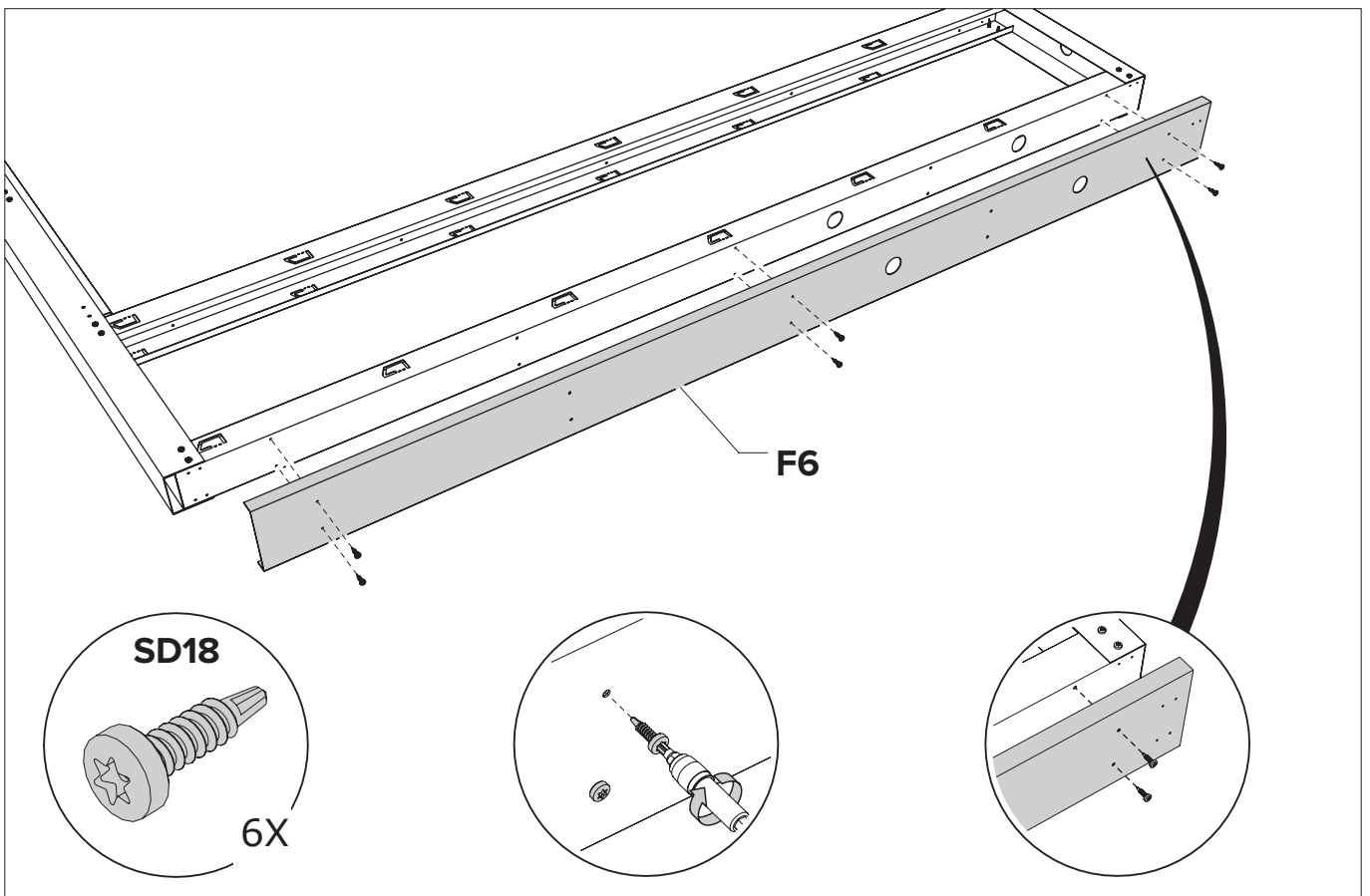


**Tourner encadrement / Kader omdraaien / Turn Frame / Rahmen umdrehen**

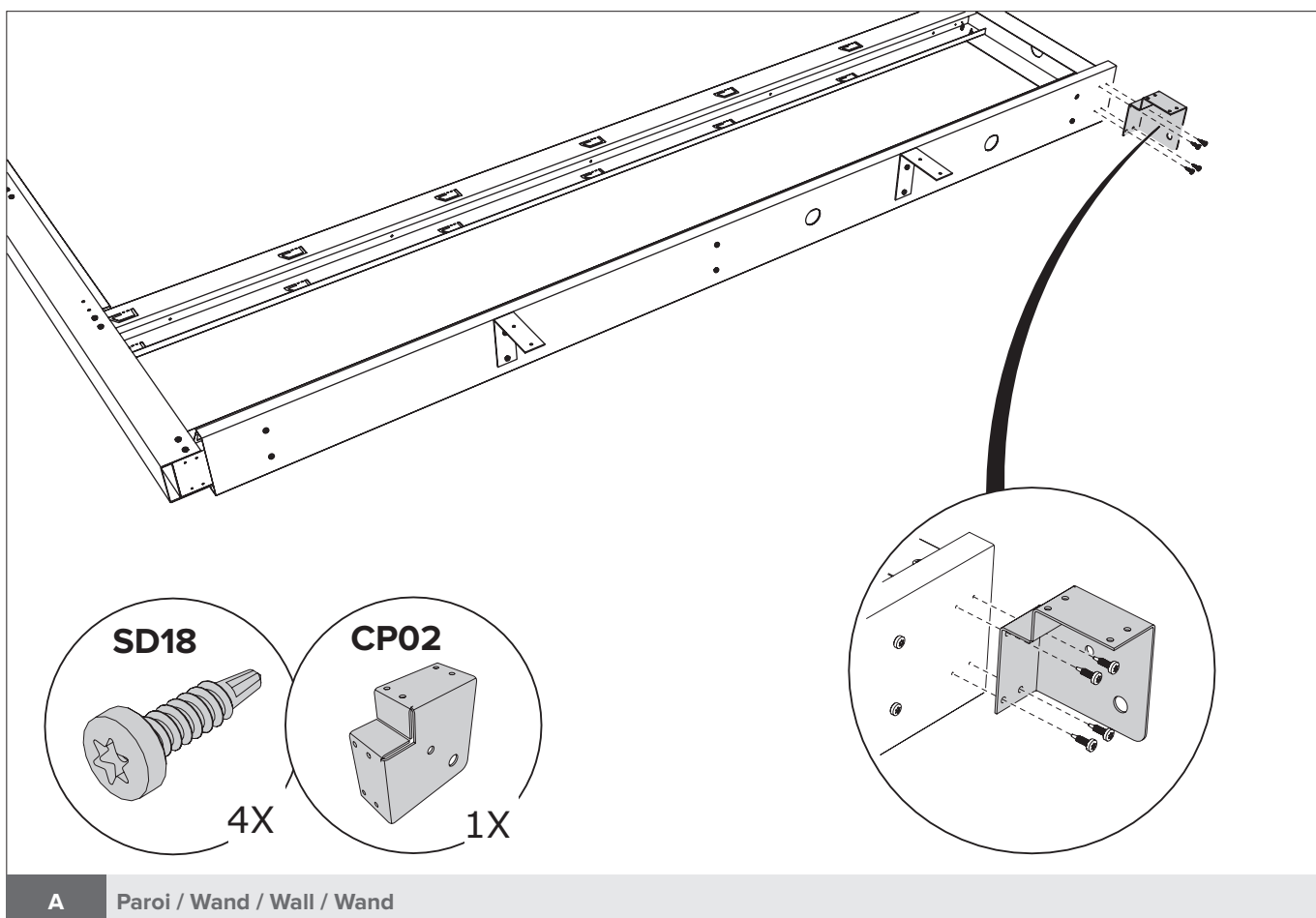
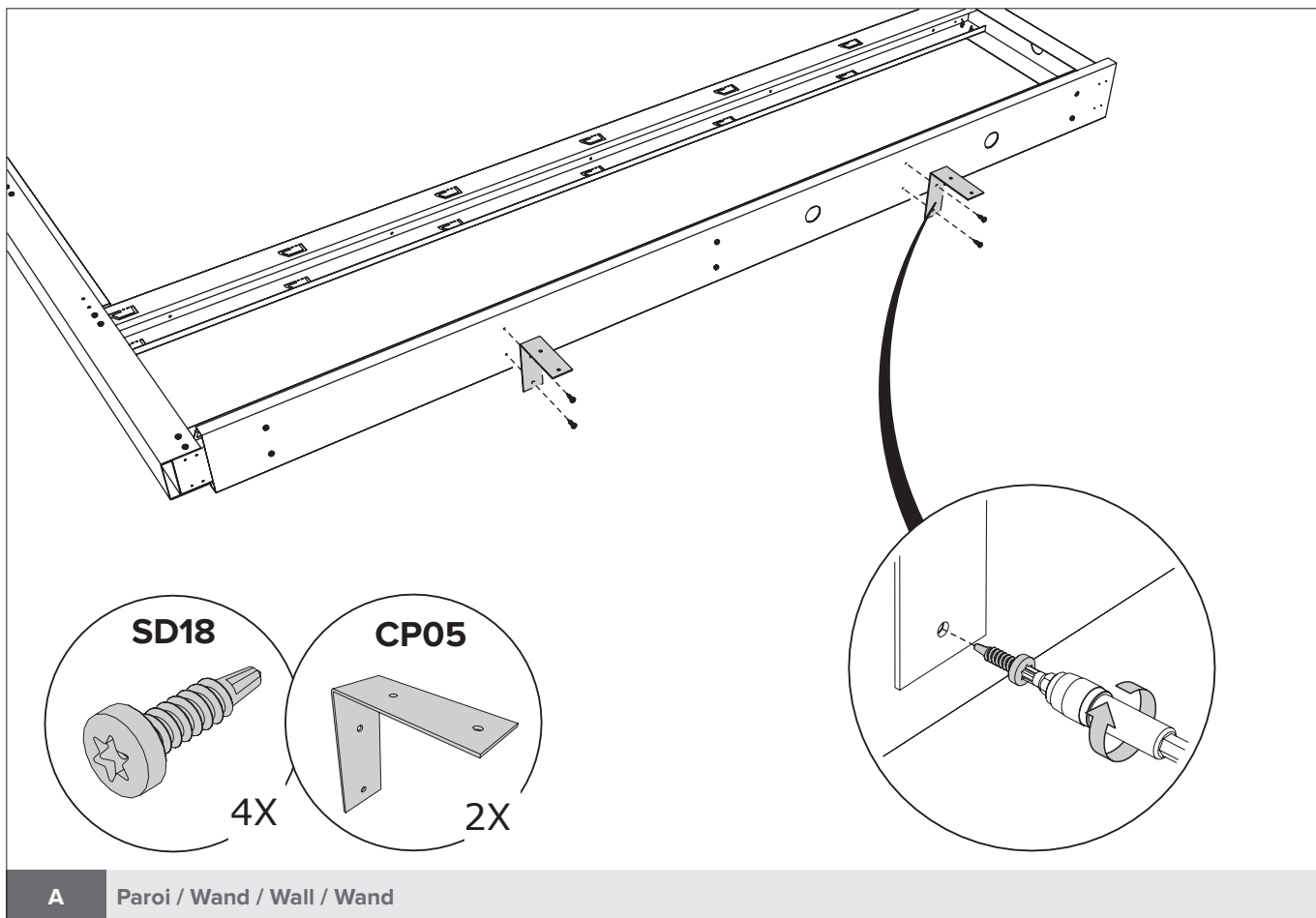


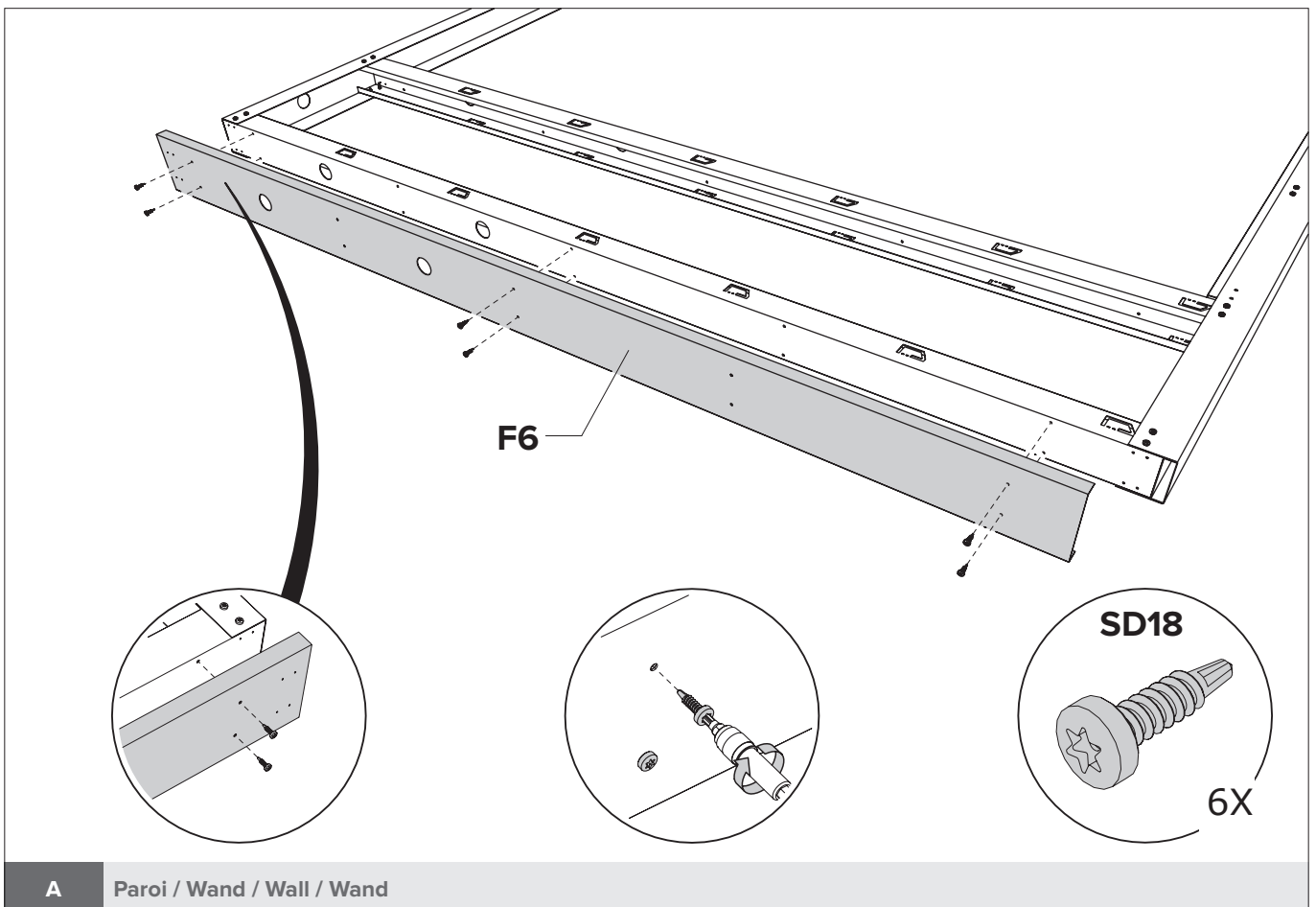
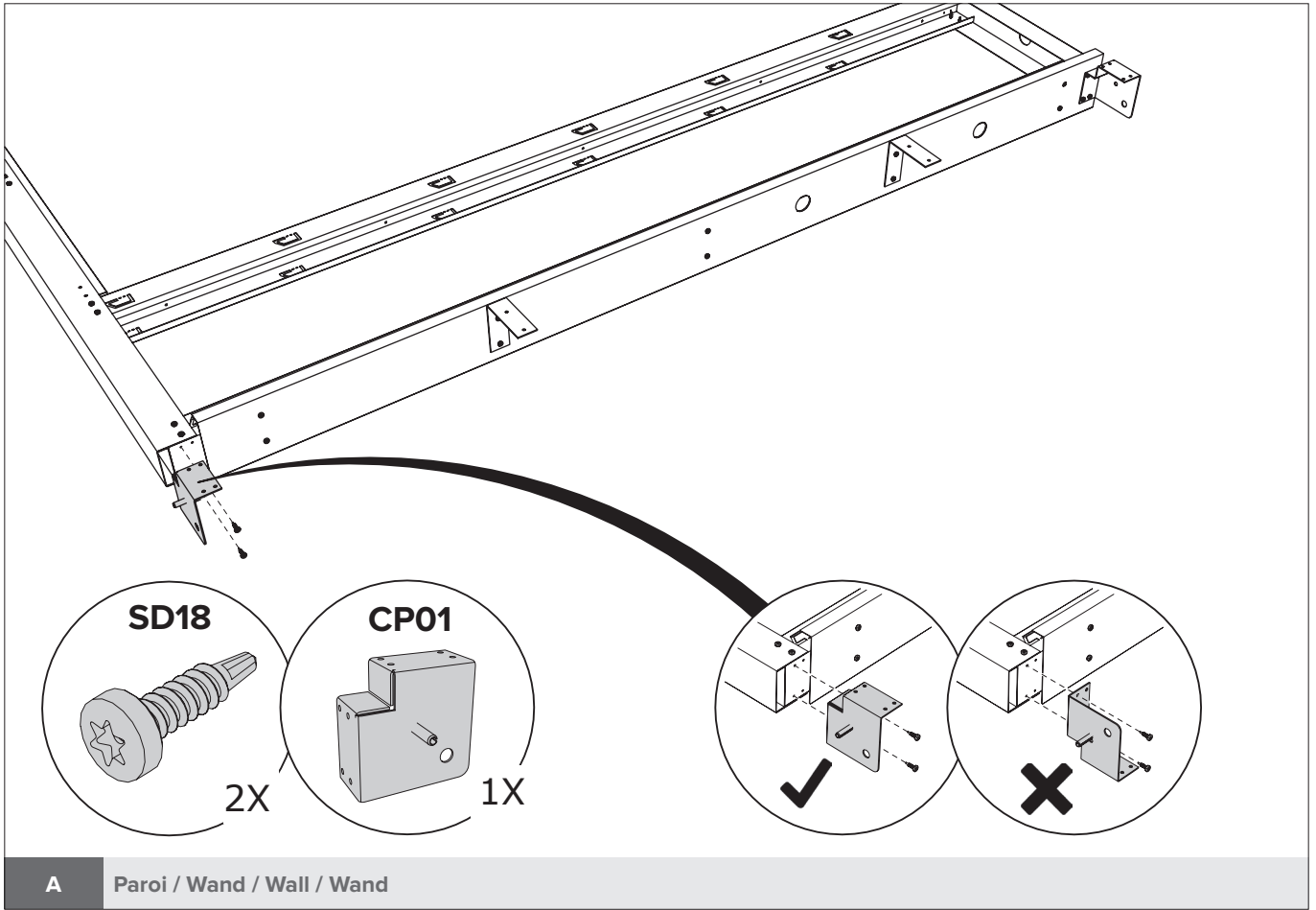


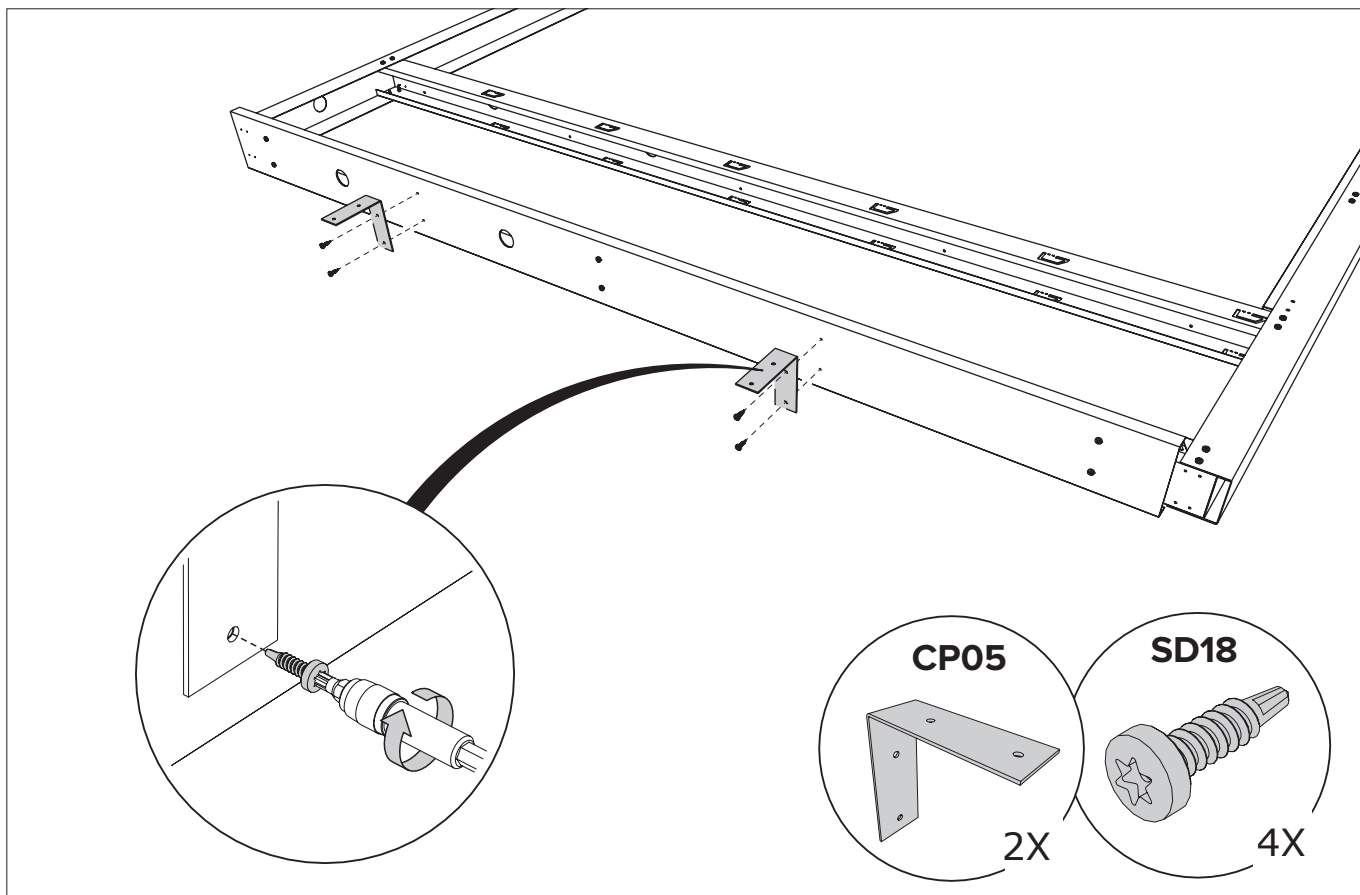
A Paroi / Wand / Wall / Wand POW



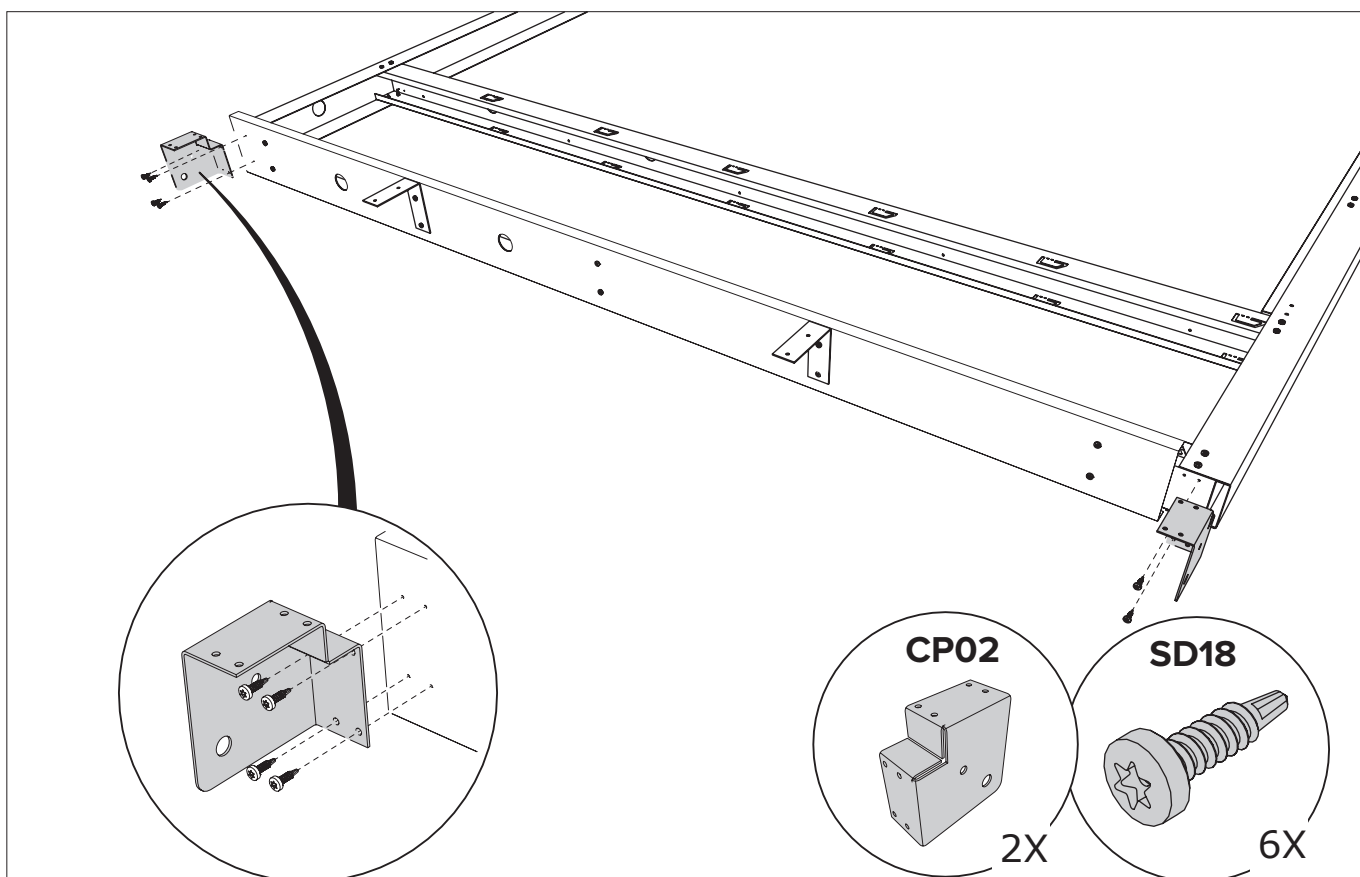
A Paroi / Wand / Wall / Wand



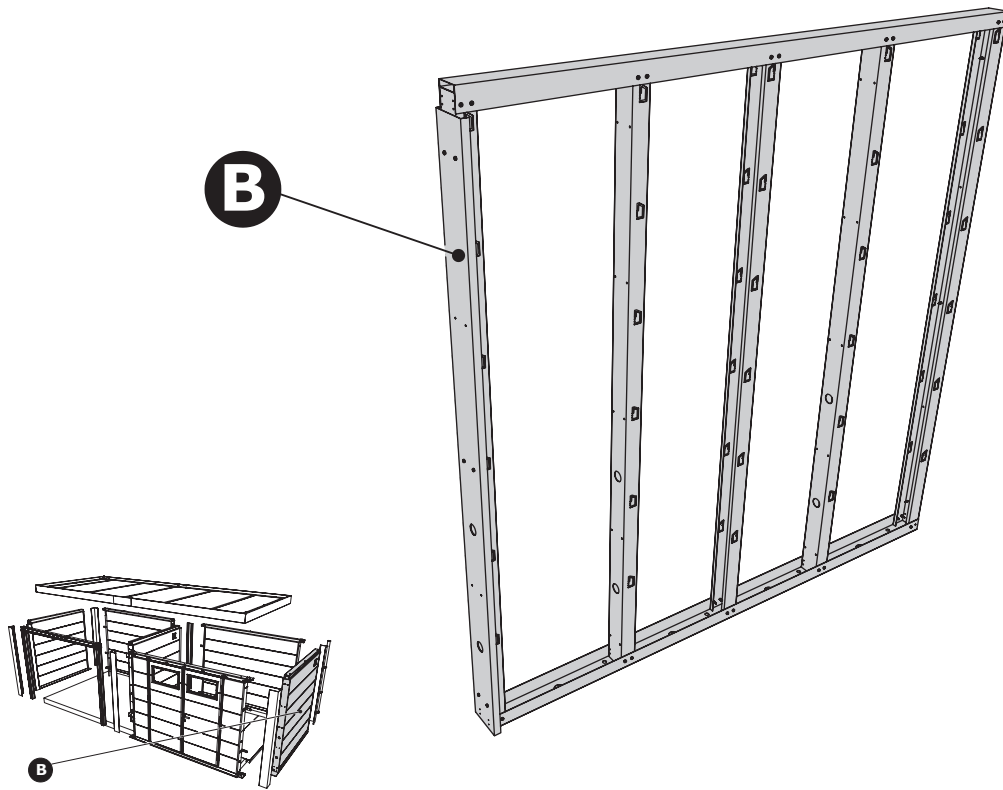




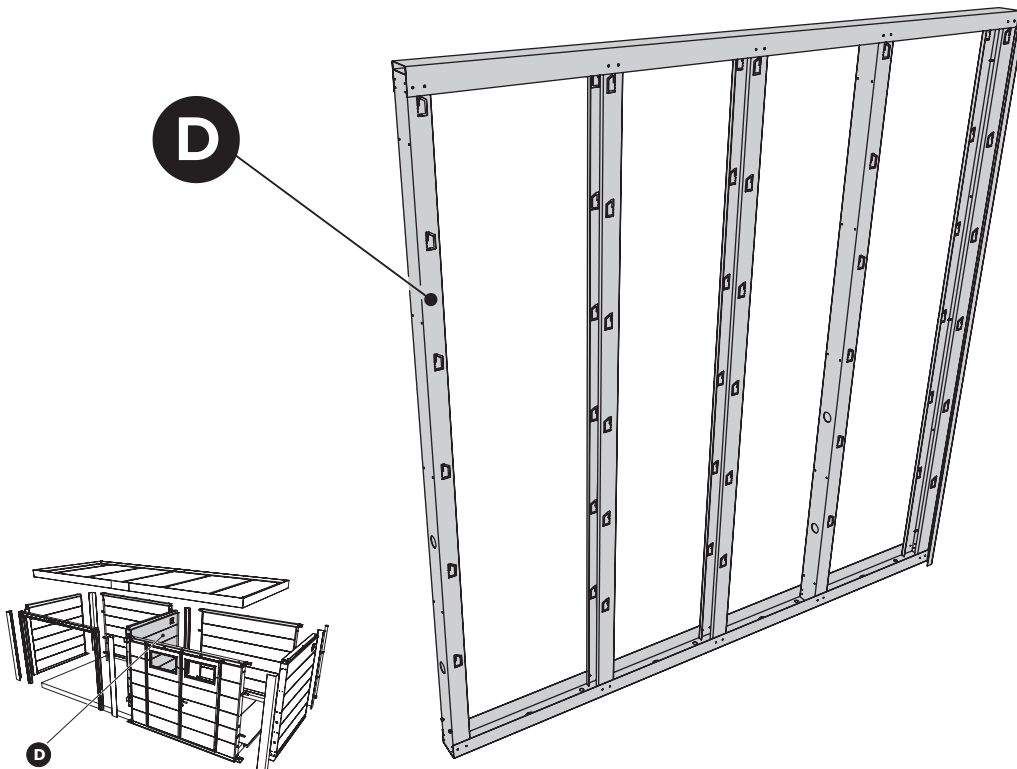
A Paroi / Wand / Wall / Wand



A Paroi / Wand / Wall / Wand

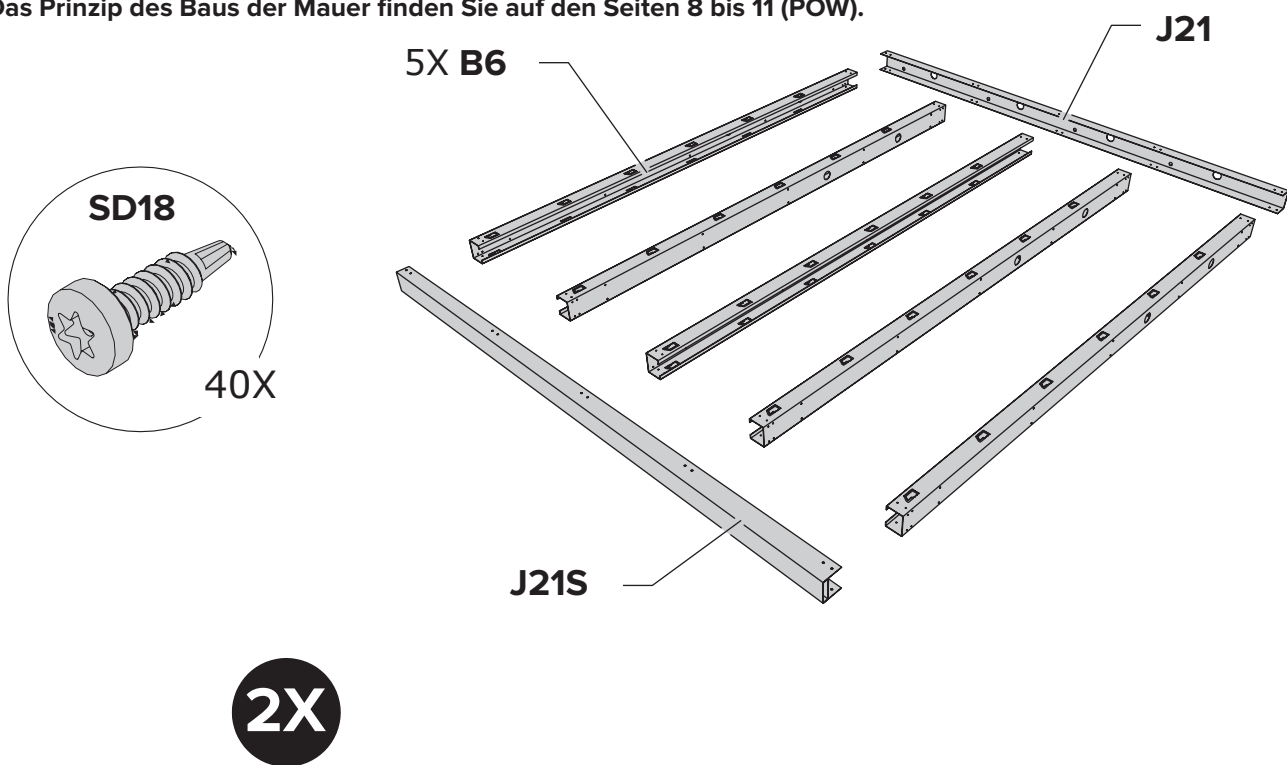


**B** Paroi / Wand / Wall / Wand



**D** Paroi / Wand / Wall / Wand

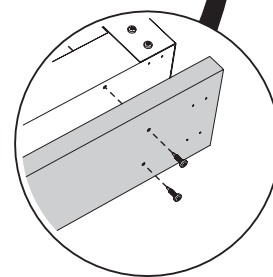
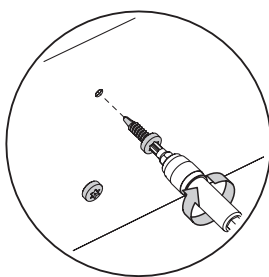
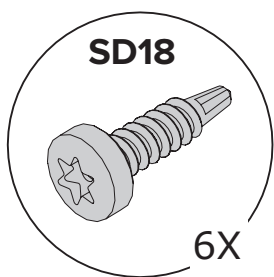
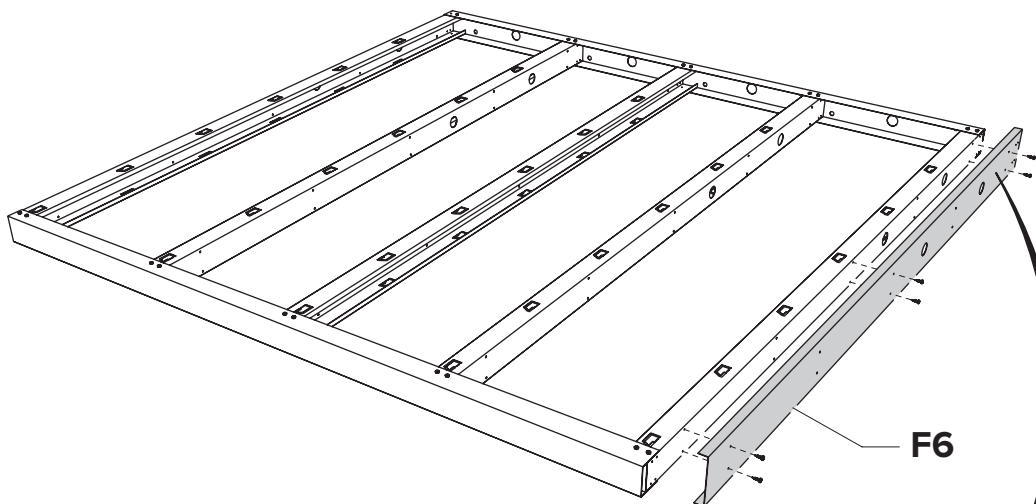
Le principe de la construction du mur, voir pages 8 à 11 (POW).  
 Het principe van de opbouw van de wand, zie pagina 8 tot en met 11 (POW).  
 The principle of building the wall, see pages 8 through 11 (POW).  
 Das Prinzip des Baus der Mauer finden Sie auf den Seiten 8 bis 11 (POW).



**2X**

B / D Paroi / Wand / Wall / Wand

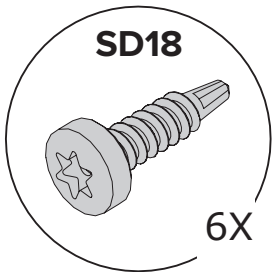
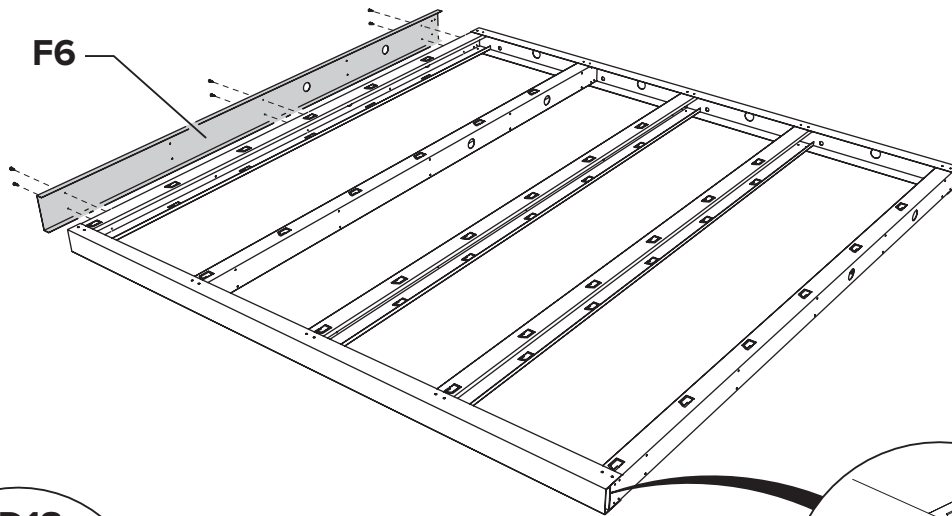
**B**



B Paroi / Wand / Wall / Wand

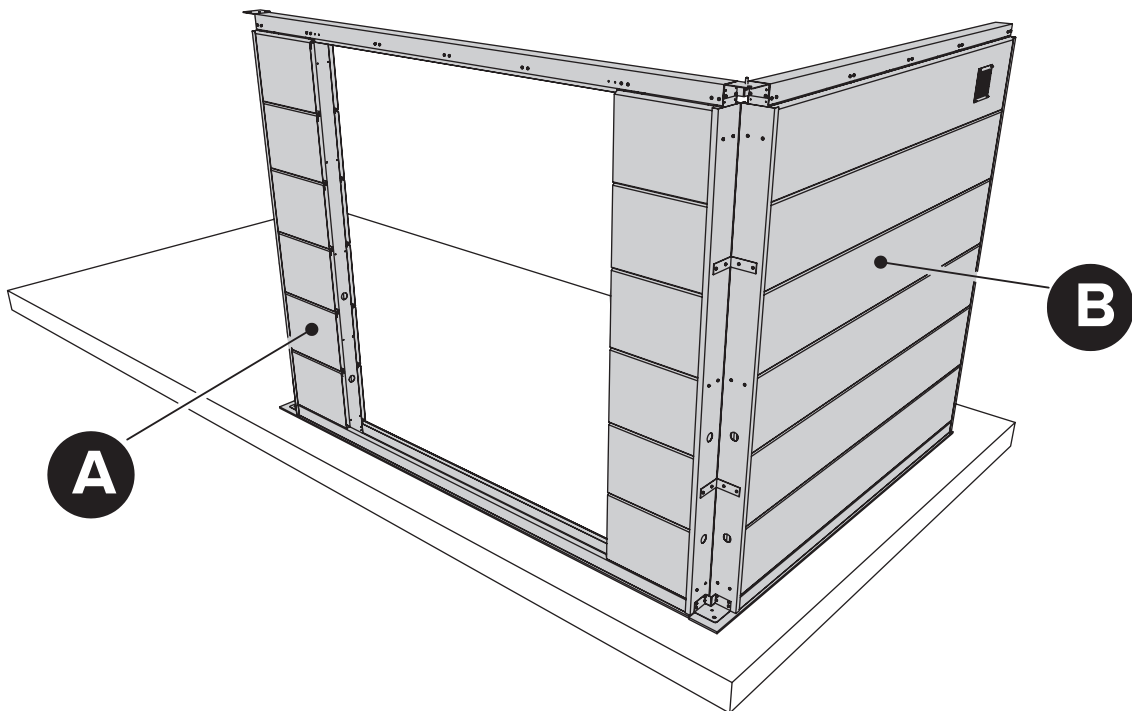


**D**



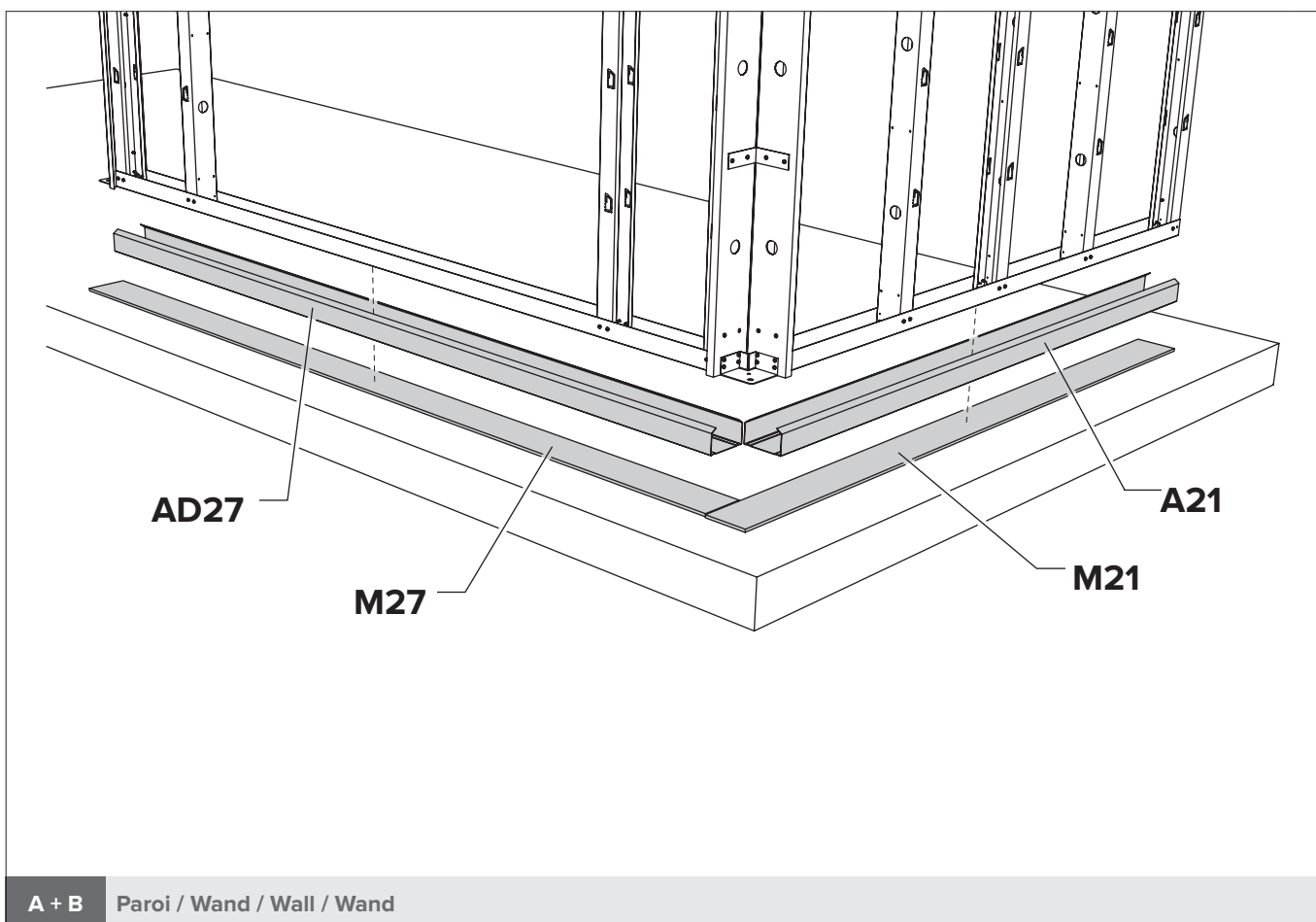
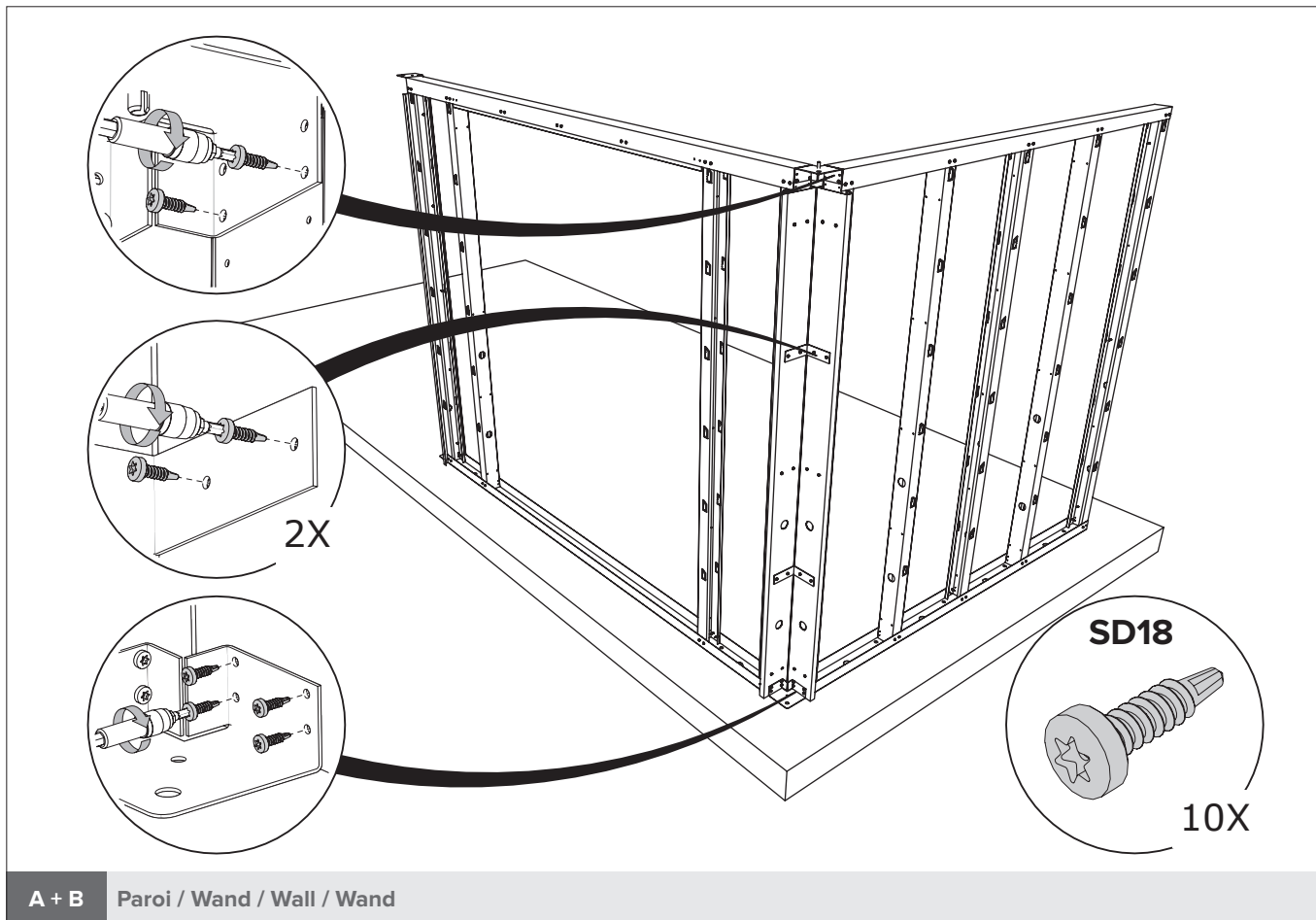
**D**

Paroi / Wand / Wall / Wand

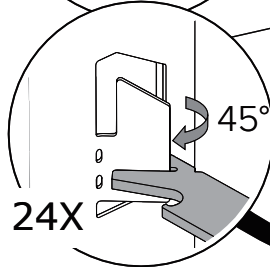
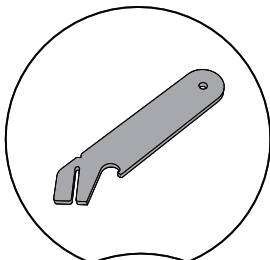


**A + B**

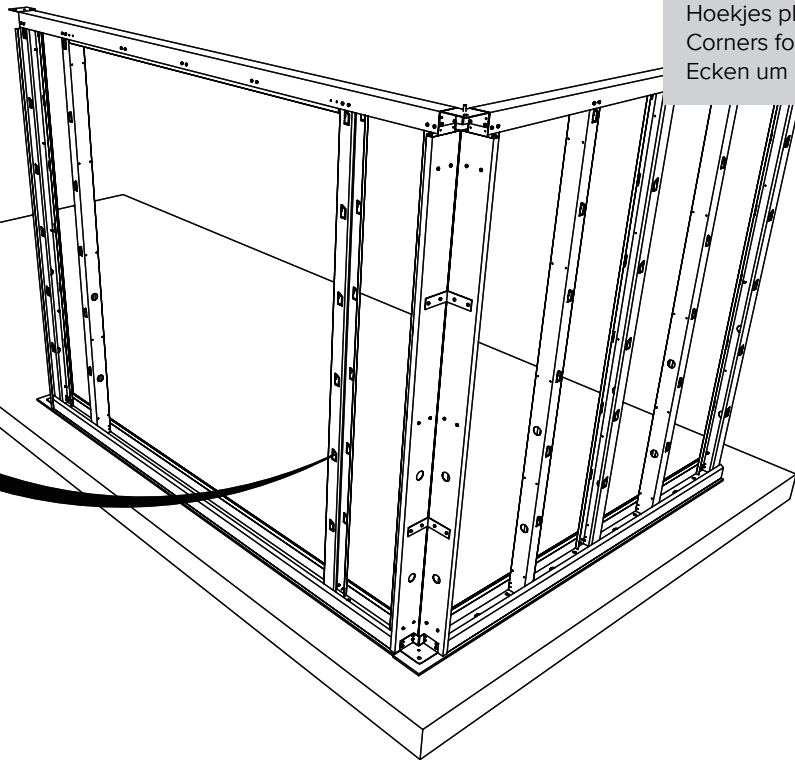
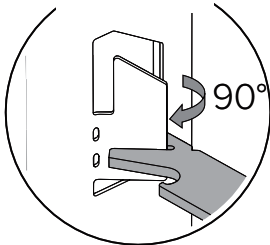
Paroi / Wand / Wall / Wand



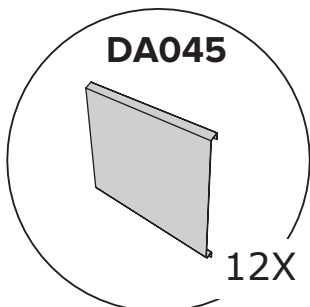
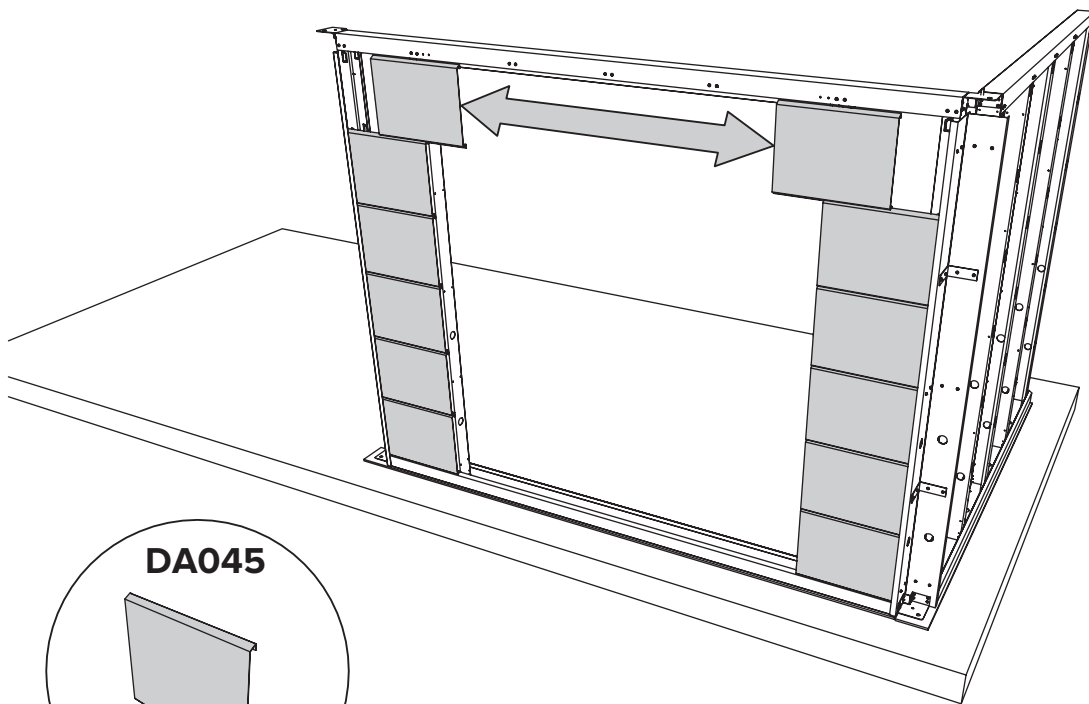
**Option Dekorputz:**  
 Plier les crochets à 90°  
 Hoekjes plooiën op 90°  
 Corners fold at 90°  
 Ecken um 90° falten



**DEKORPUTZ**



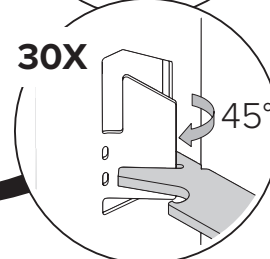
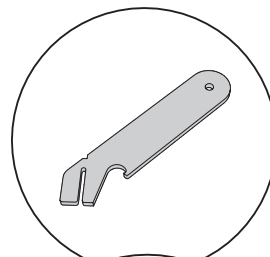
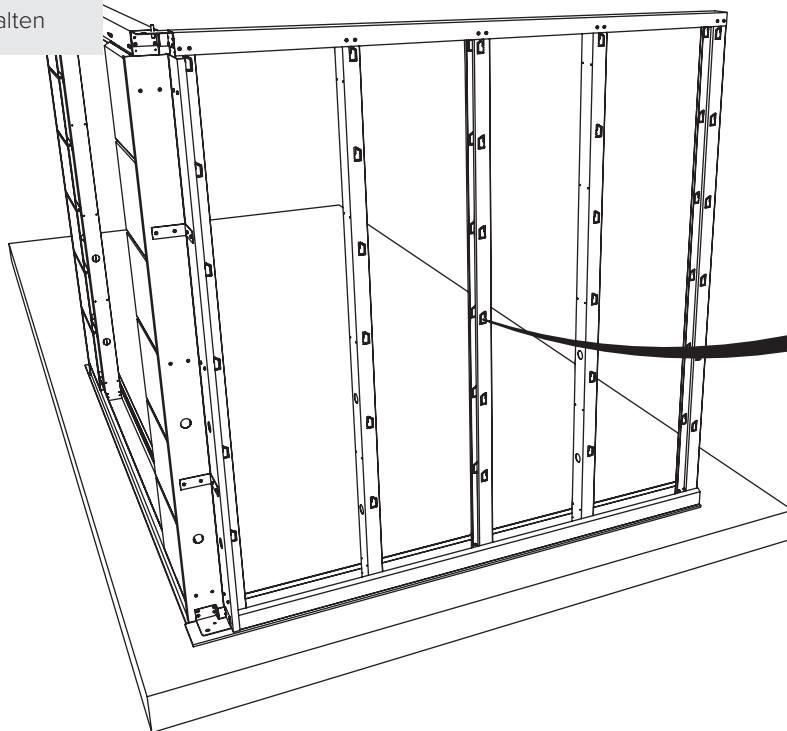
A + B Paroi / Wand / Wall / Wand



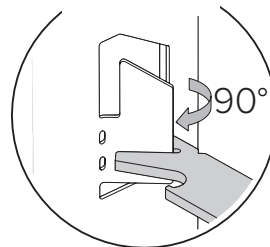
A + B Paroi / Wand / Wall / Wand

**Option Dekorputz:**

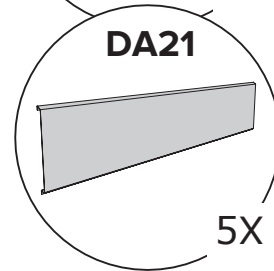
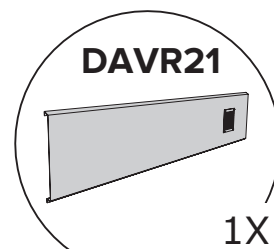
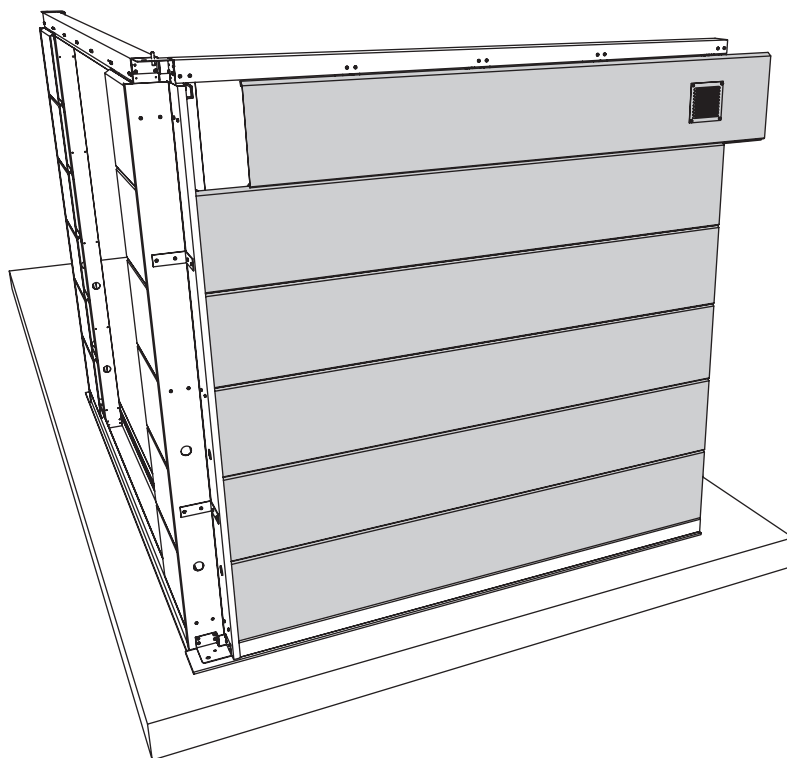
Plier les crochets à 90°  
 Hoekjes plooiën op 90°  
 Corners fold at 90°  
 Ecken um 90° falten



**DEKORPUTZ**



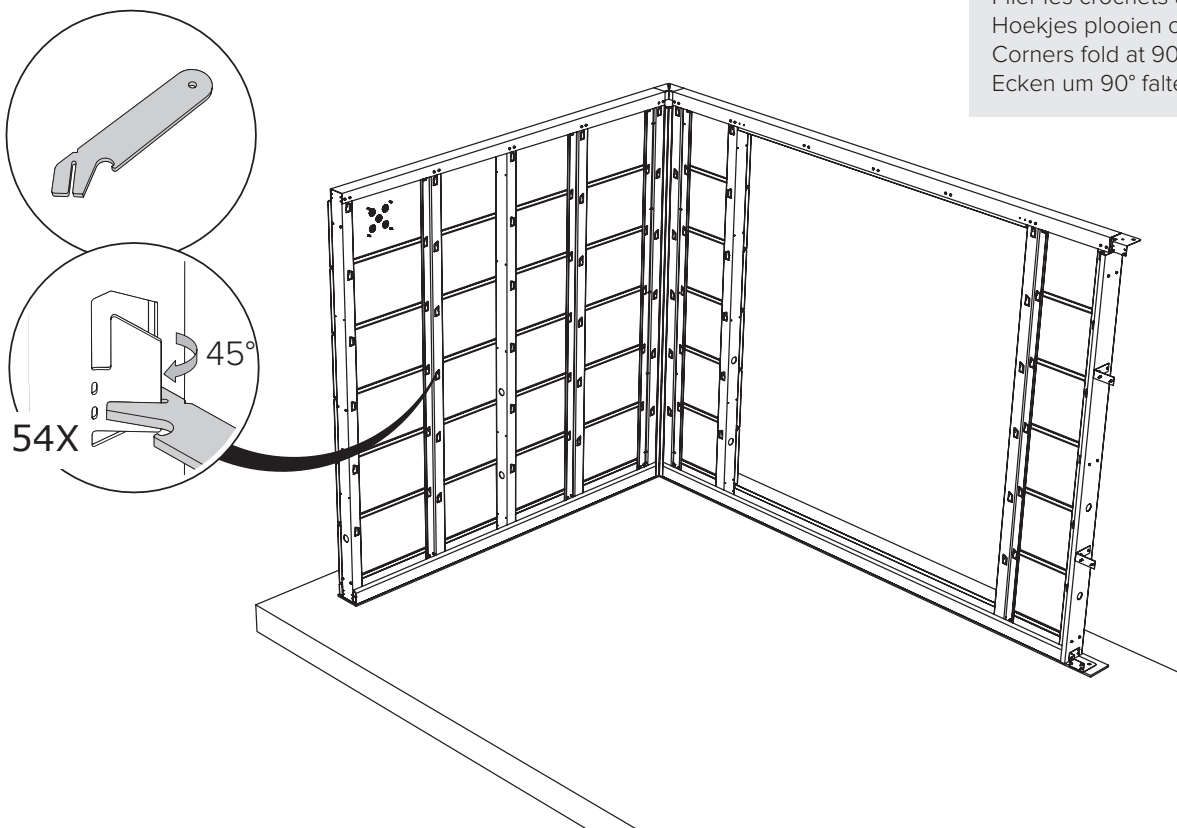
A + B Paroi / Wand / Wall / Wand



A + B Paroi / Wand / Wall / Wand

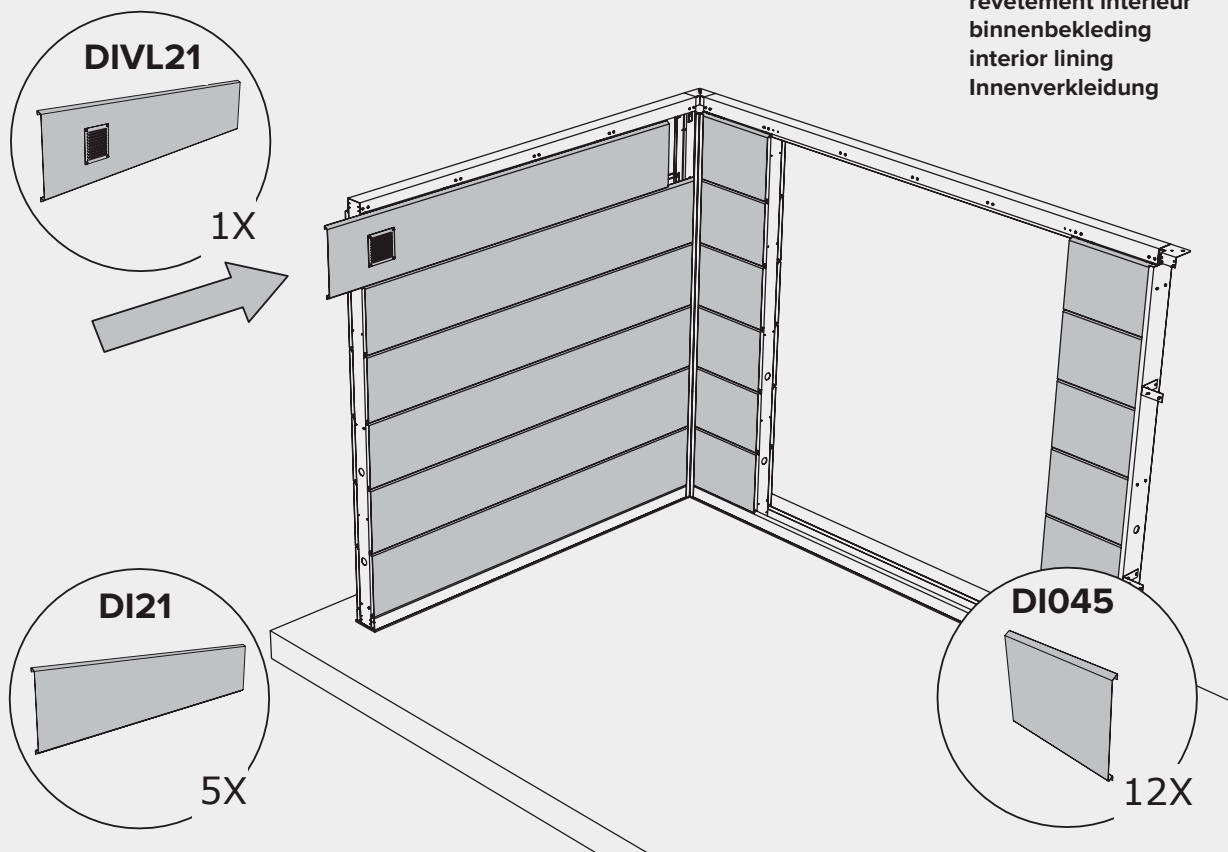
**Option Dekorputz:**

Plier les crochets à 90°  
 Hoekjes plooiën op 90°  
 Corners fold at 90°  
 Ecken um 90° falten



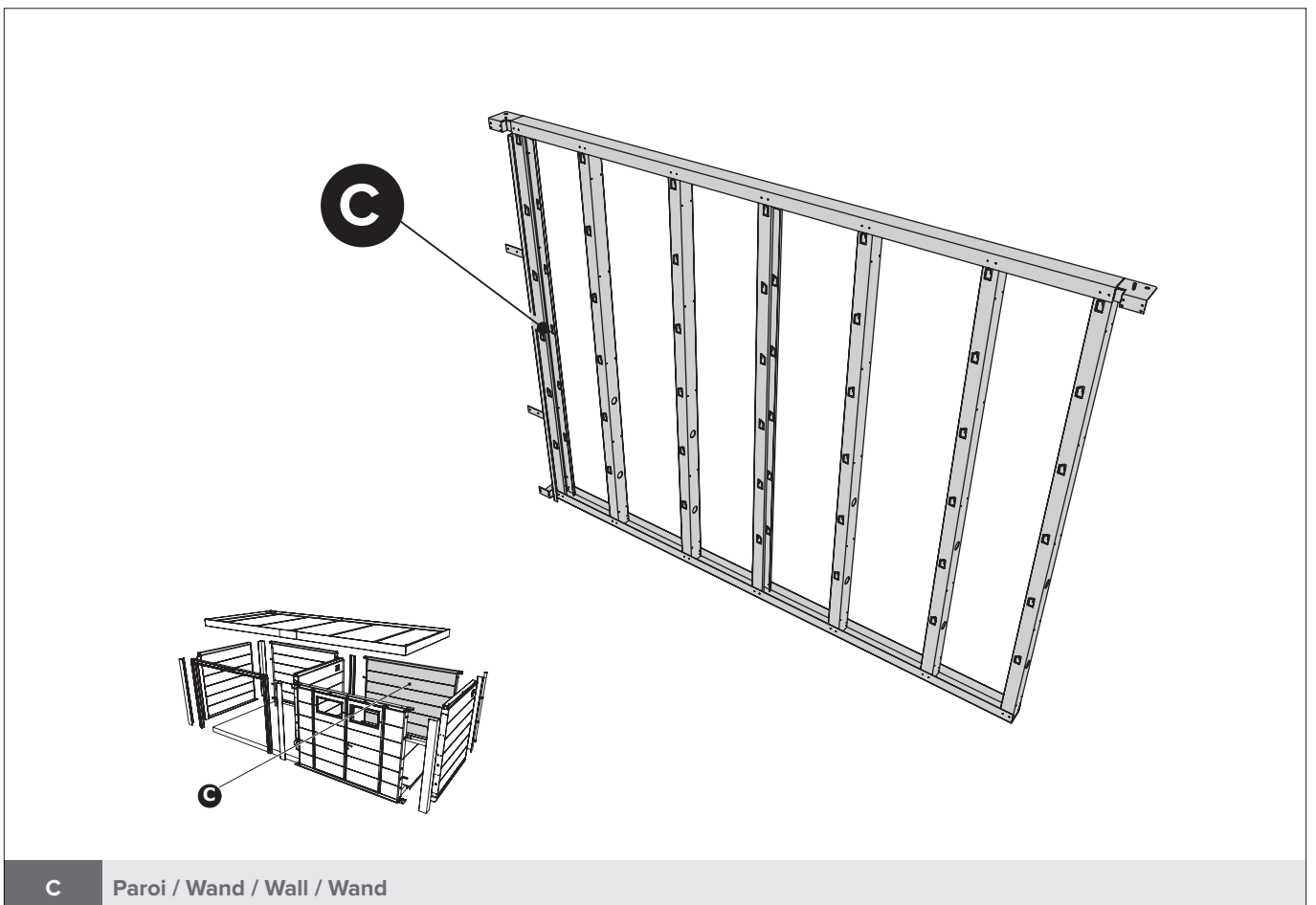
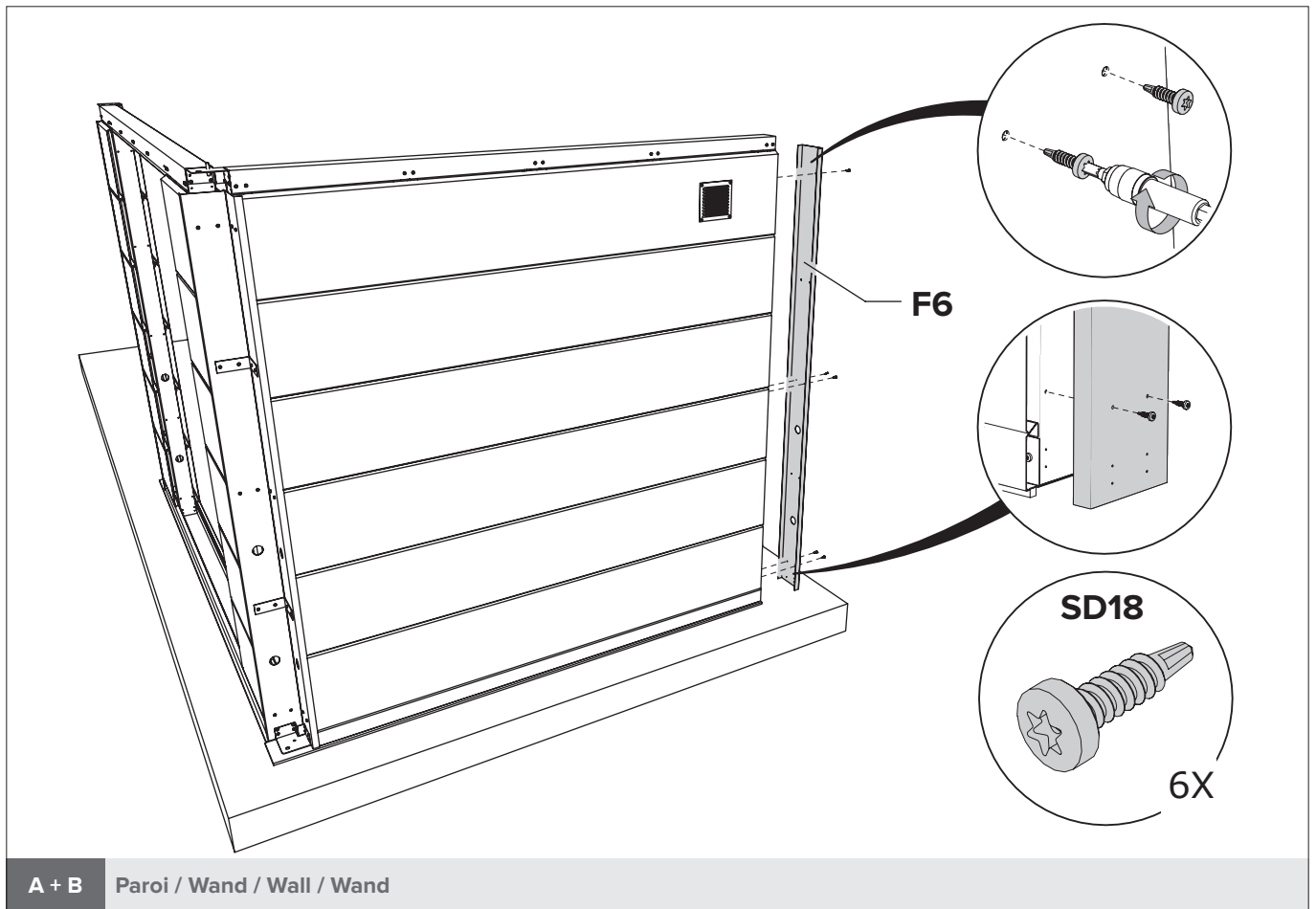
A + B Paroi / Wand / Wall / Wand

revêtement intérieur  
 binnenbekleding  
 interior lining  
 Innenverkleidung

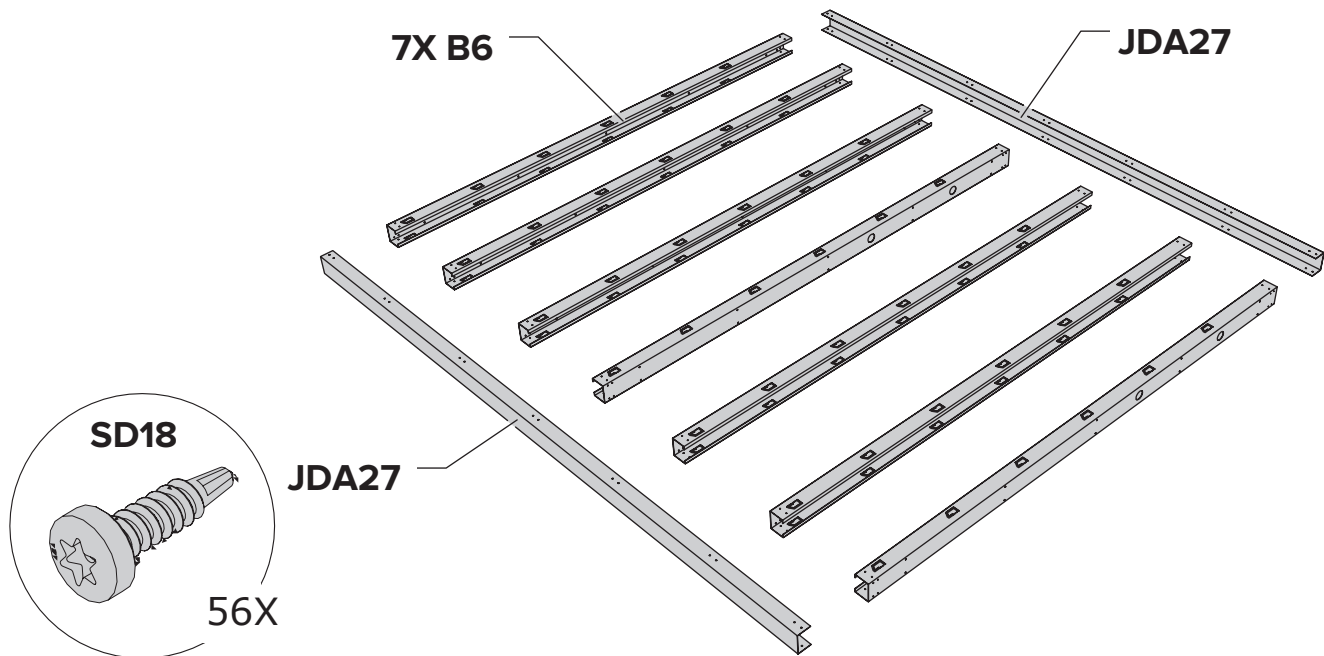


A + B Paroi / Wand / Wall / Wand

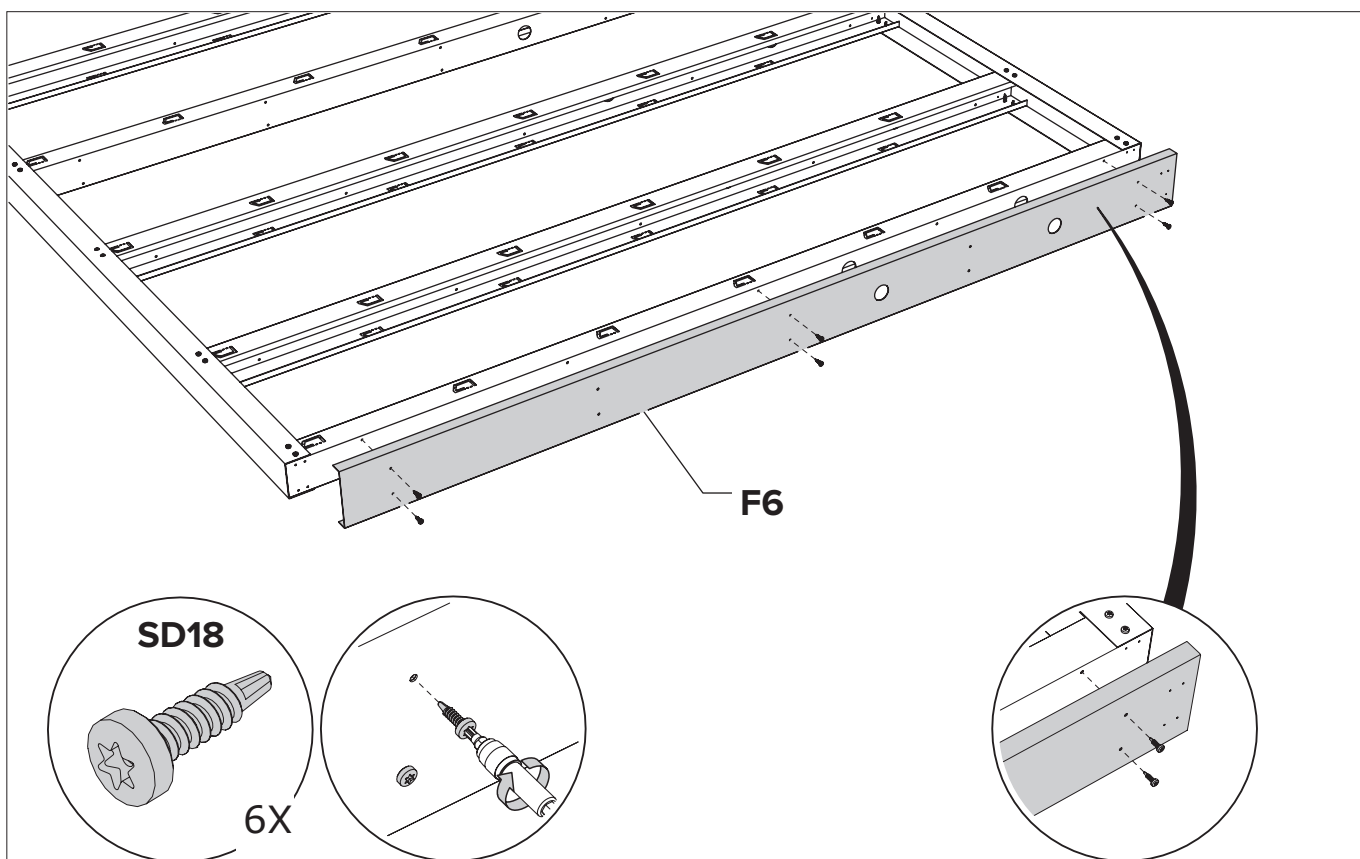
Option / Optie / Option / Option



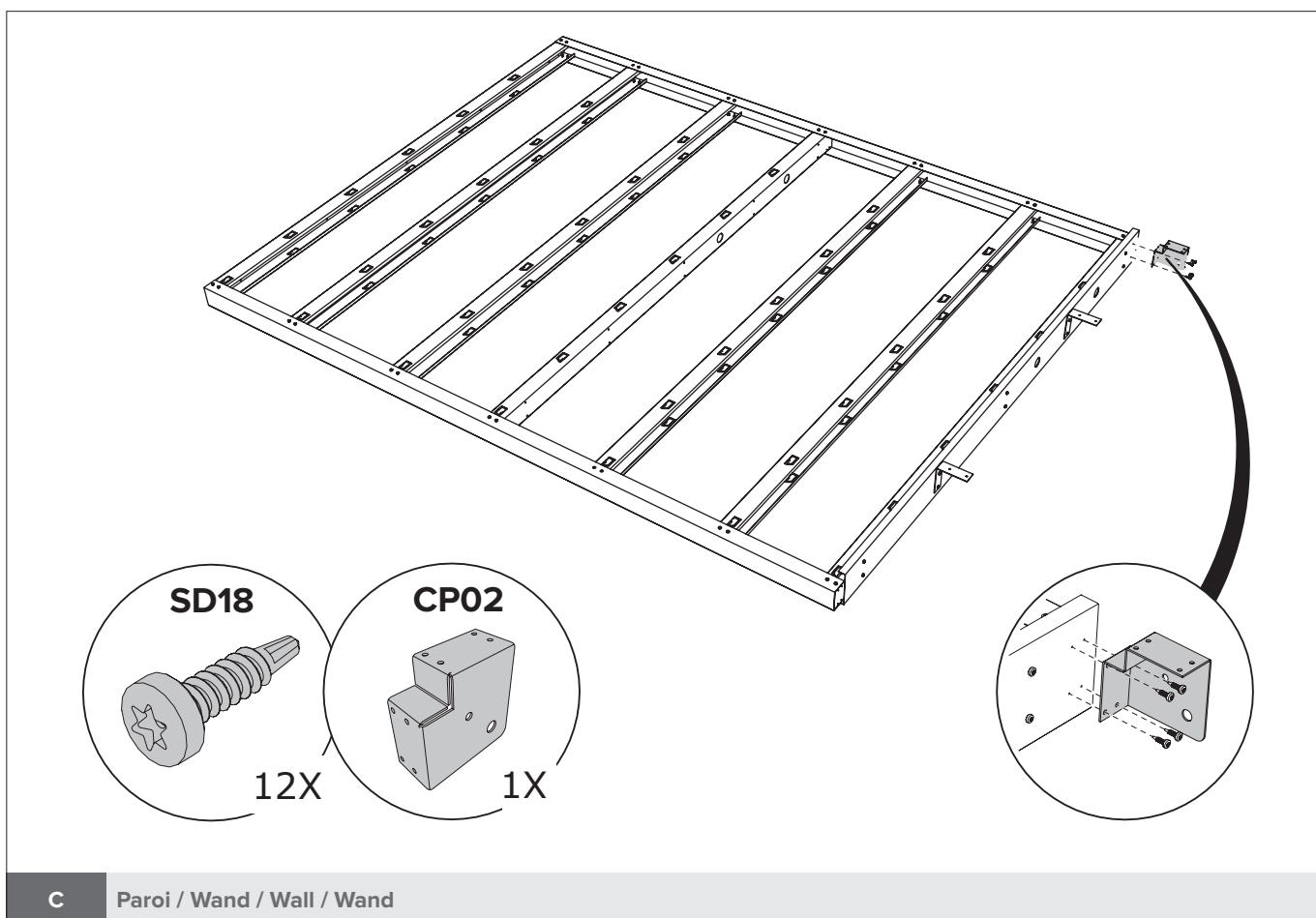
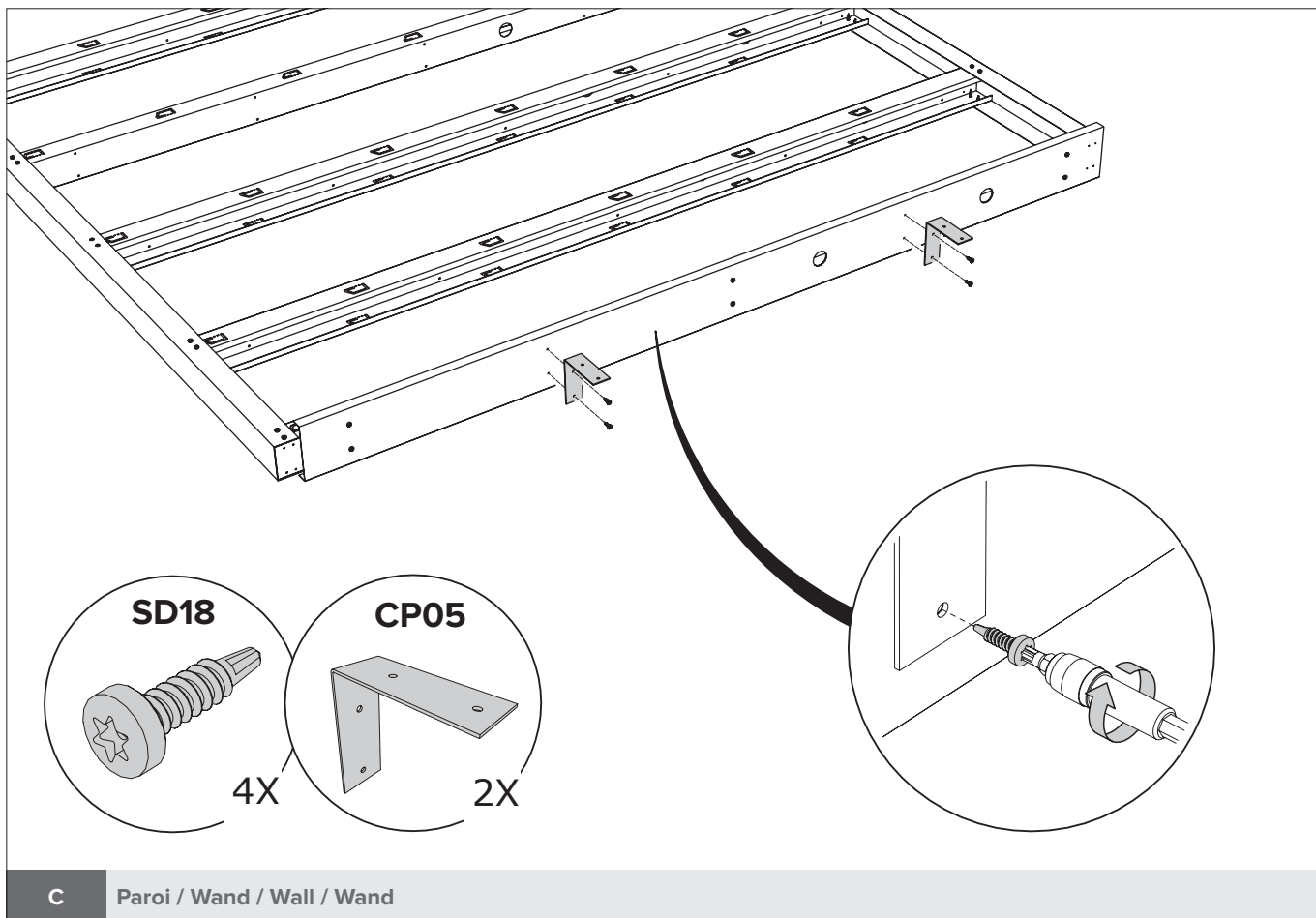
Le principe de la construction du mur, voir pages 8 à 11 (POW).  
 Het principe van de opbouw van de wand, zie pagina 8 tot en met 11 (POW).  
 The principle of building the wall, see pages 8 through 11 (POW).  
 Das Prinzip des Baus der Mauer finden Sie auf den Seiten 8 bis 11 (POW).



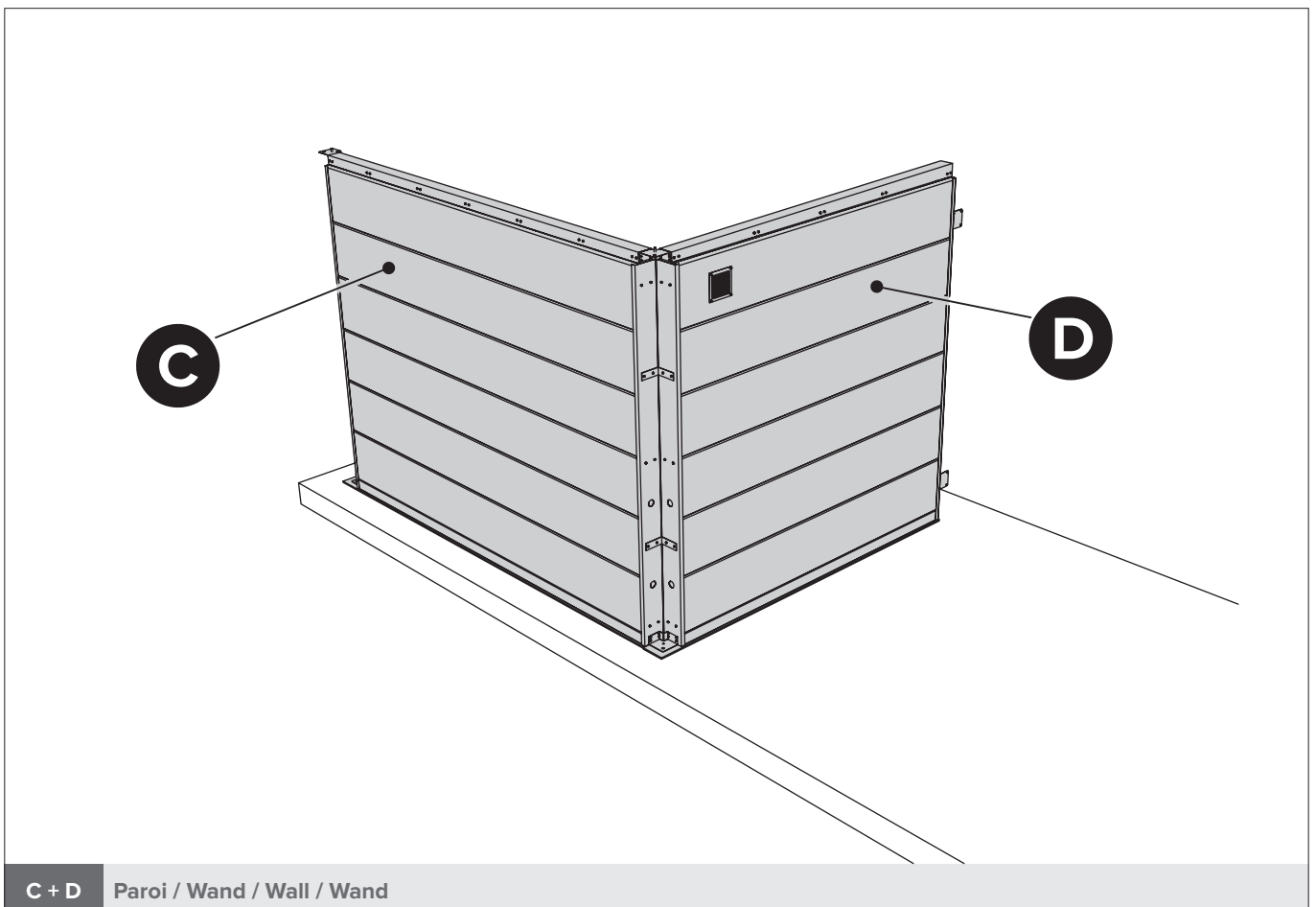
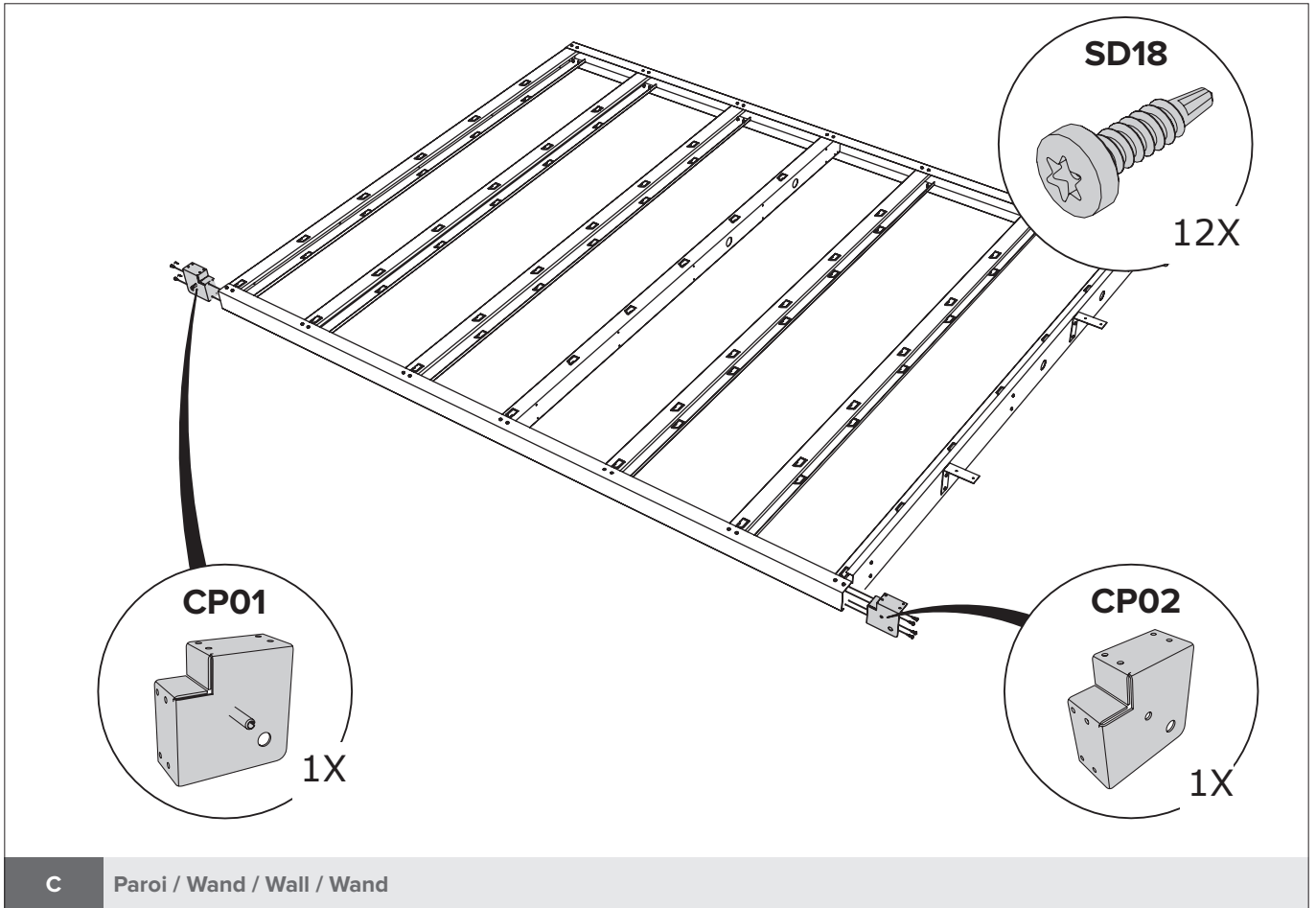
C Paroi / Wand / Wall / Wand

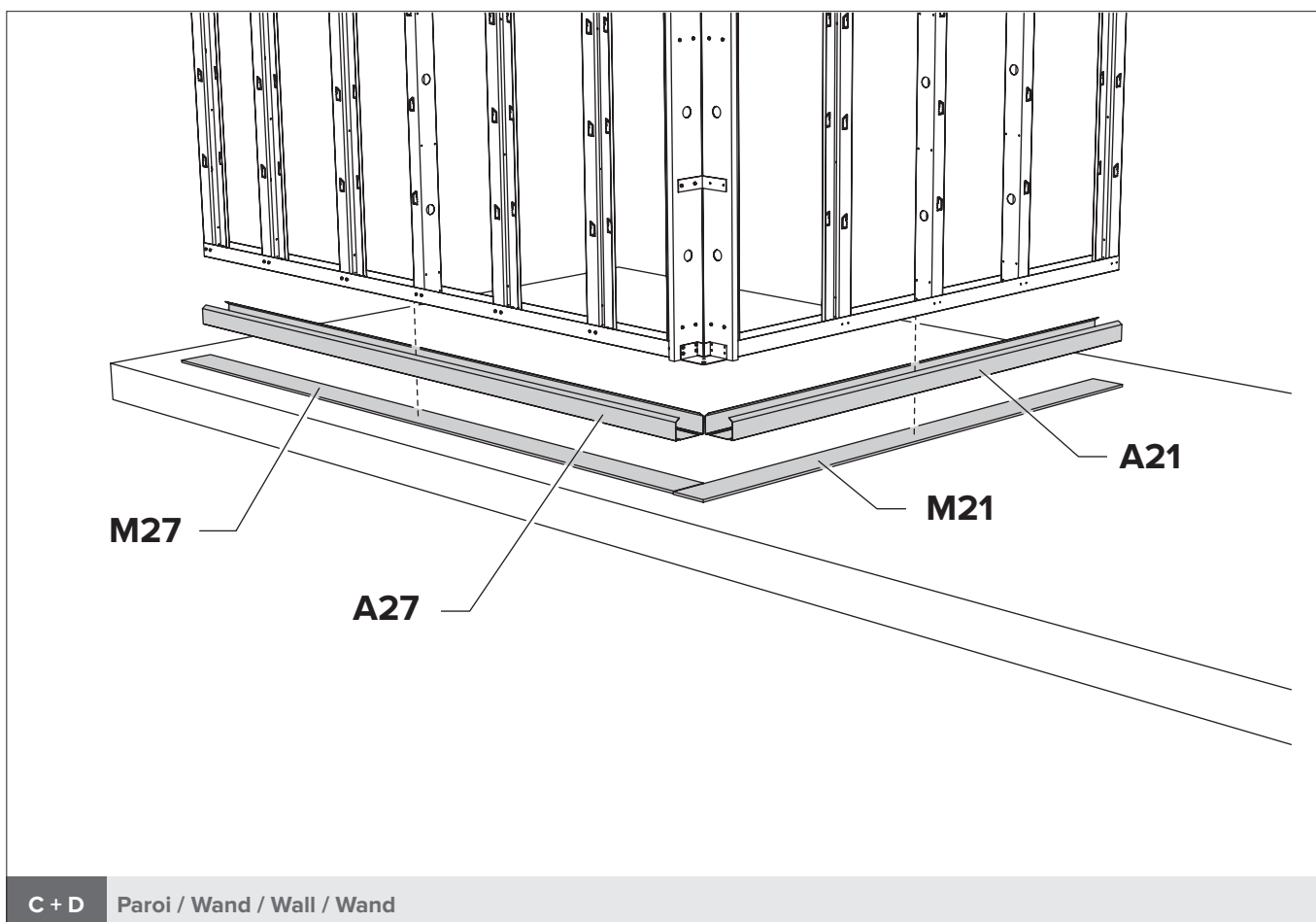
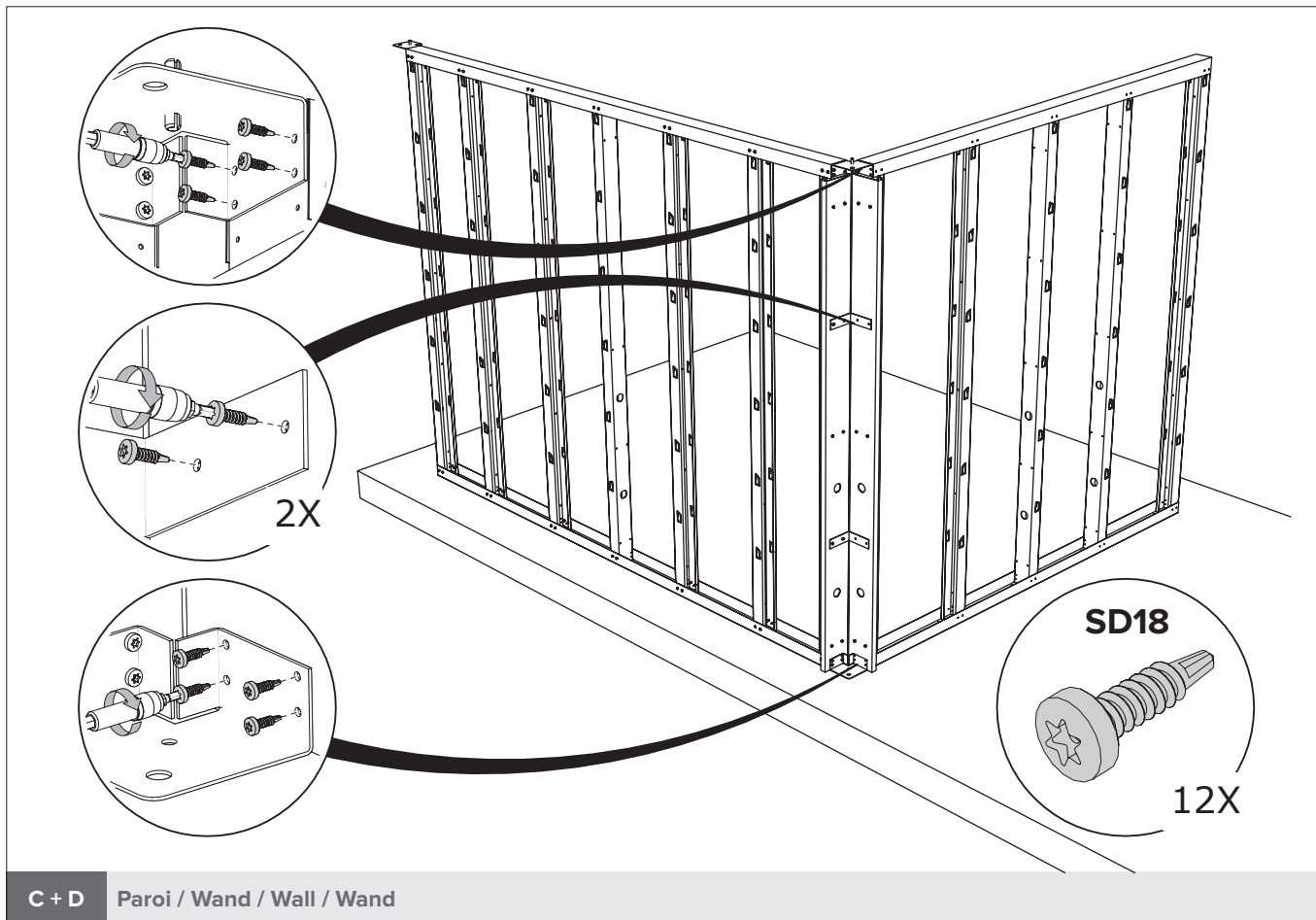


C Paroi / Wand / Wall / Wand

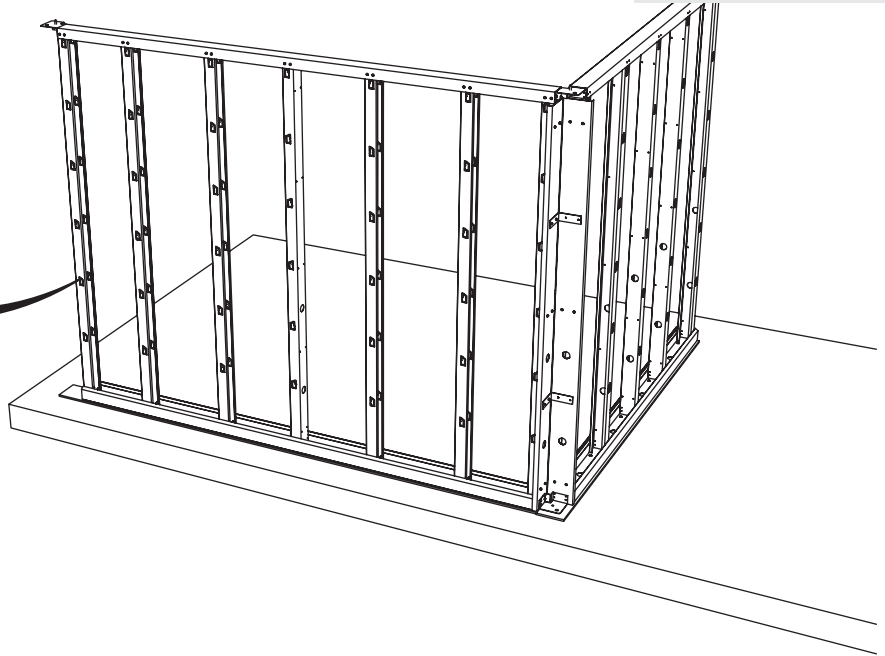
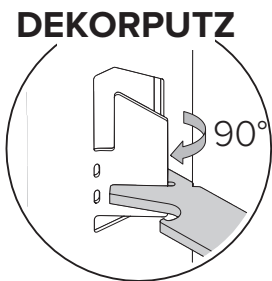
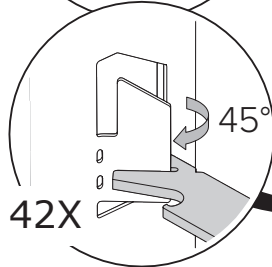
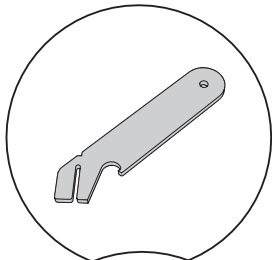




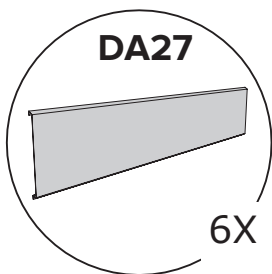
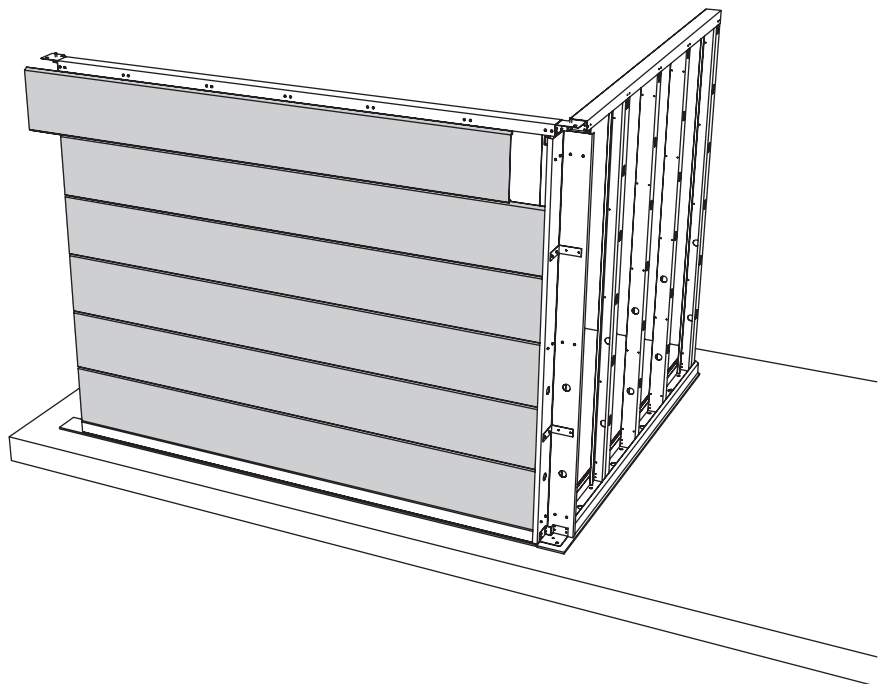
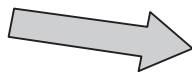




**Option Dekorputz:**  
 Plier les crochets à 90°  
 Hoekjes plooiën op 90°  
 Corners fold at 90°  
 Ecken um 90° falten



C + D Paroi / Wand / Wall / Wand

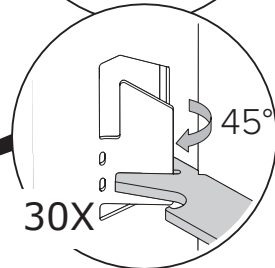
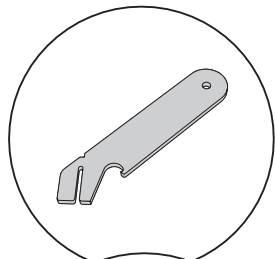
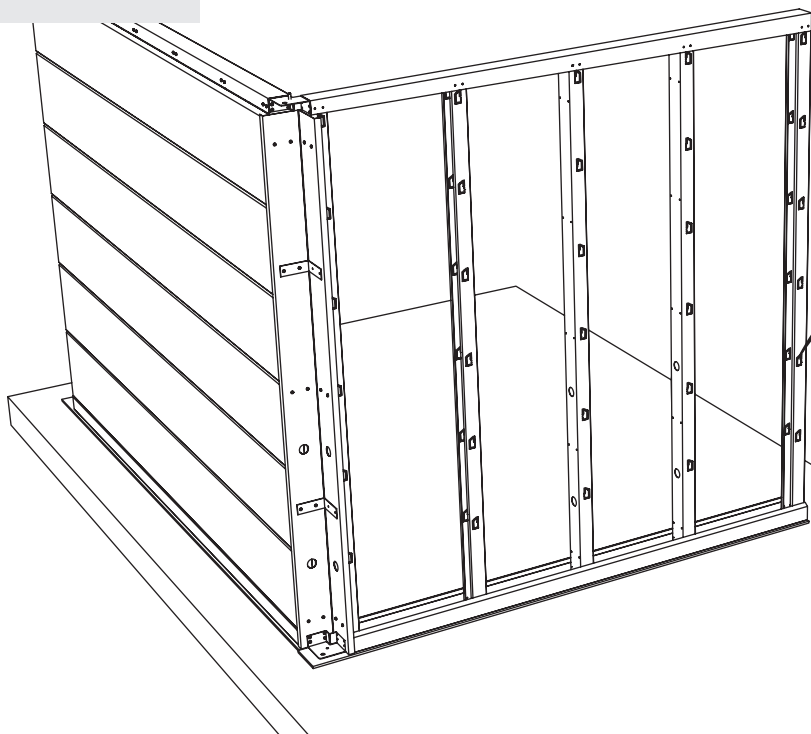


C + D Paroi / Wand / Wall / Wand

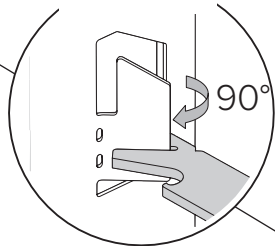
# ELEGANTO 3024 PHL

## Option Dekorputz:

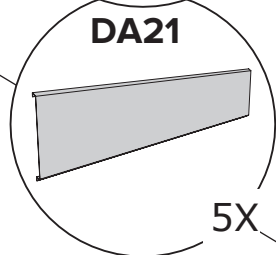
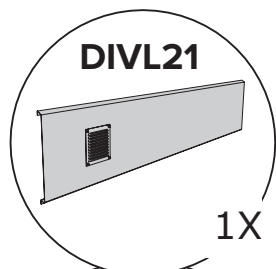
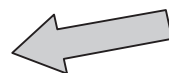
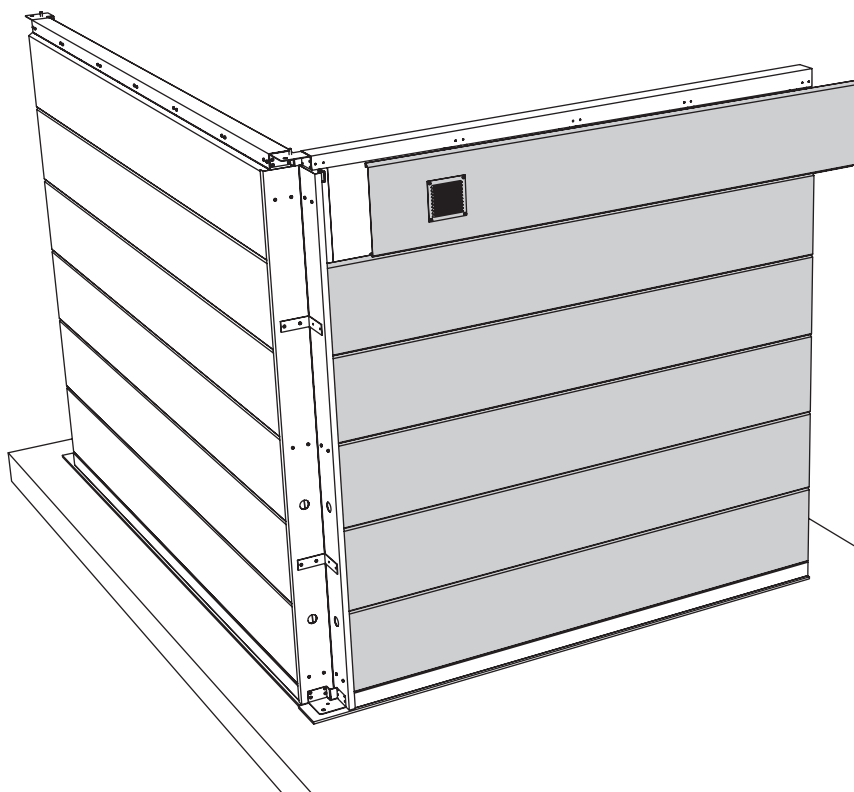
Plier les crochets à 90°  
 Hoekjes plooiën op 90°  
 Corners fold at 90°  
 Ecken um 90° falten



## DEKORPUTZ

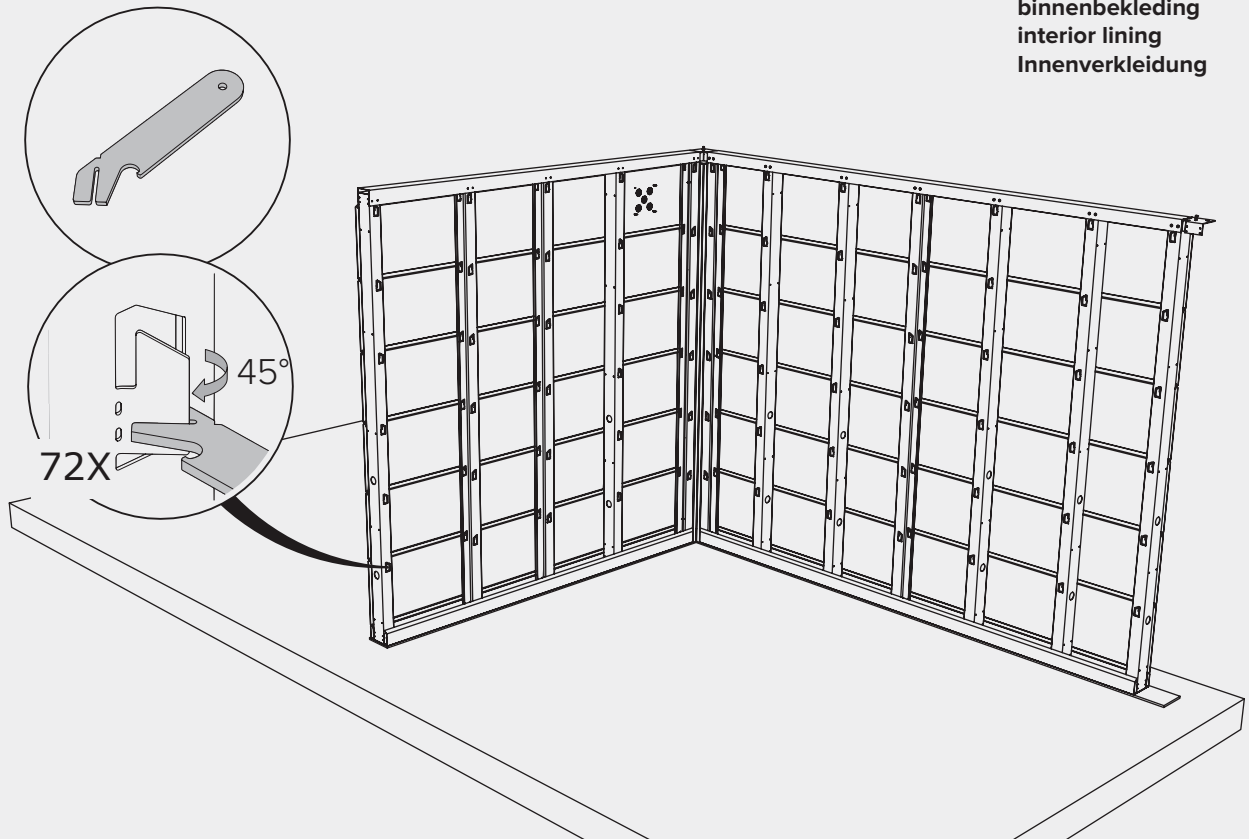


C + D Paroi / Wand / Wall / Wand



C + D Paroi / Wand / Wall / Wand

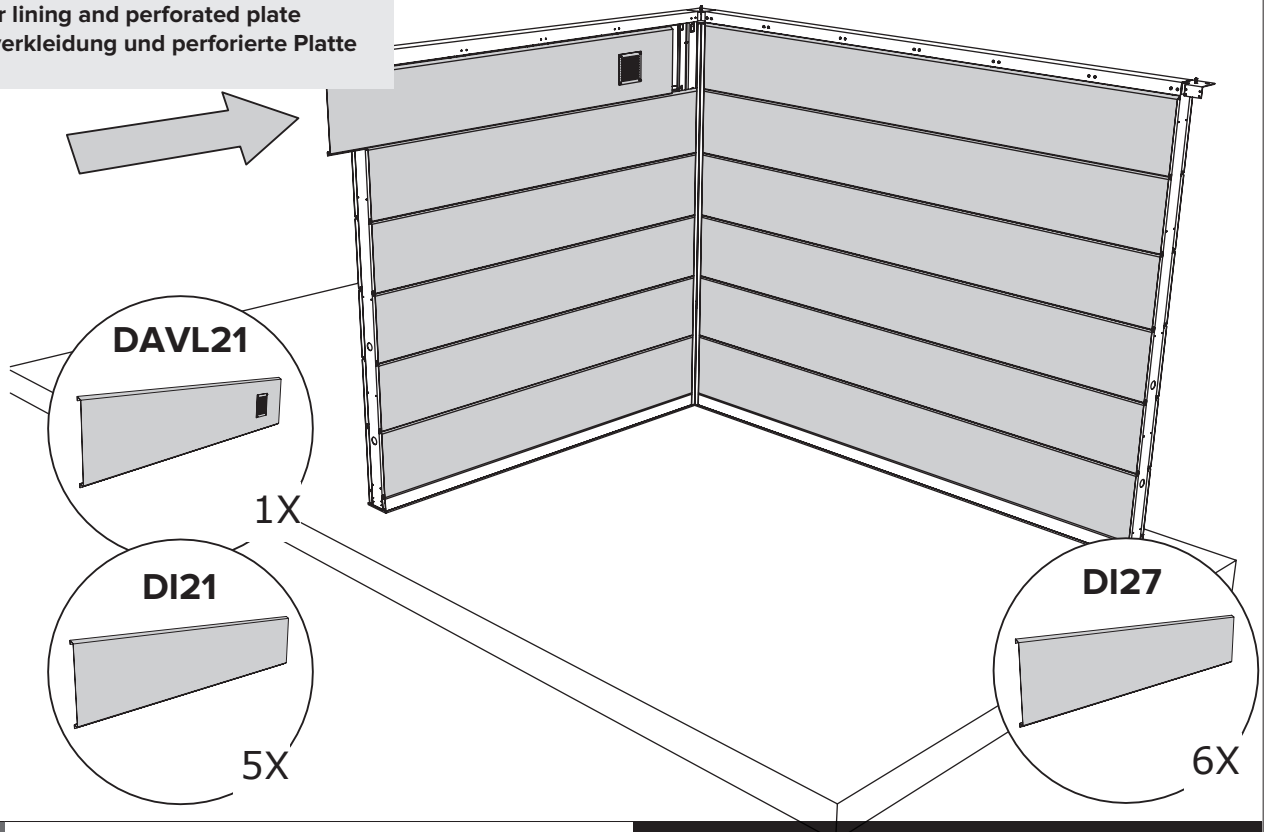
revêtement intérieur  
 binnenbekleding  
 interior lining  
 Innenverkleidung



C + D Paroi / Wand / Wall / Wand

Option / Optie / Option / Option

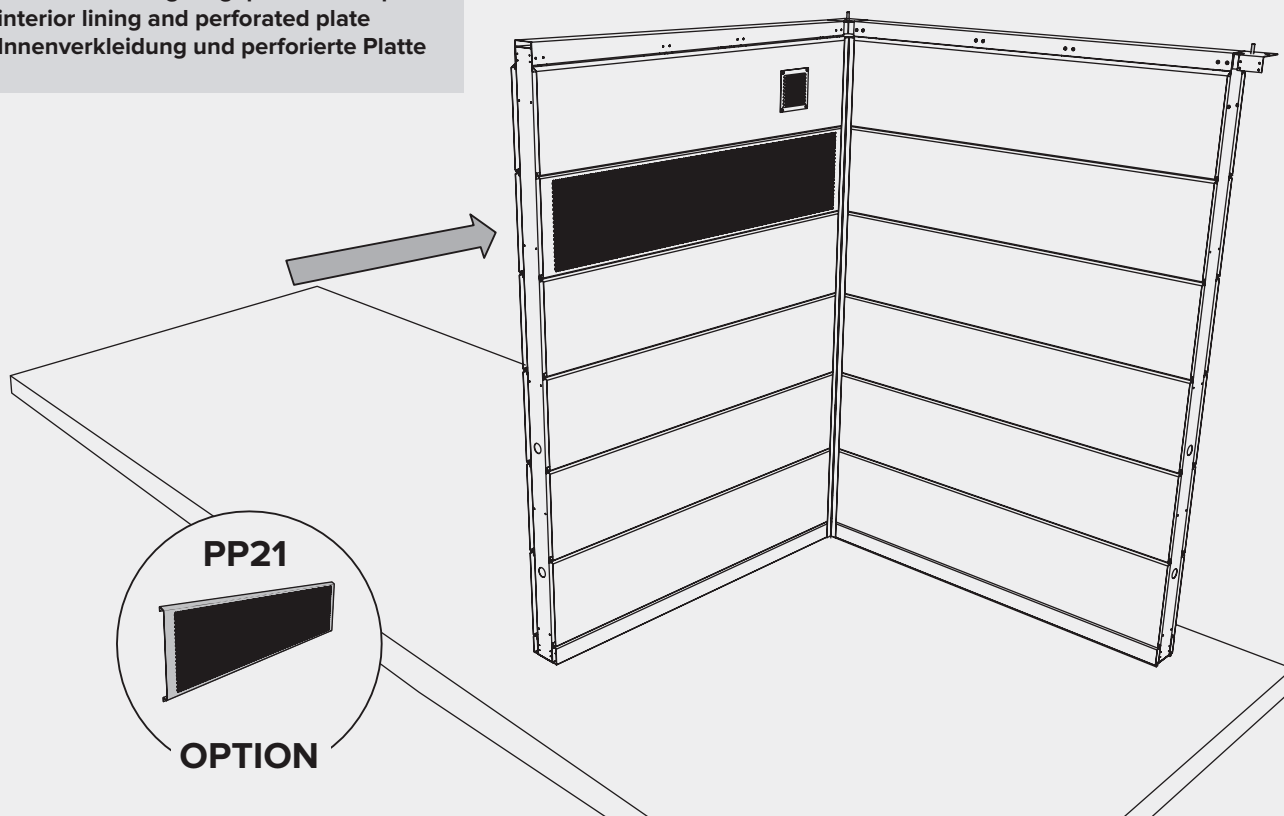
revêtement intérieur et plaque perforée  
 binnenbekleding en geperforeerde plaat  
 interior lining and perforated plate  
 Innenverkleidung und perforierte Platte



C + D Paroi / Wand / Wall / Wand

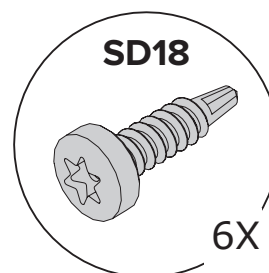
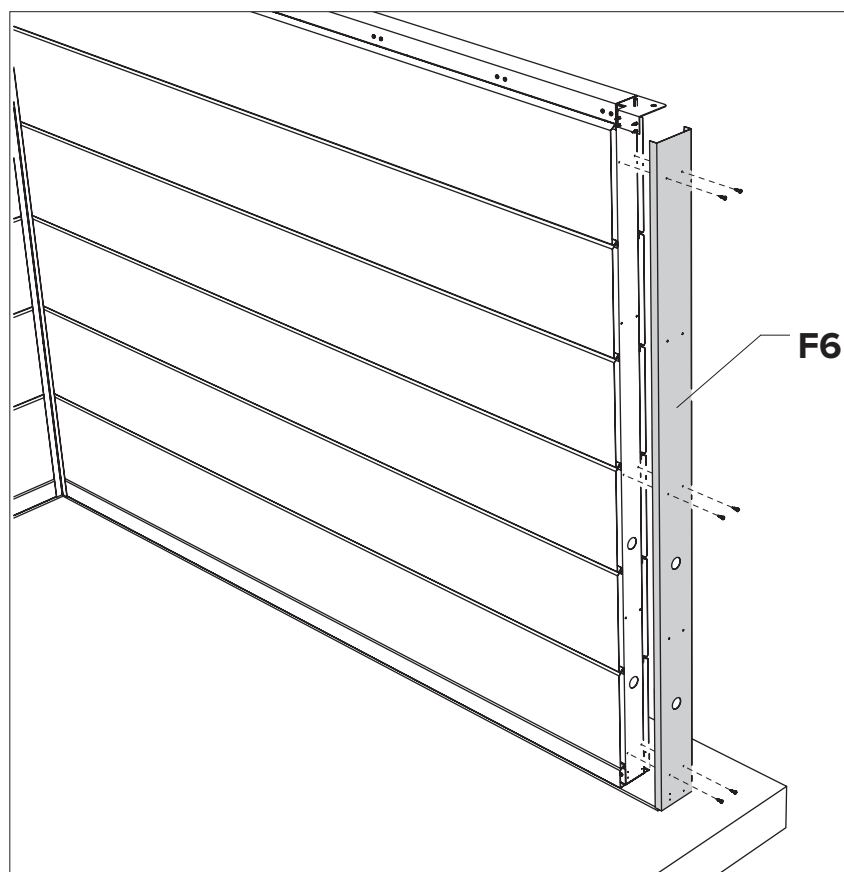
Option / Optie / Option / Option

revêtement intérieur et plaque perforée  
binnenbekleding en geperforeerde plaat  
interior lining and perforated plate  
Innenverkleidung und perforierte Platte

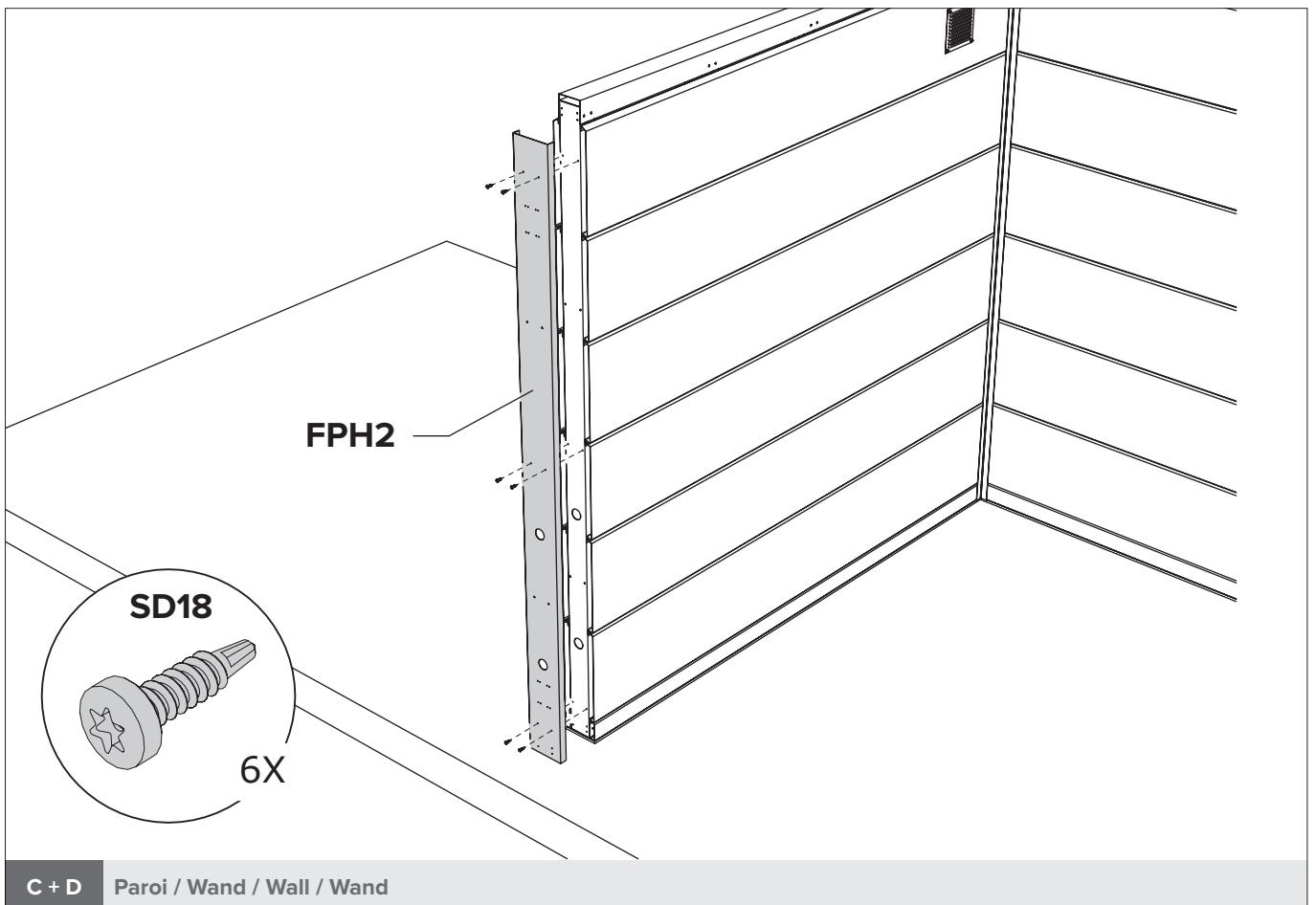
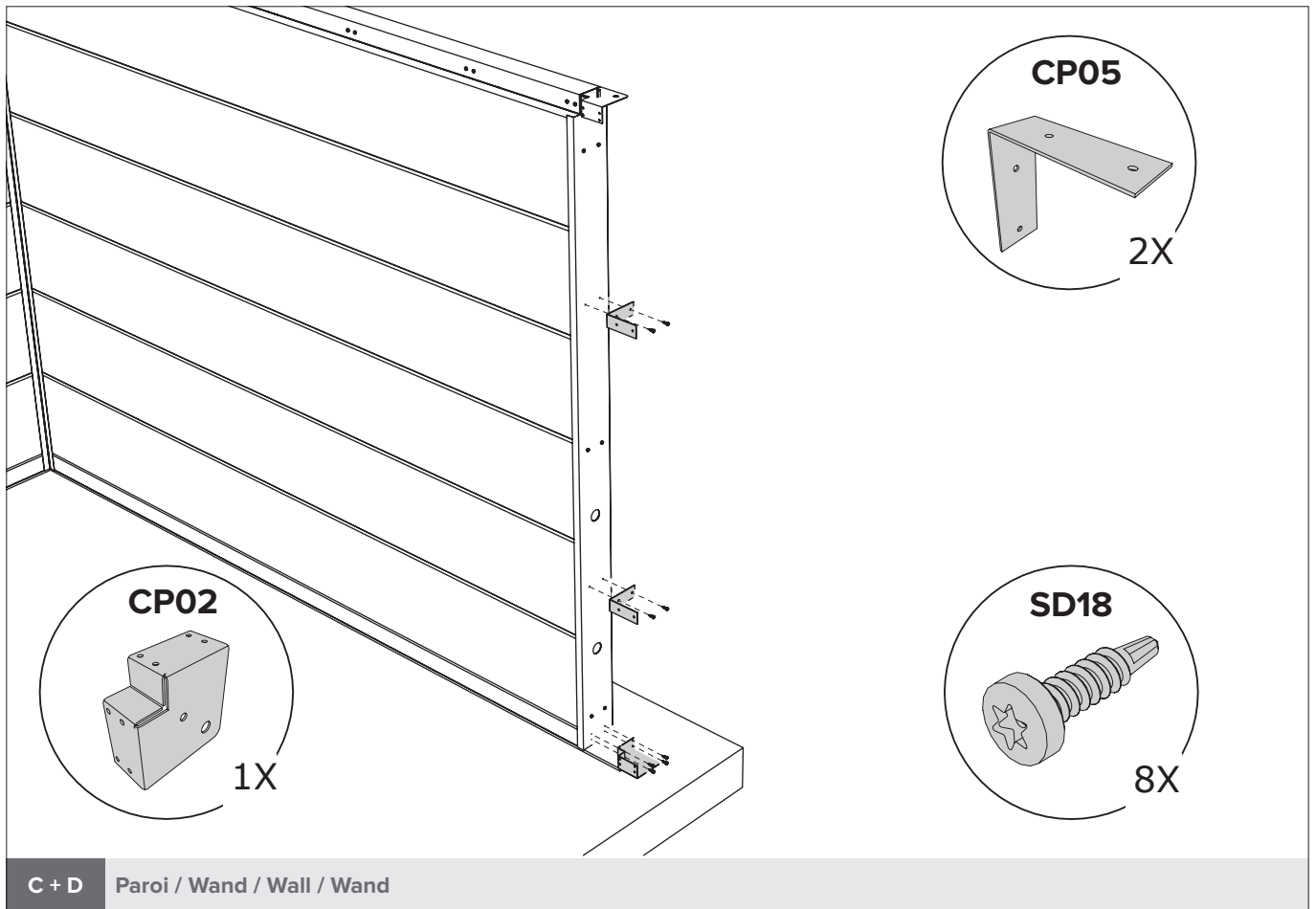


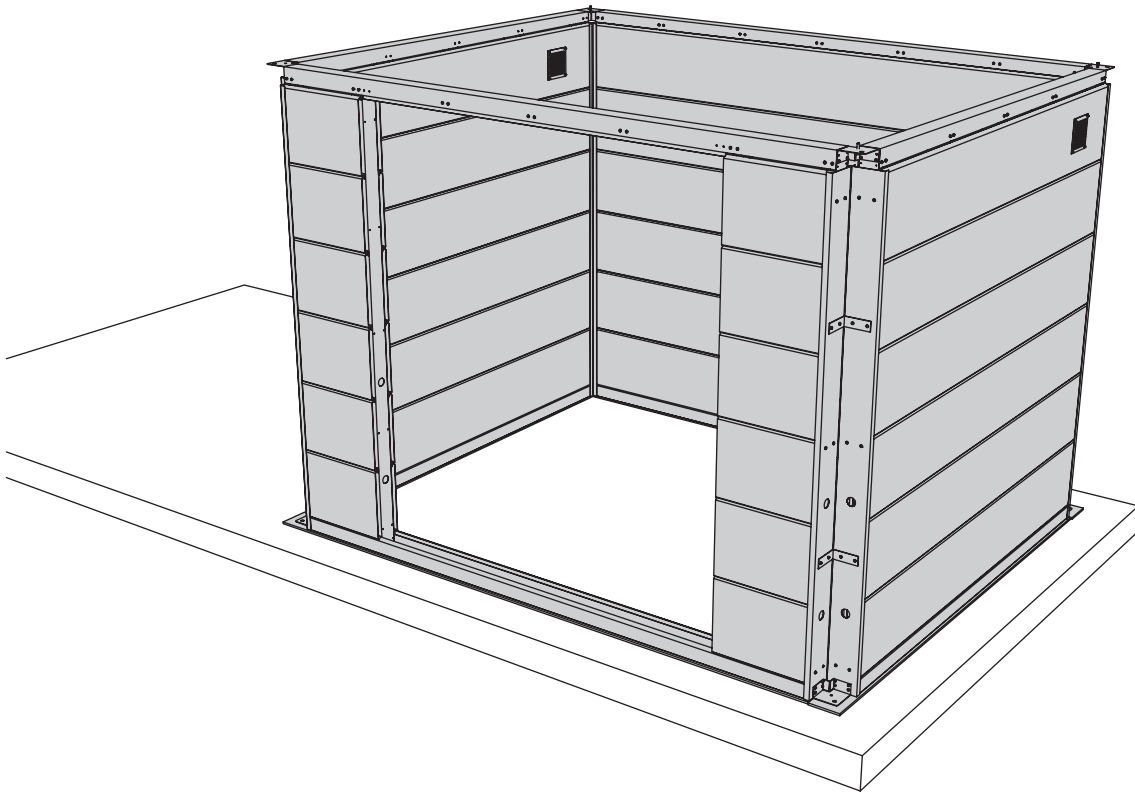
C + D Paroi / Wand / Wall / Wand

Option / Optie / Option / Option

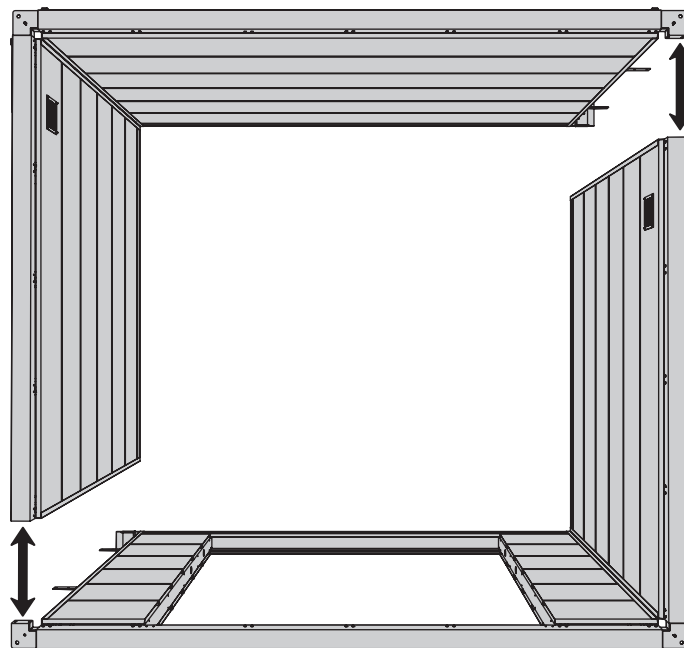


C + D Paroi / Wand / Wall / Wand



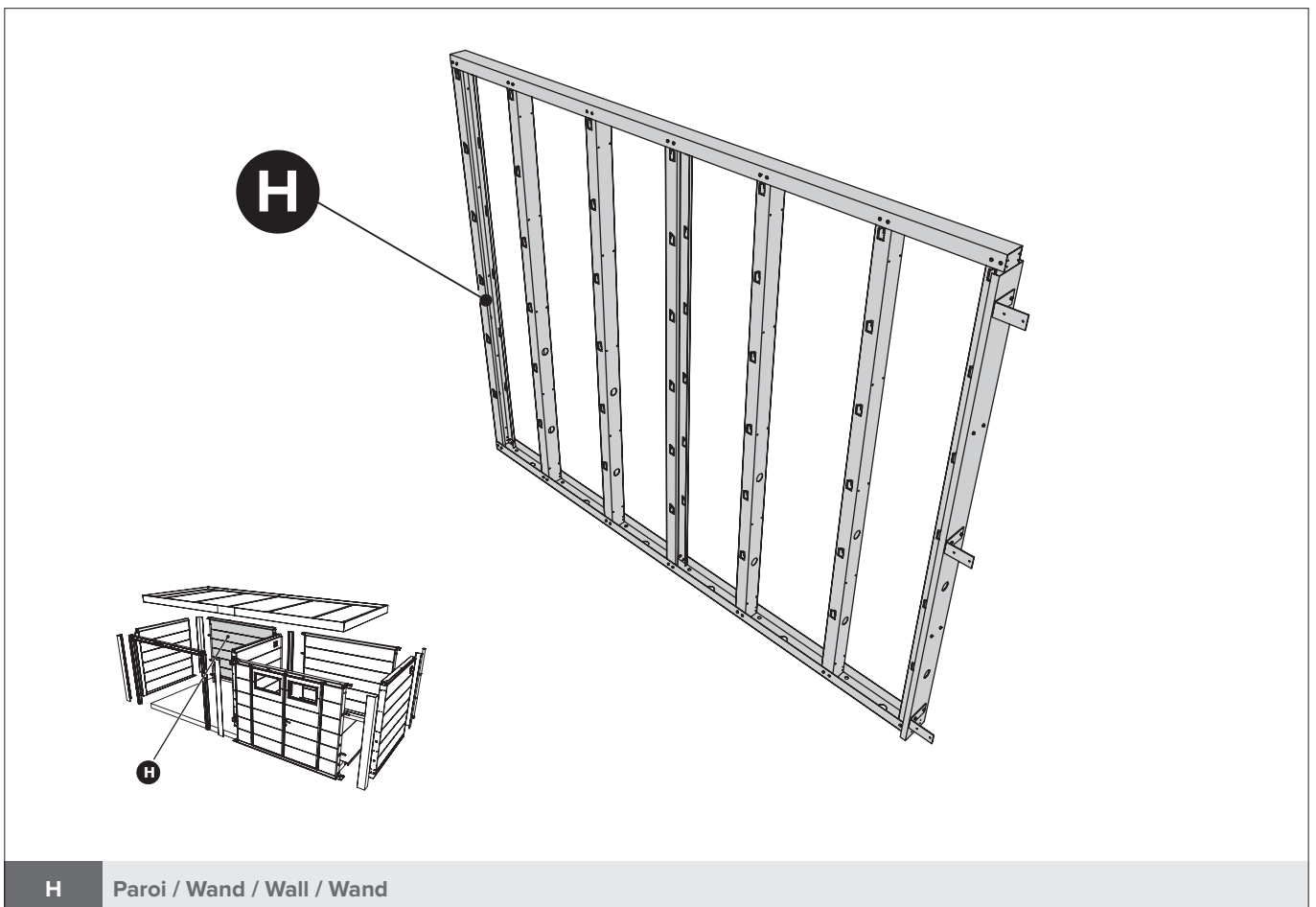
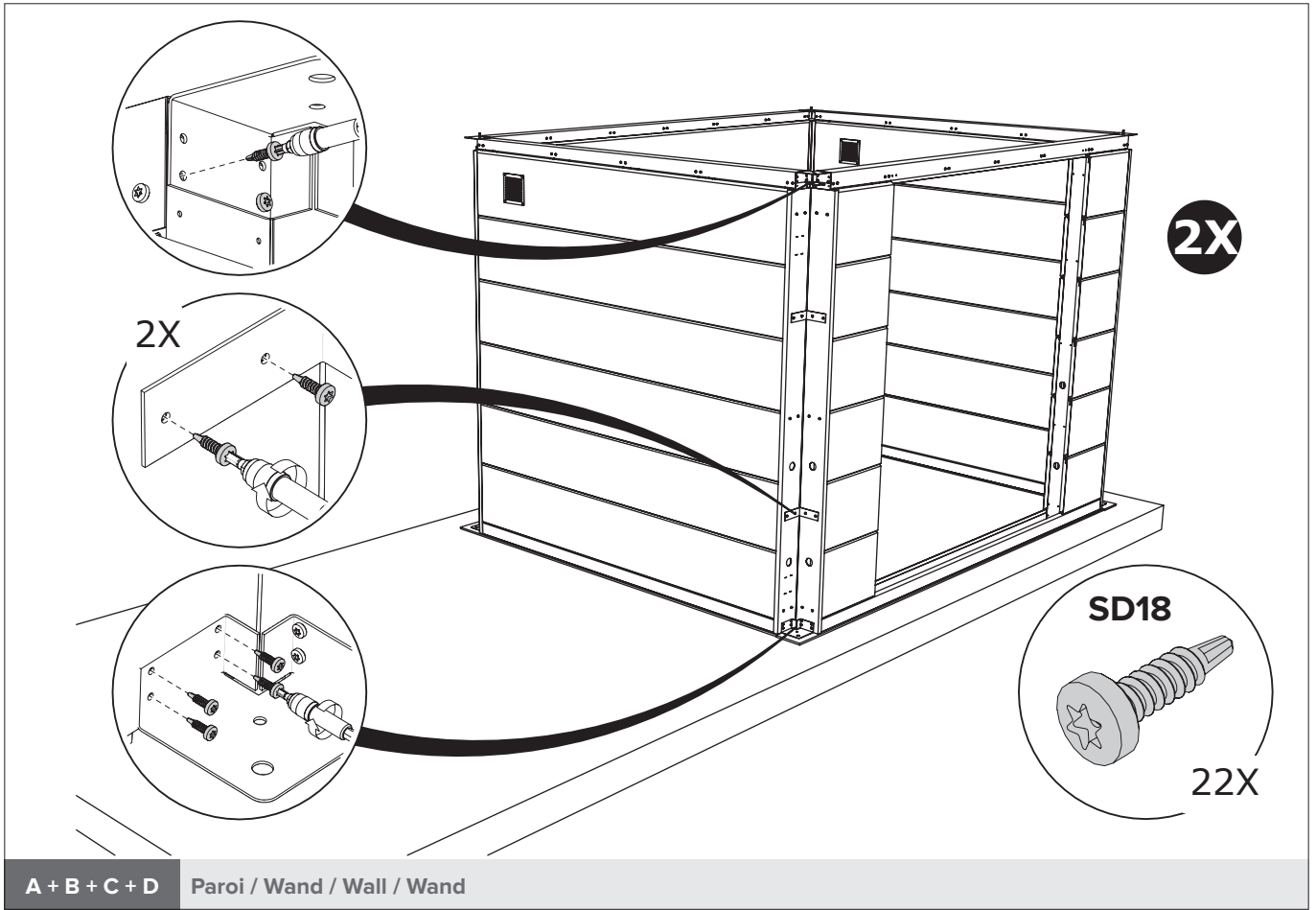


A + B + C + D Paroi / Wand / Wall / Wand

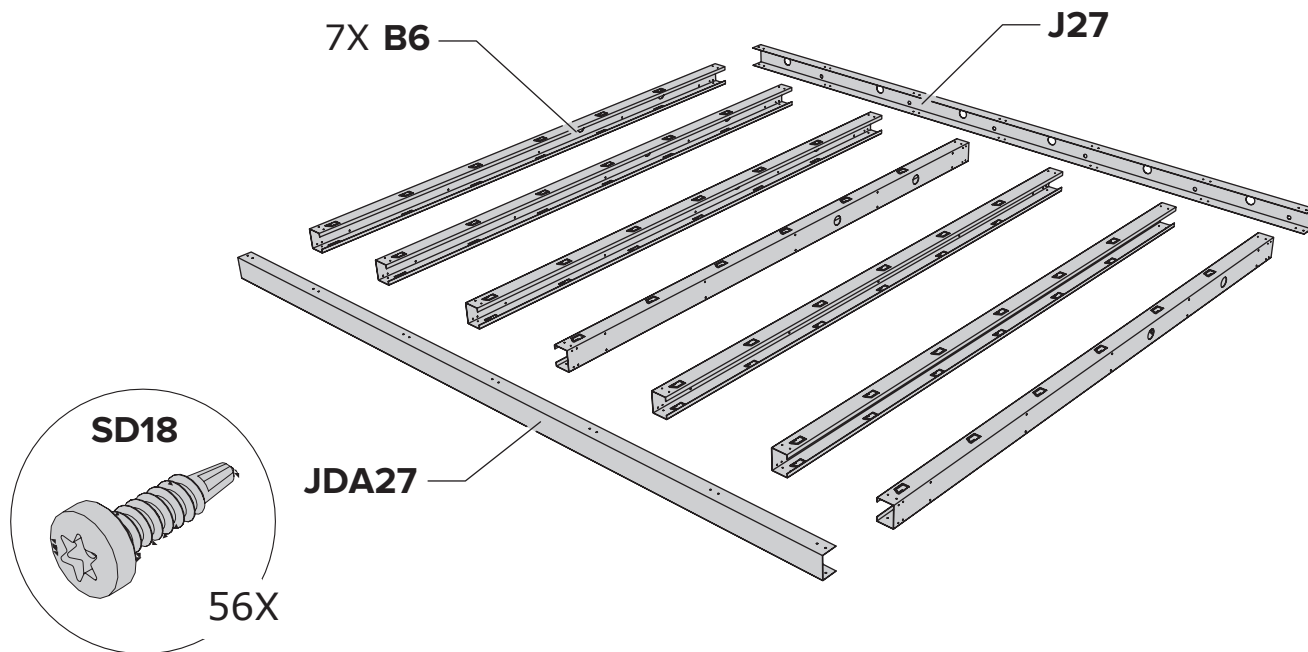


A + B + C + D Paroi / Wand / Wall / Wand

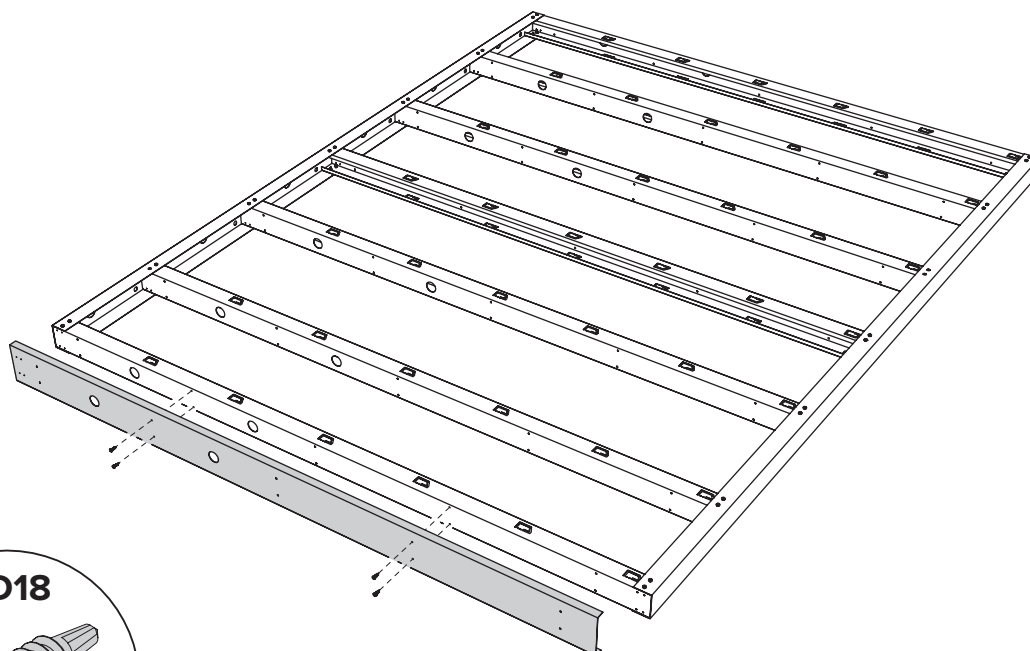




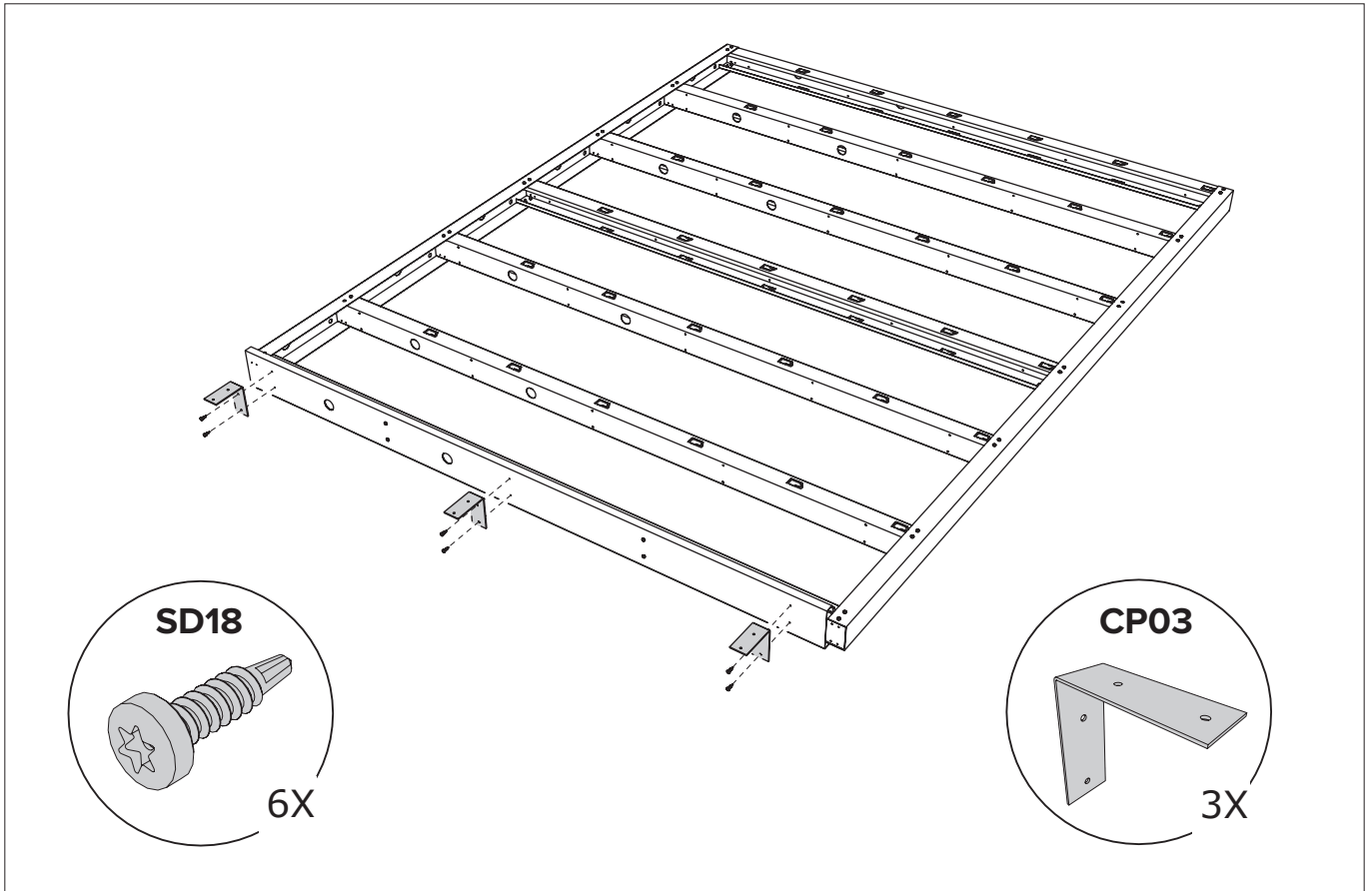
Le principe de la construction du mur, voir pages 8 à 11 (POW).  
 Het principe van de opbouw van de wand, zie pagina 8 tot en met 11 (POW).  
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 Das Prinzip des Baus der Mauer finden Sie auf den Seiten 8 bis 11 (POW).



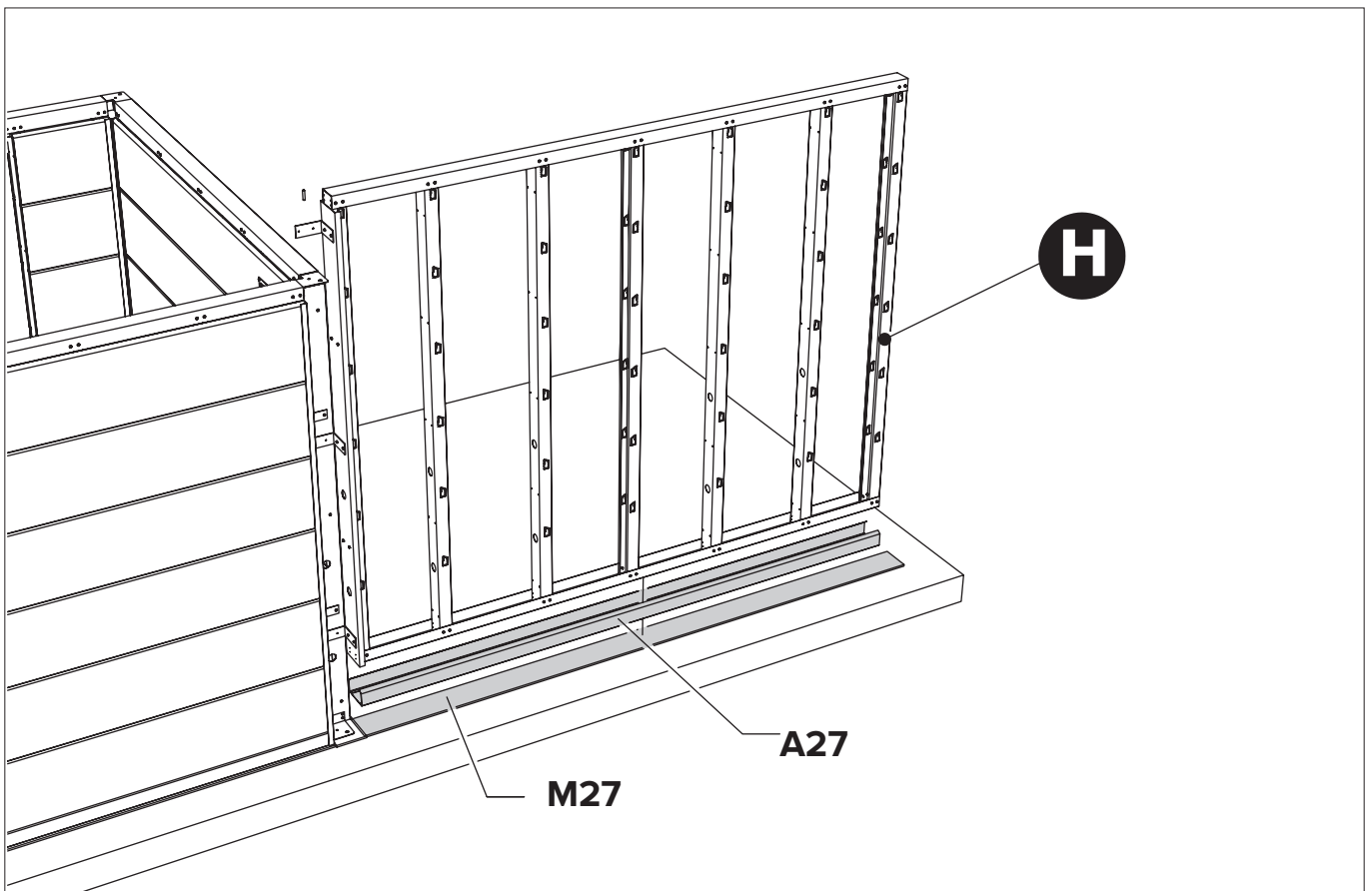
H Paroi / Wand / Wall / Wand



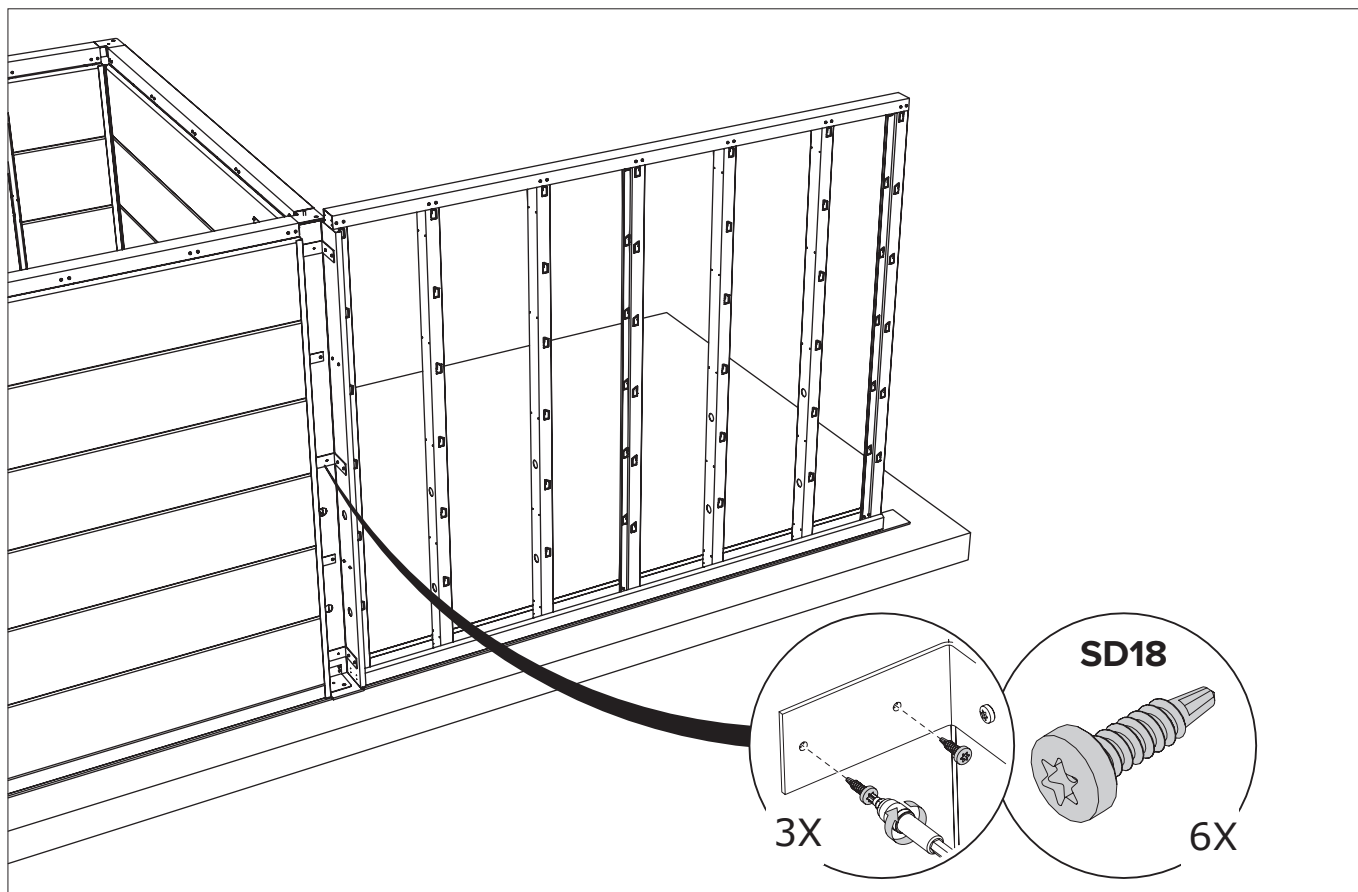
H Paroi / Wand / Wall / Wand



H Paroi / Wand / Wall / Wand



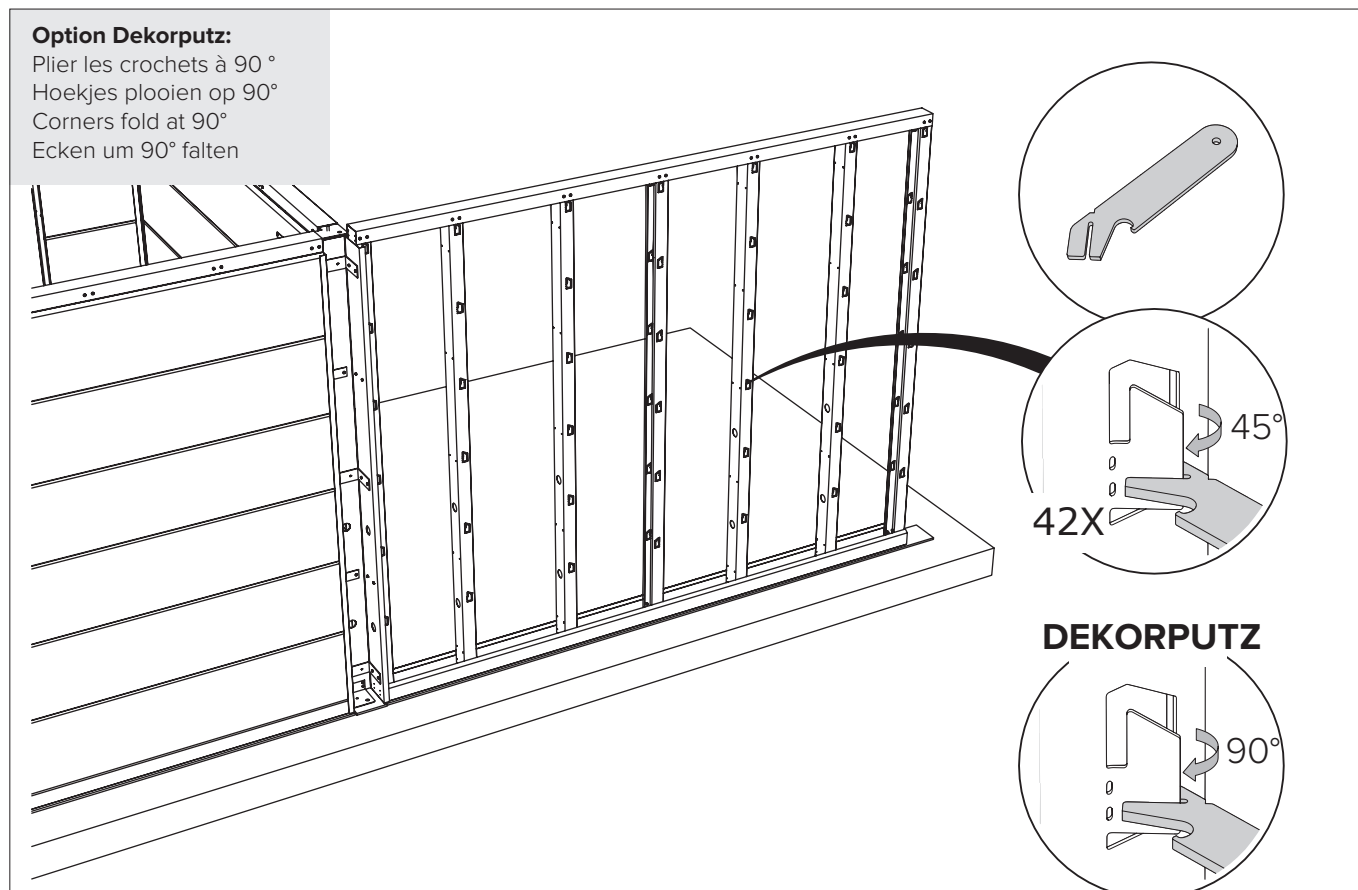
H Paroi / Wand / Wall / Wand



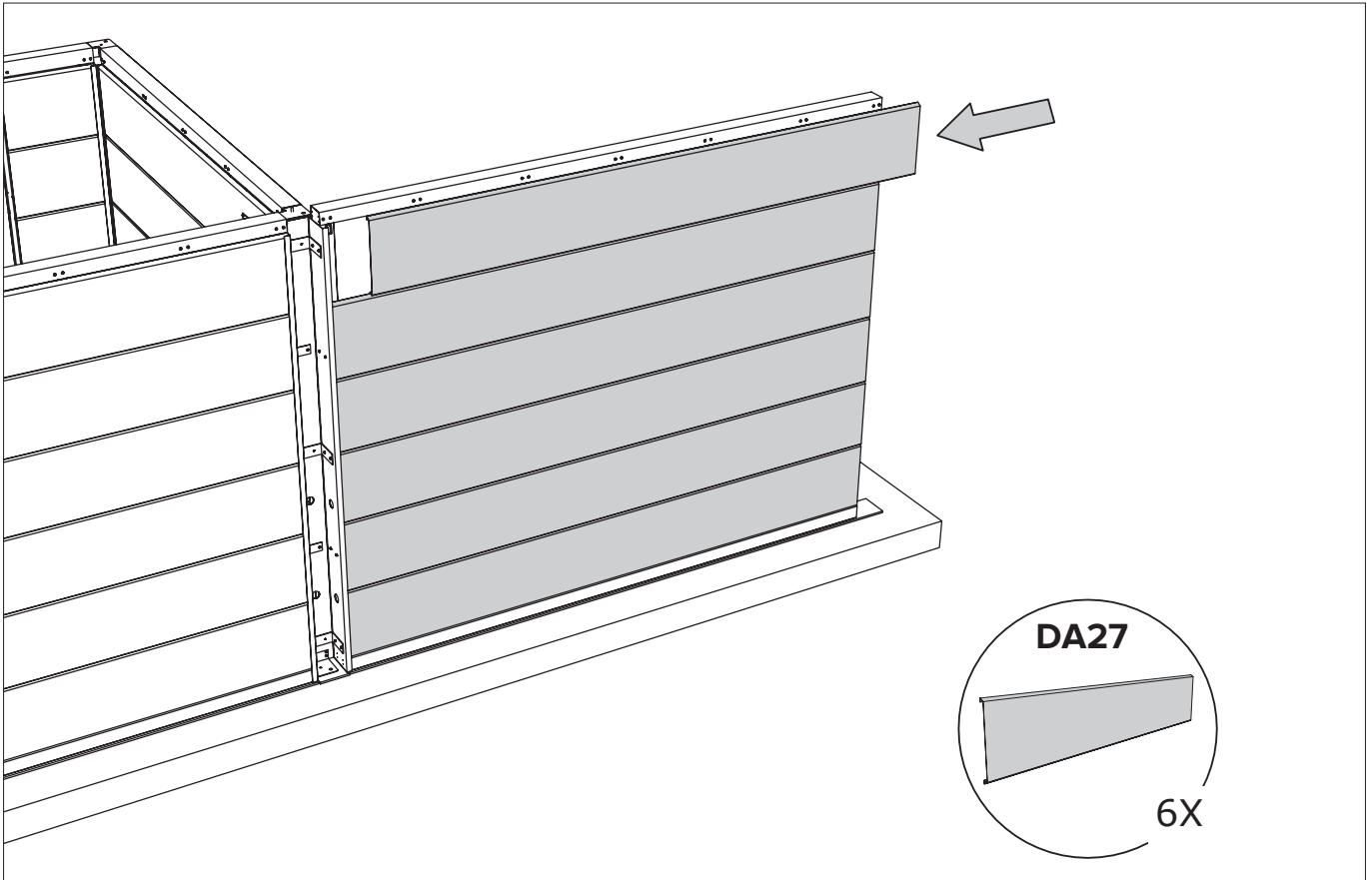
**H** Paroi / Wand / Wall / Wand

**Option Dekorputz:**

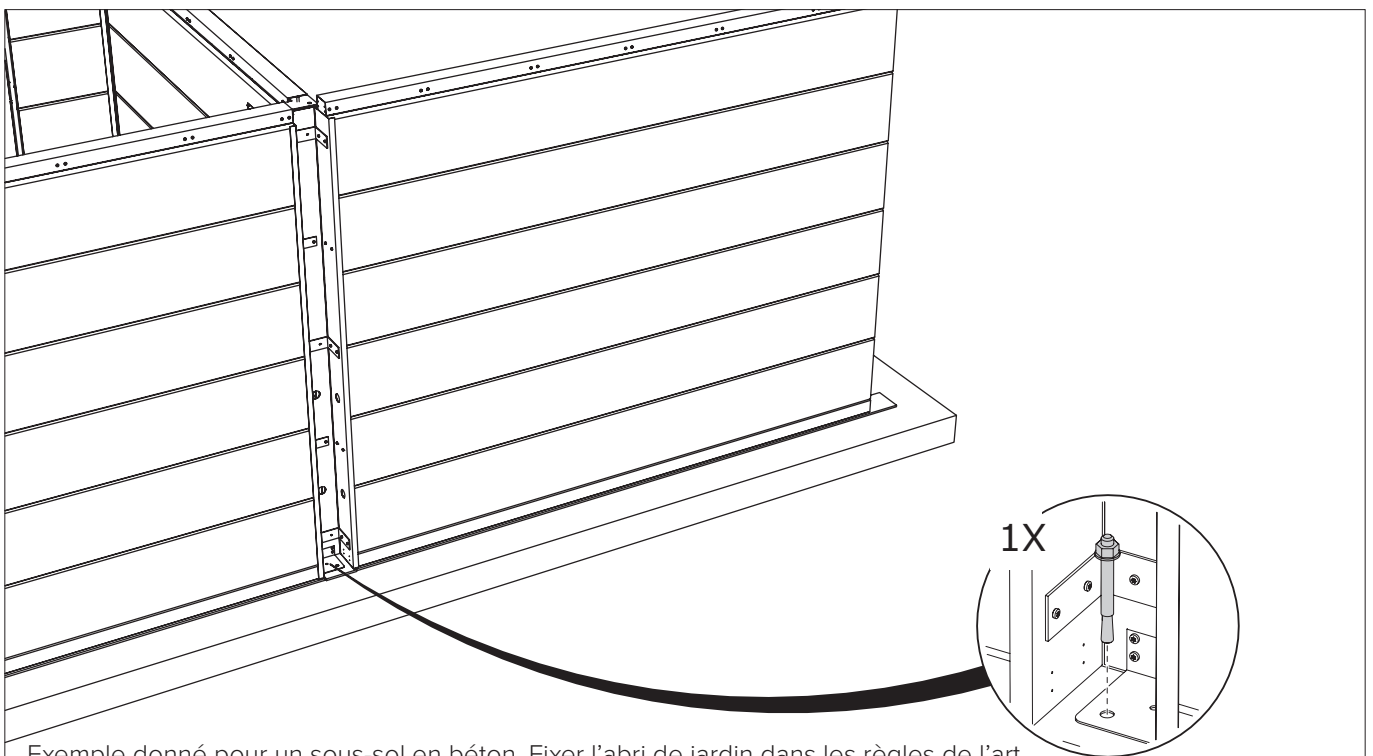
Plier les crochets à 90°  
 Hoekjes plooiën op 90°  
 Corners fold at 90°  
 Ecken um 90° falten



**H** Paroi / Wand / Wall / Wand

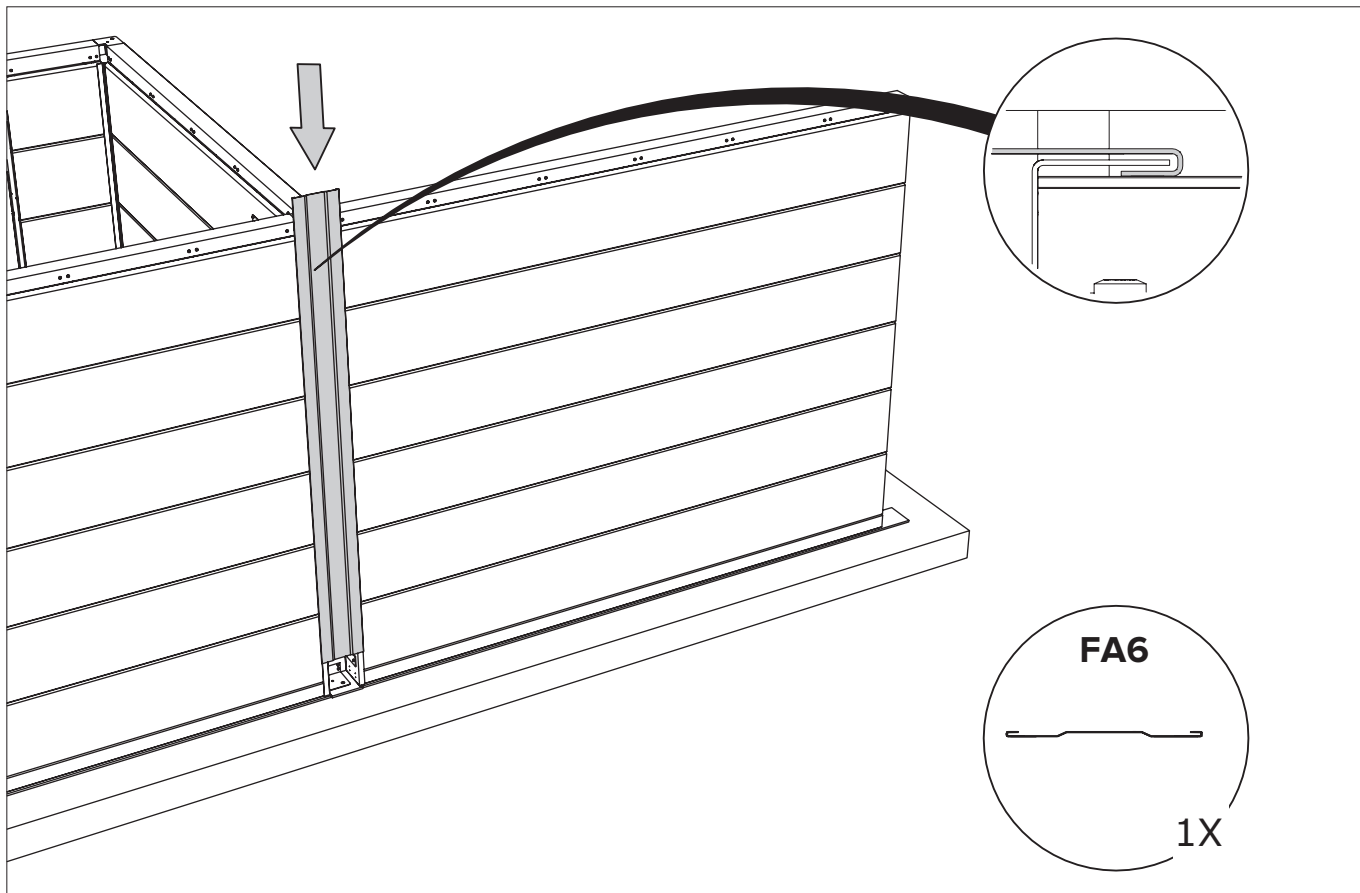


H Paroi / Wand / Wall / Wand

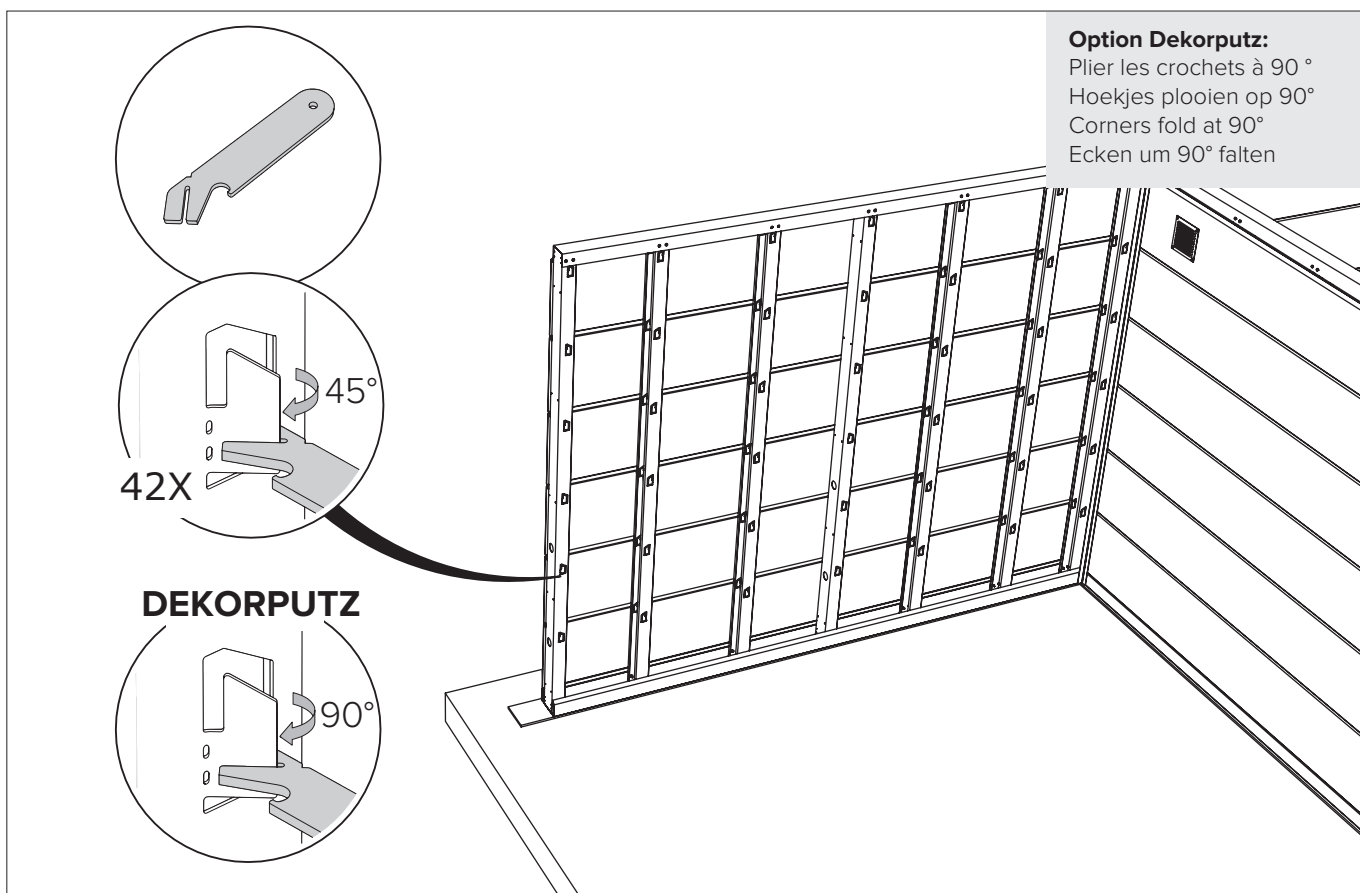


Exemple donné pour un sous-sol en béton. Fixer l'abri de jardin dans les règles de l'art.  
 Voorbeeld is voor beton-ondergrond. Tuinhuisje fixeren volgens de regels van de kunst.  
 Example is for concrete substrate. Fix the garden shed in accordance with good practise.  
 Beispiel ist für Betonuntergrund. Fachgerechte Befestigung des Gartenhäuschens.

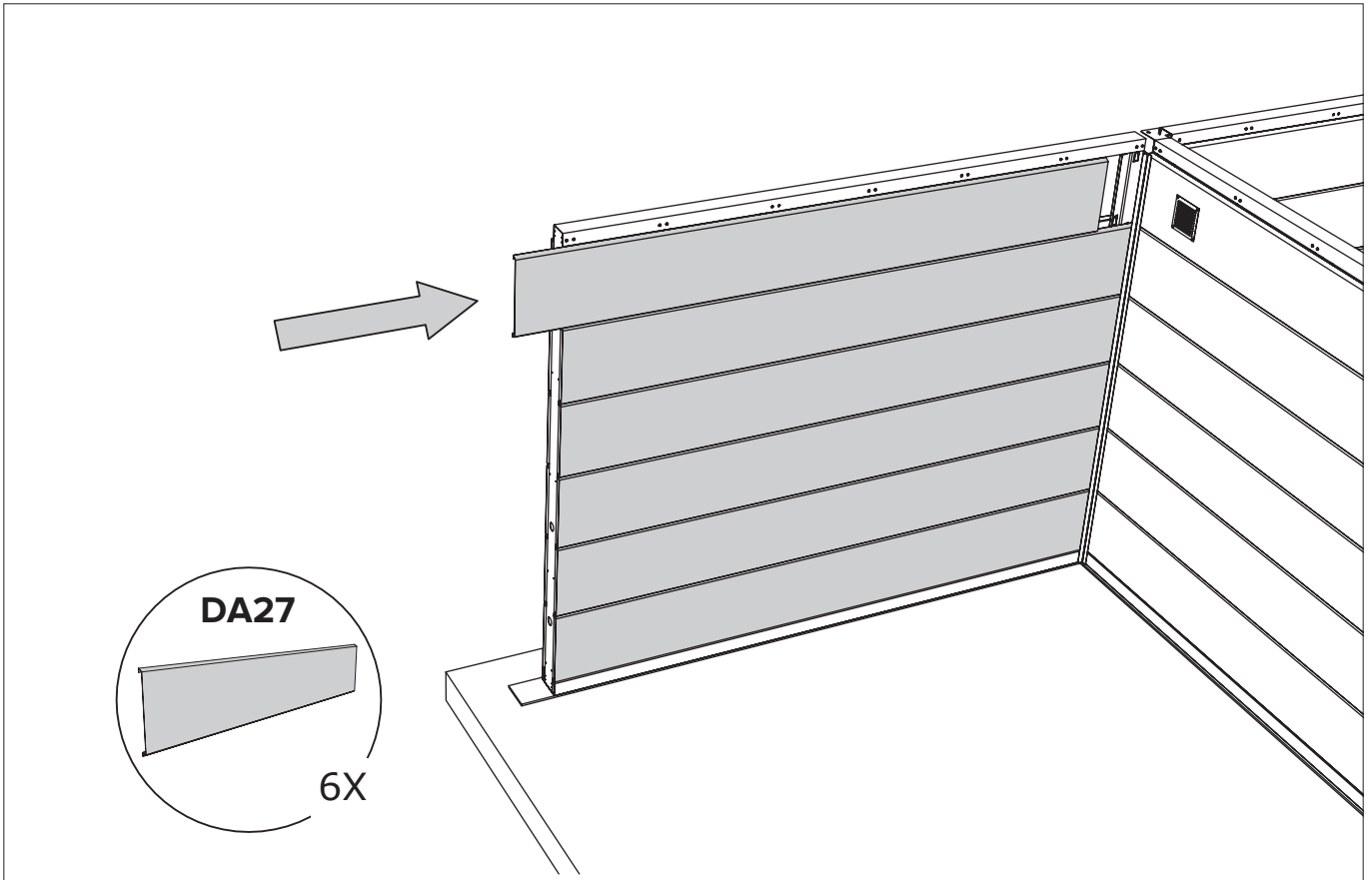
H Paroi / Wand / Wall / Wand



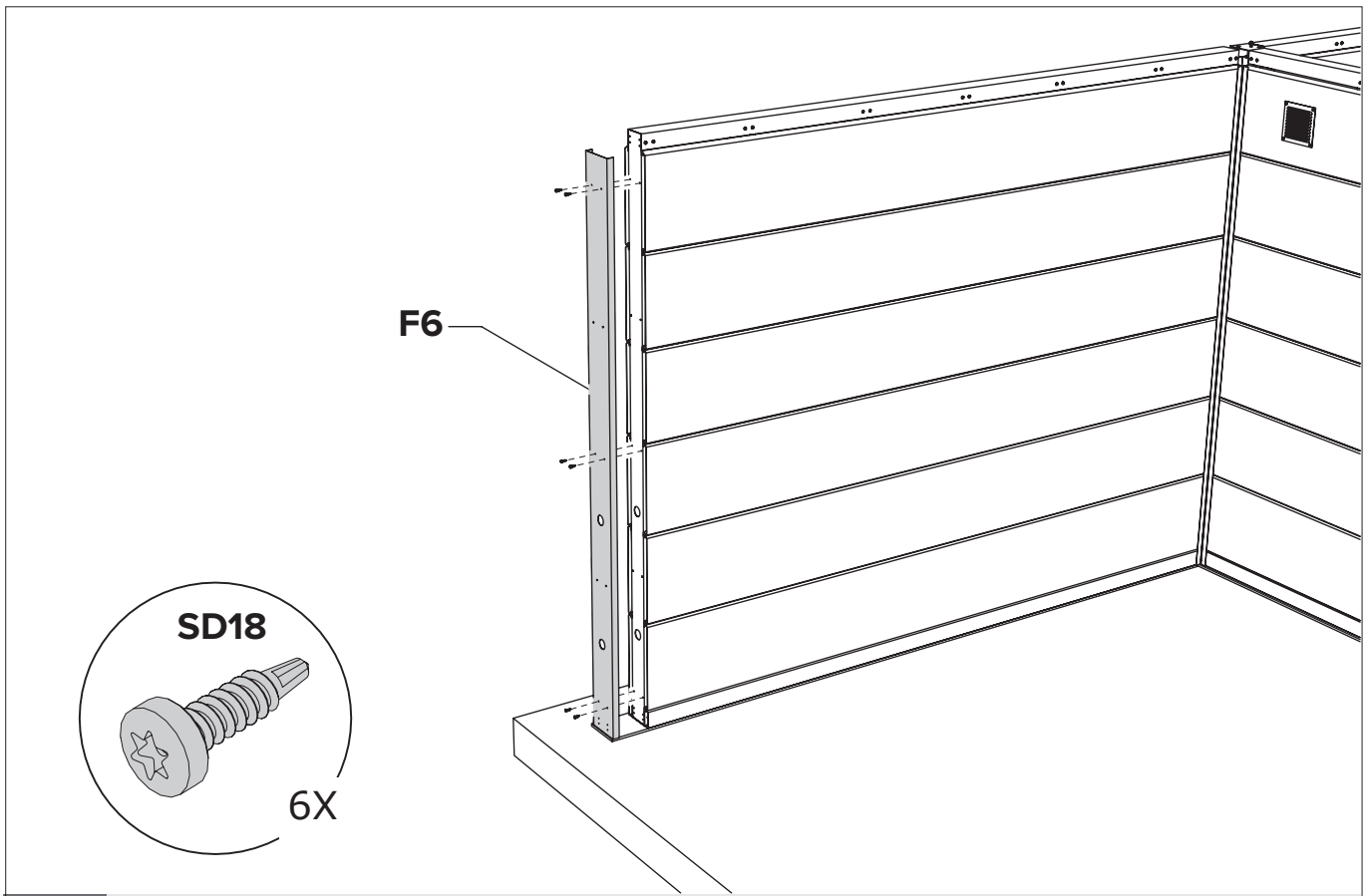
**H** Paroi / Wand / Wall / Wand



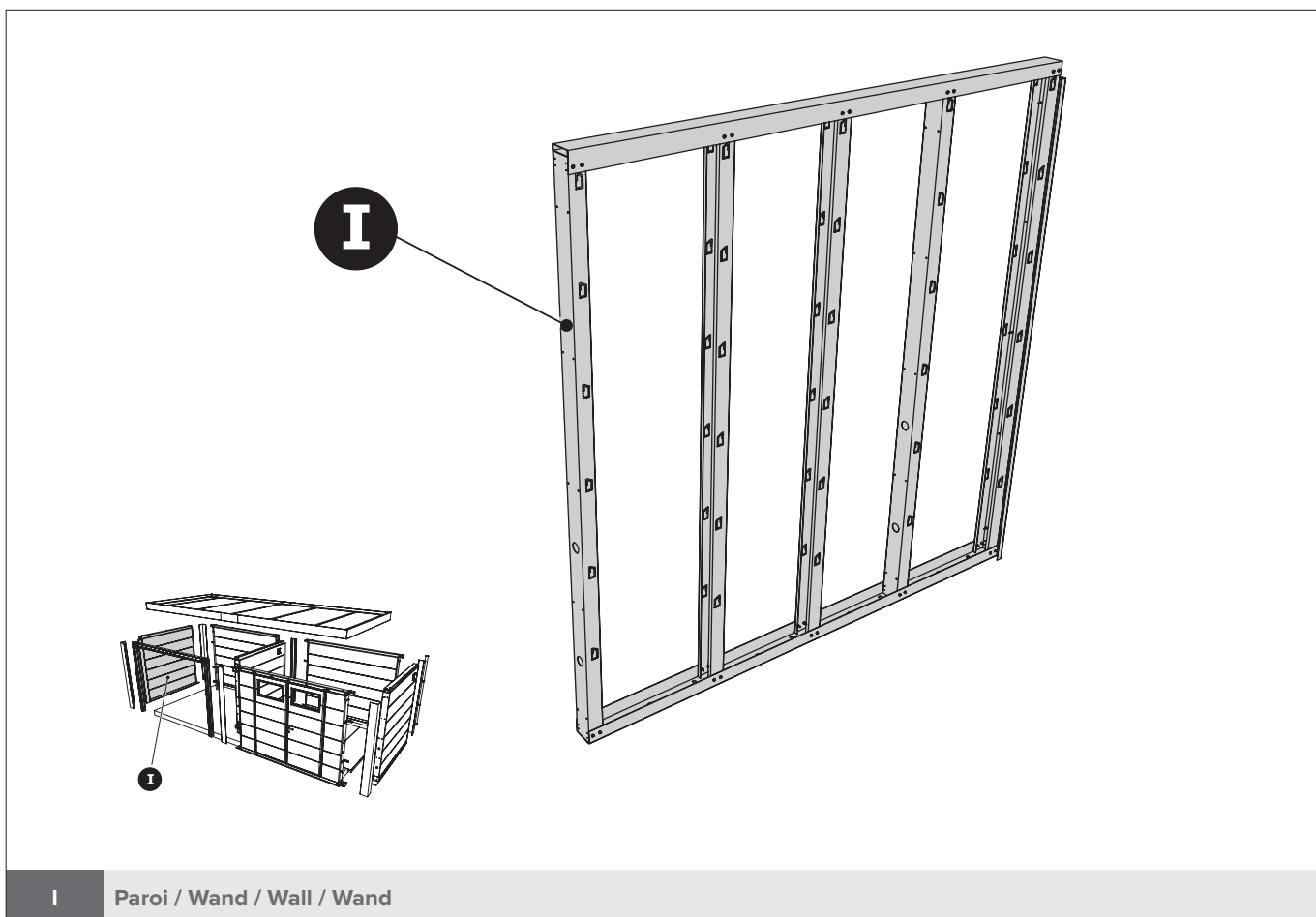
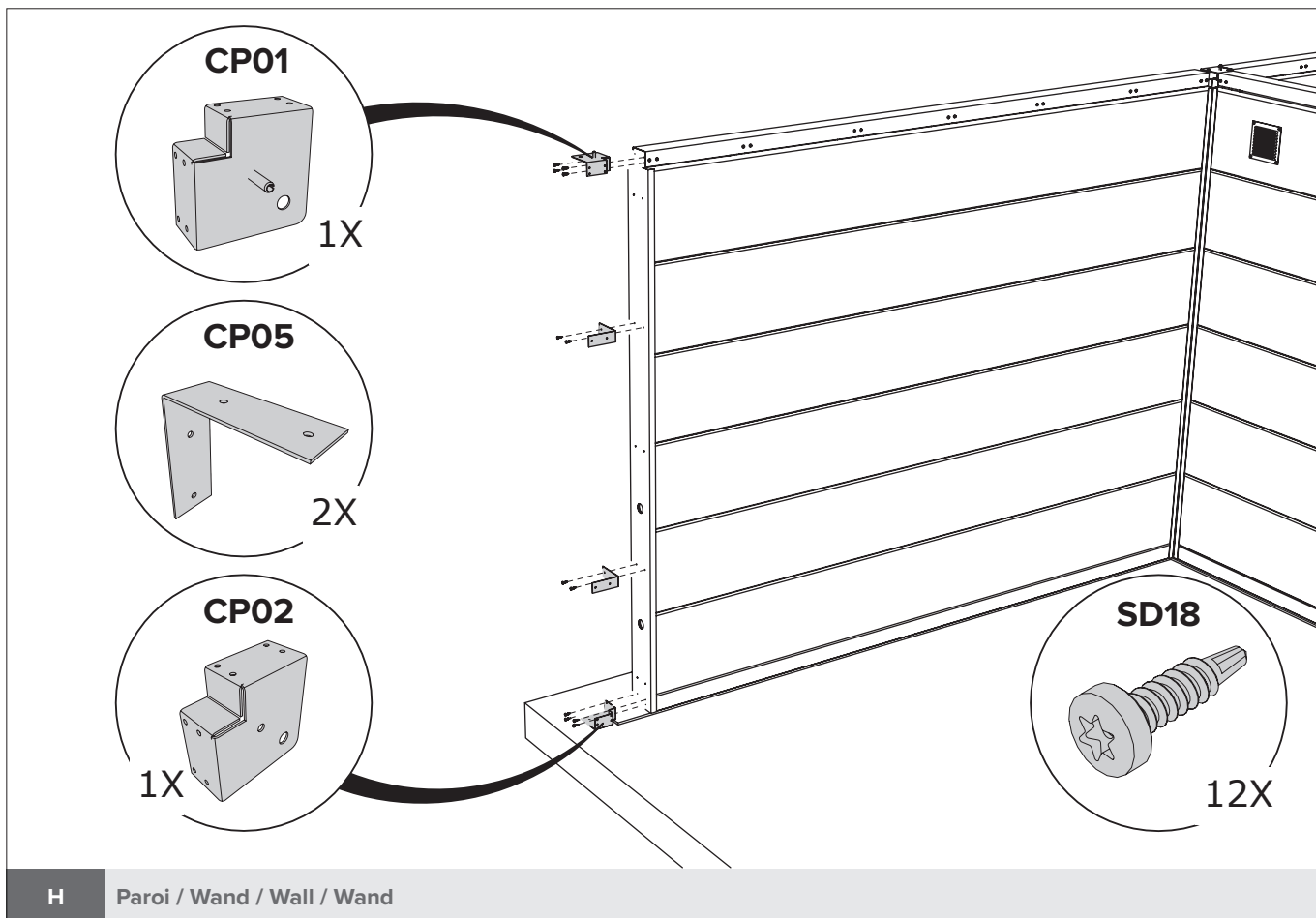
**H** Paroi / Wand / Wall / Wand



H Paroi / Wand / Wall / Wand

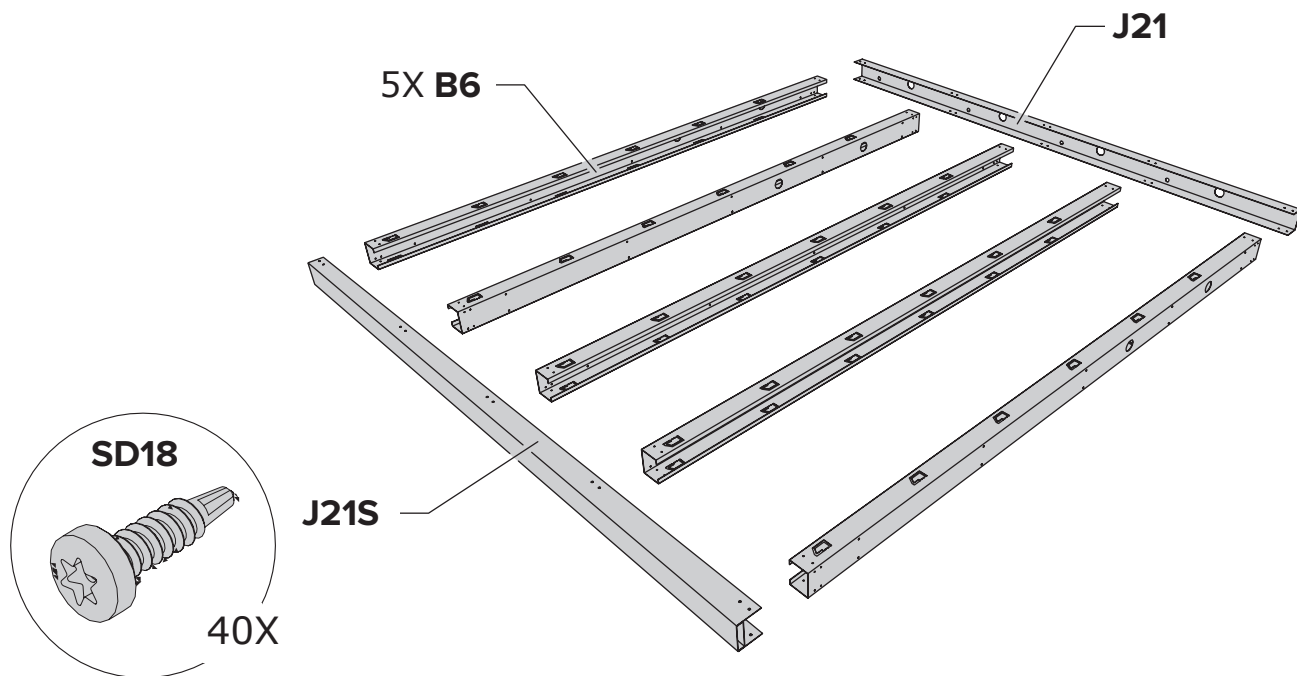


H Paroi / Wand / Wall / Wand

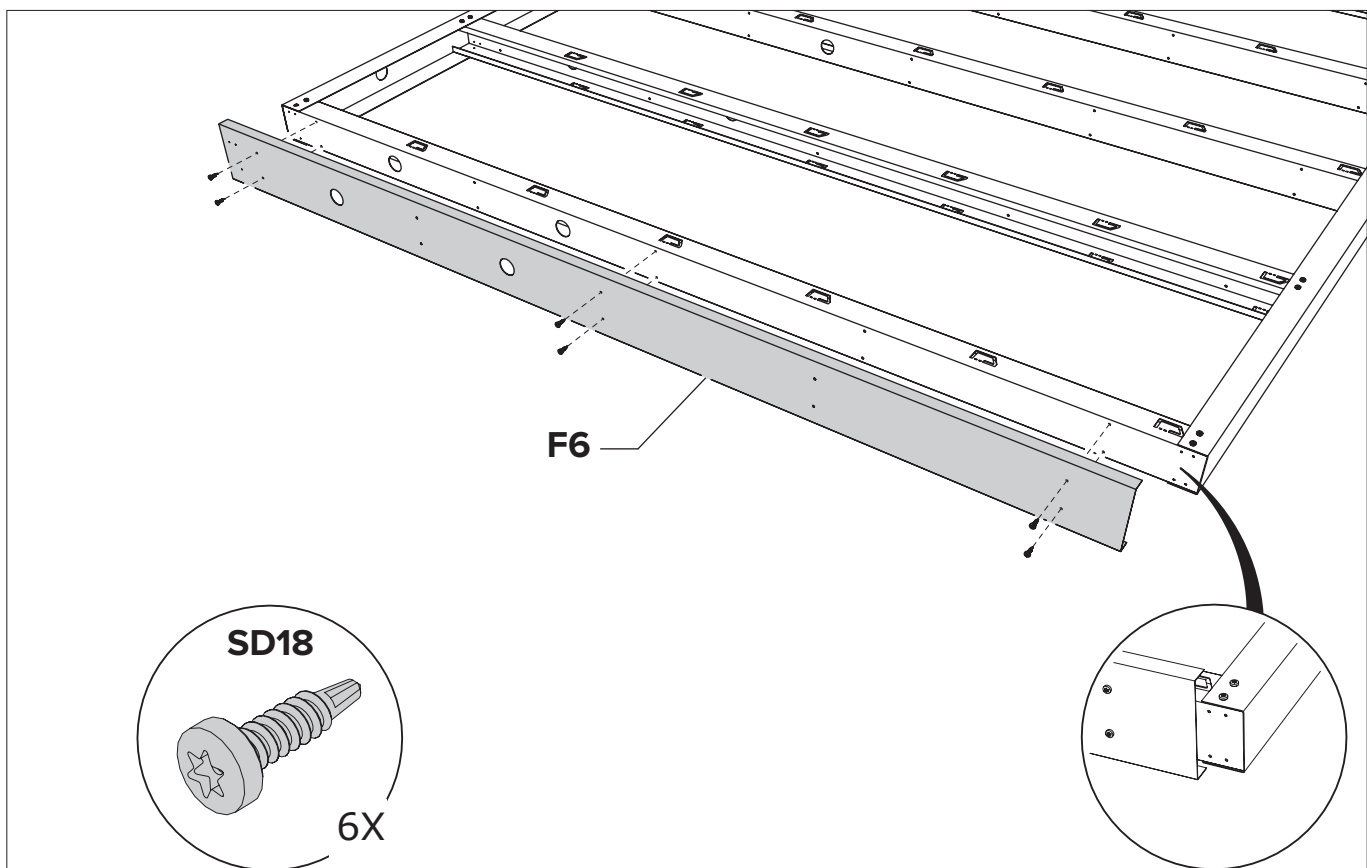




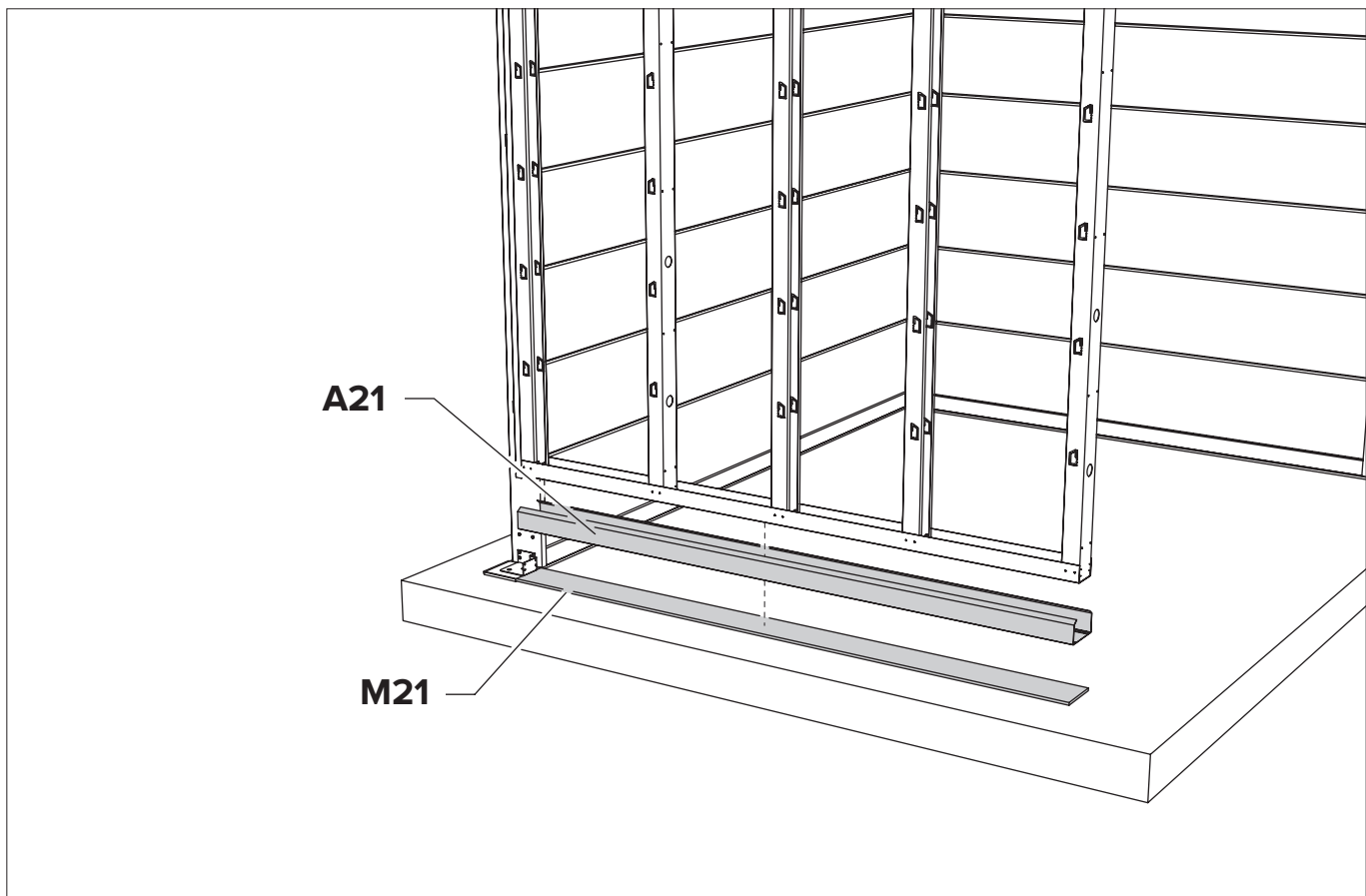
Le principe de la construction du mur, voir pages 8 à 11 (POW).  
 Het principe van de opbouw van de wand, zie pagina 8 tot en met 11 (POW).  
 The principle of building the wall, see pages 8 through 11 (POW).  
 Das Prinzip des Baus der Mauer finden Sie auf den Seiten 8 bis 11 (POW).



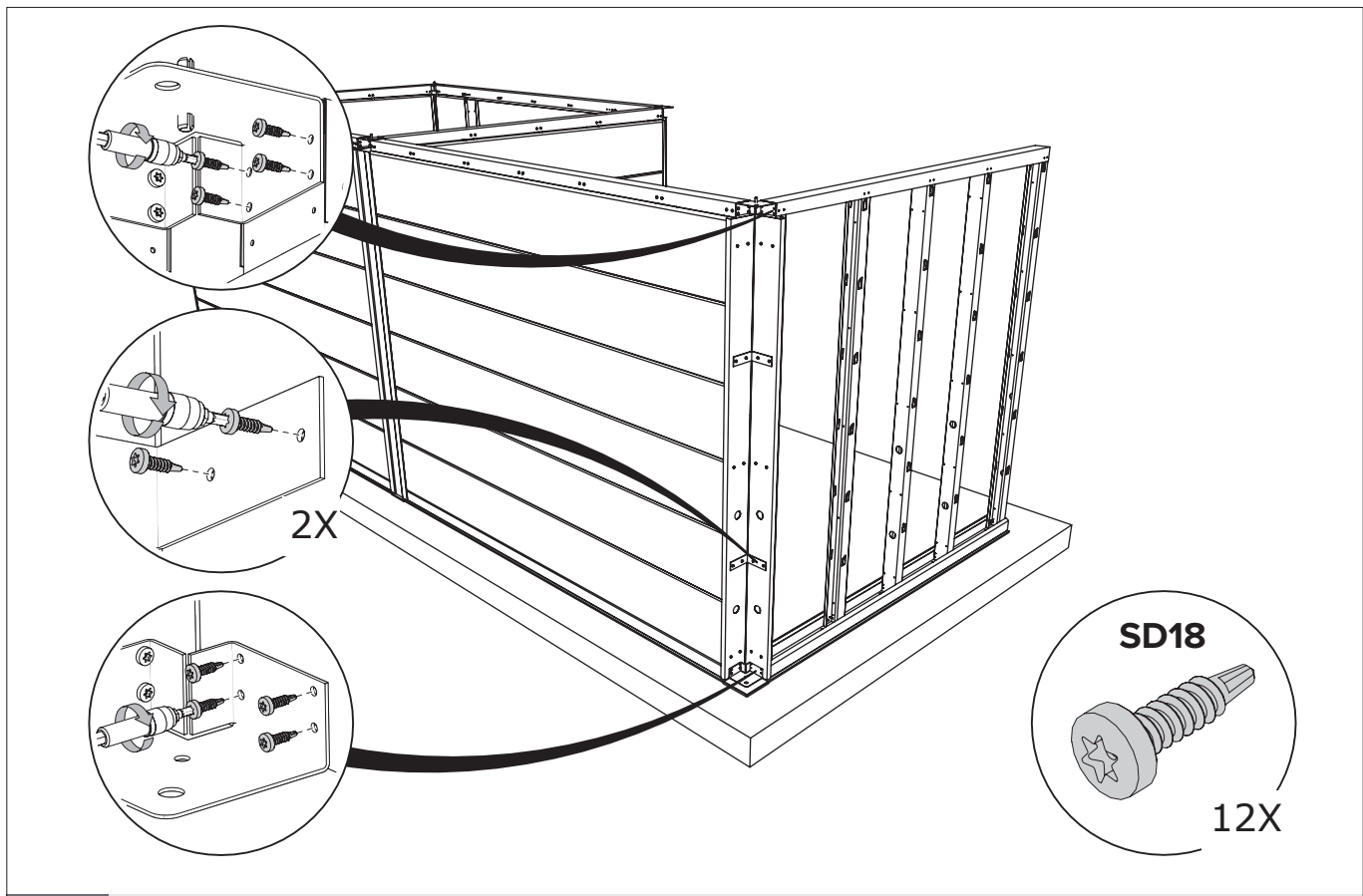
I Paroi / Wand / Wall / Wand



I Paroi / Wand / Wall / Wand



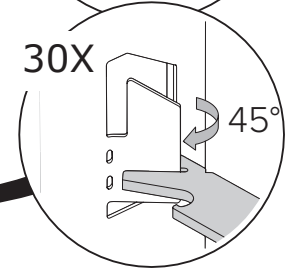
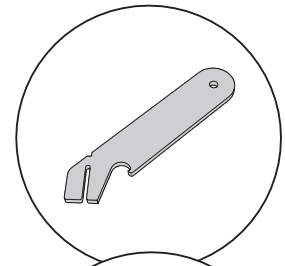
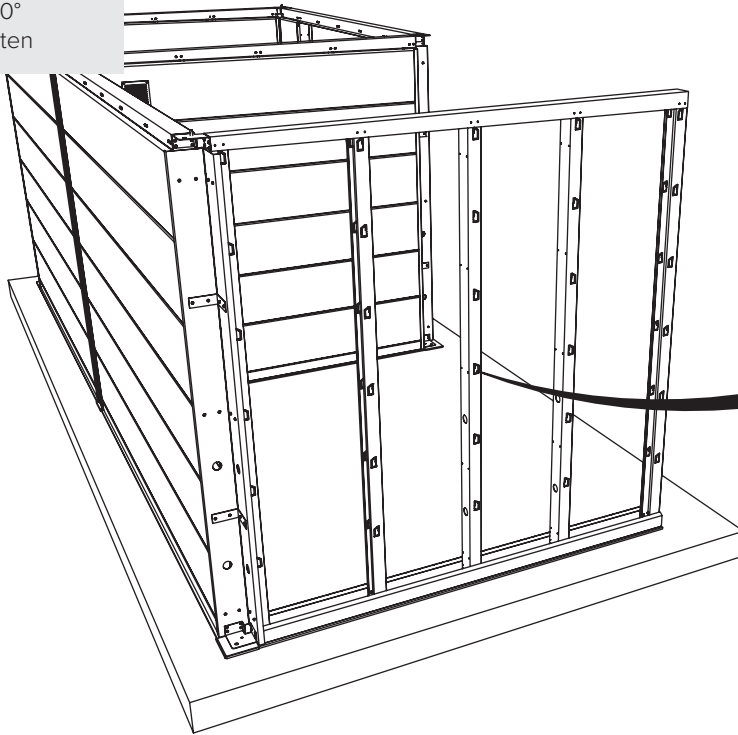
I Paroi / Wand / Wall / Wand



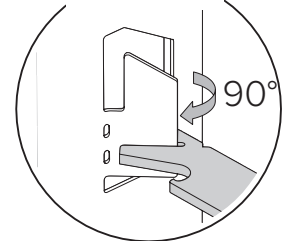
I Paroi / Wand / Wall / Wand

**Option Dekorputz:**

Plier les crochets à 90°  
 Hoekjes plooiën op 90°  
 Corners fold at 90°  
 Ecken um 90° falten

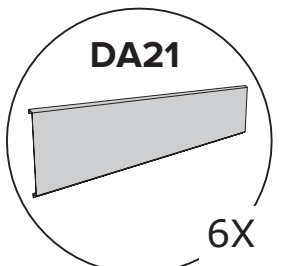
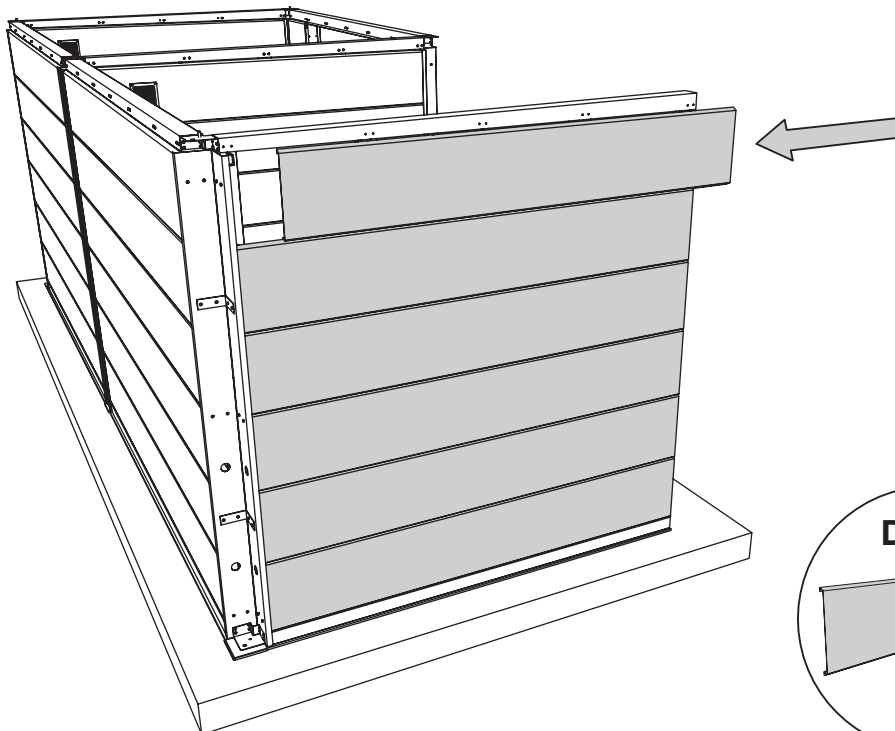


**DEKORPUTZ**



I

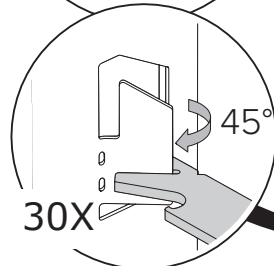
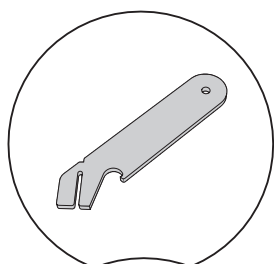
Paroi / Wand / Wall / Wand



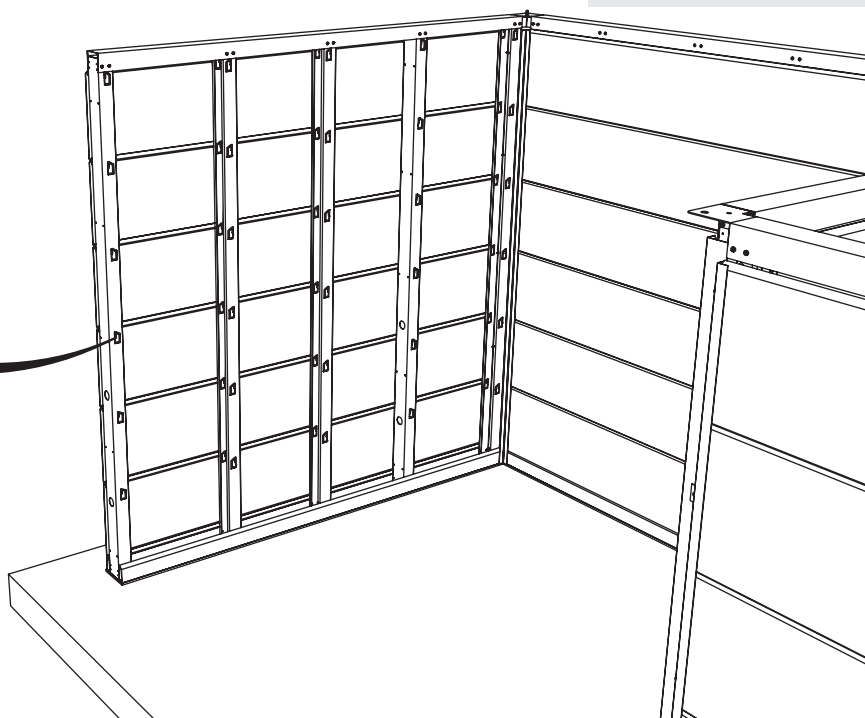
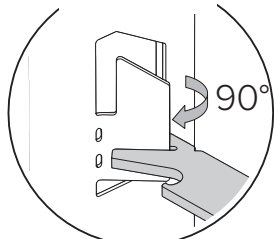
I

Paroi / Wand / Wall / Wand

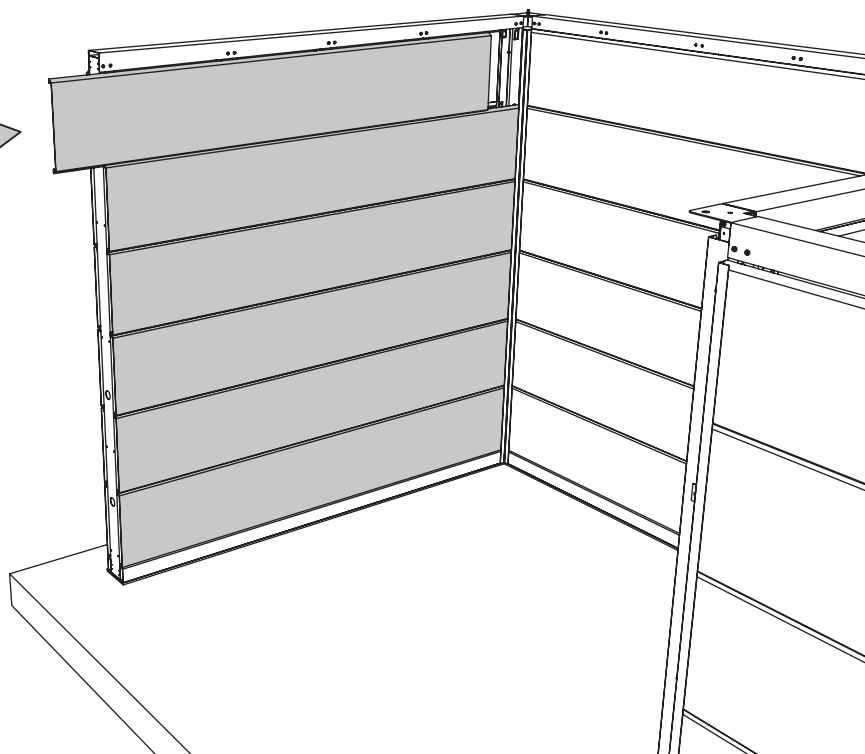
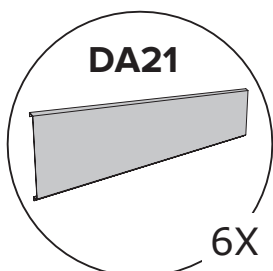
**Option Dekorputz:**  
 Plier les crochets à 90°  
 Hoekjes plooiën op 90°  
 Corners fold at 90°  
 Ecken um 90° falten



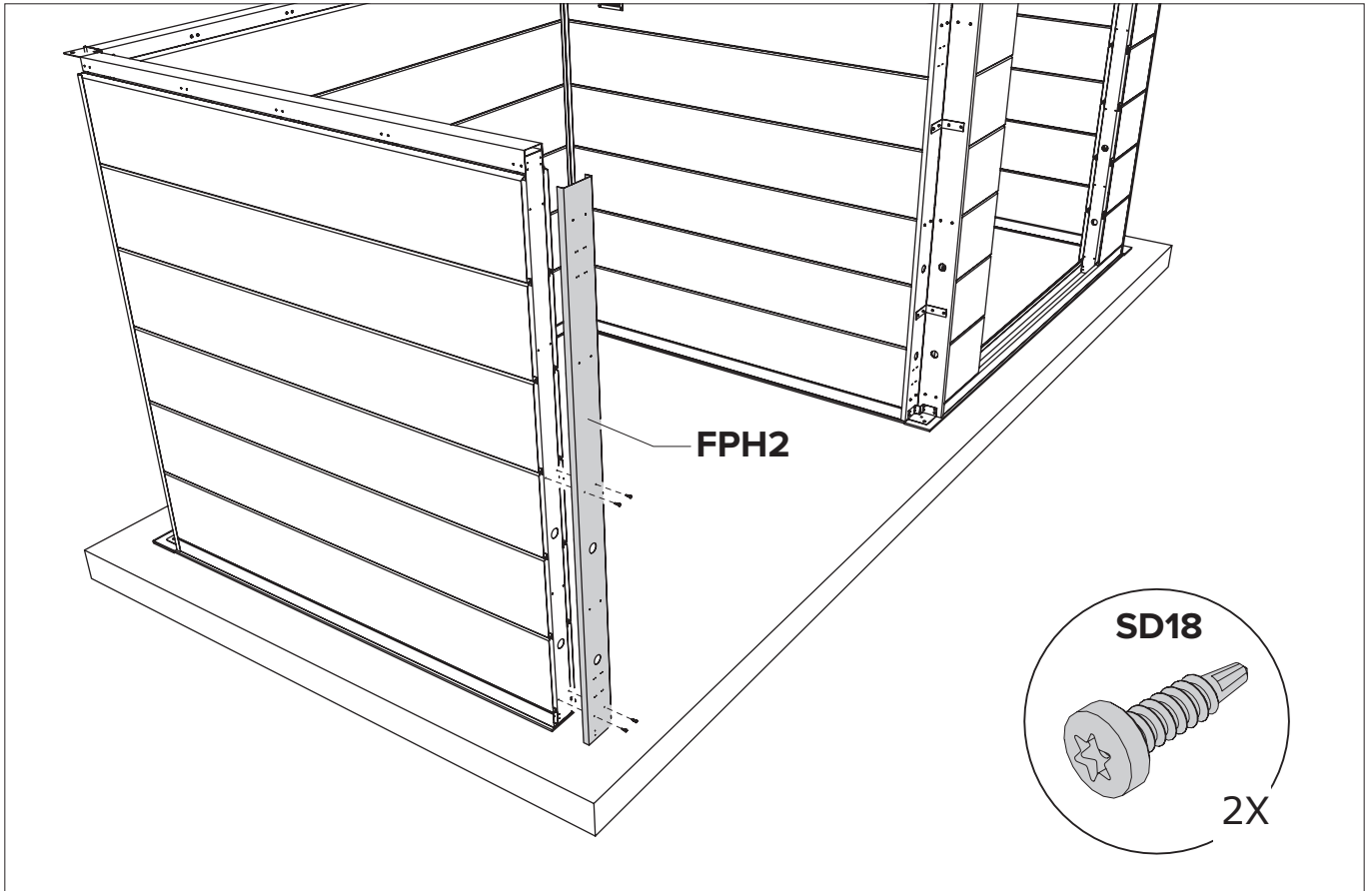
**DEKORPUTZ**



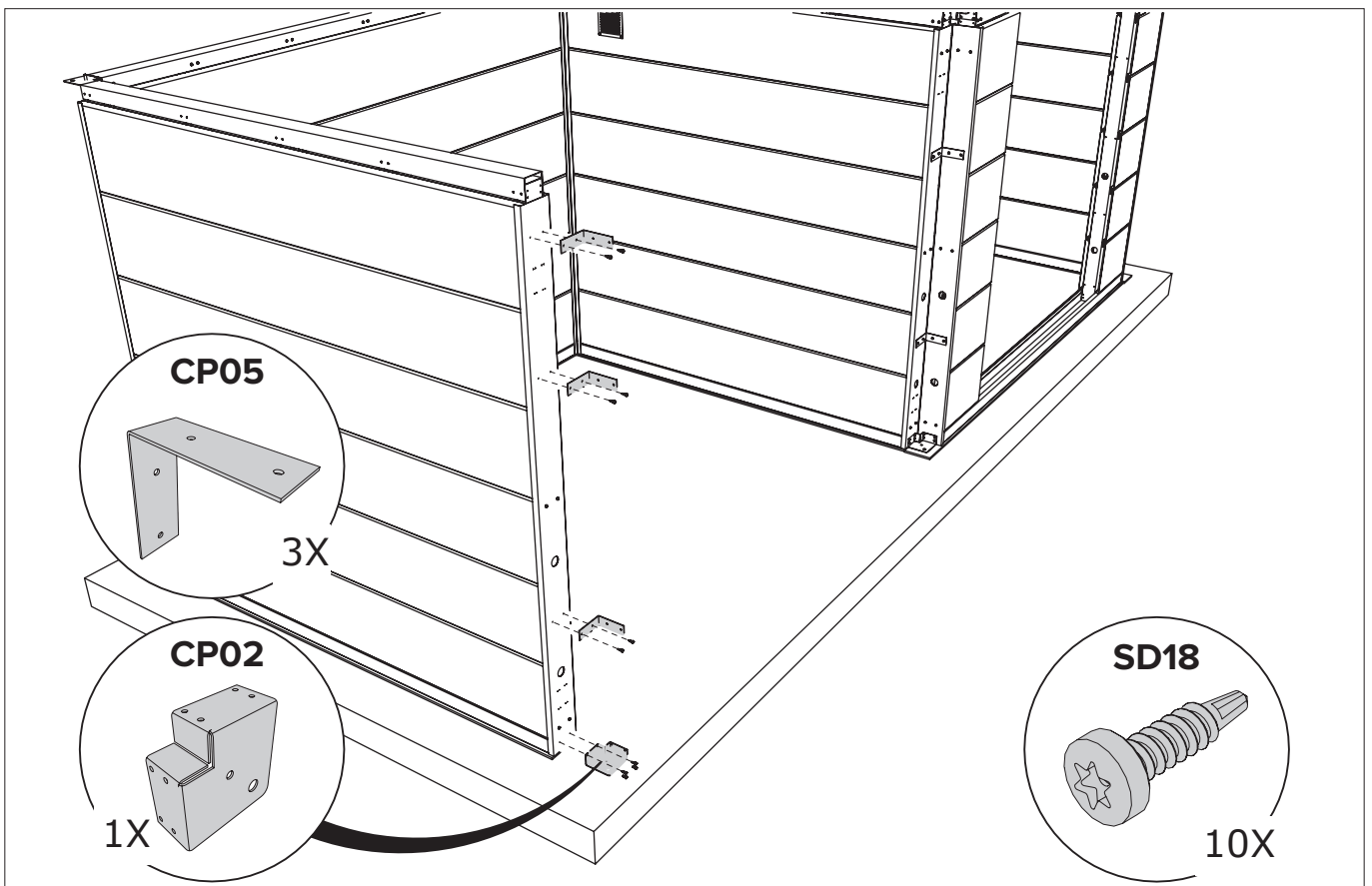
I Paroi / Wand / Wall / Wand



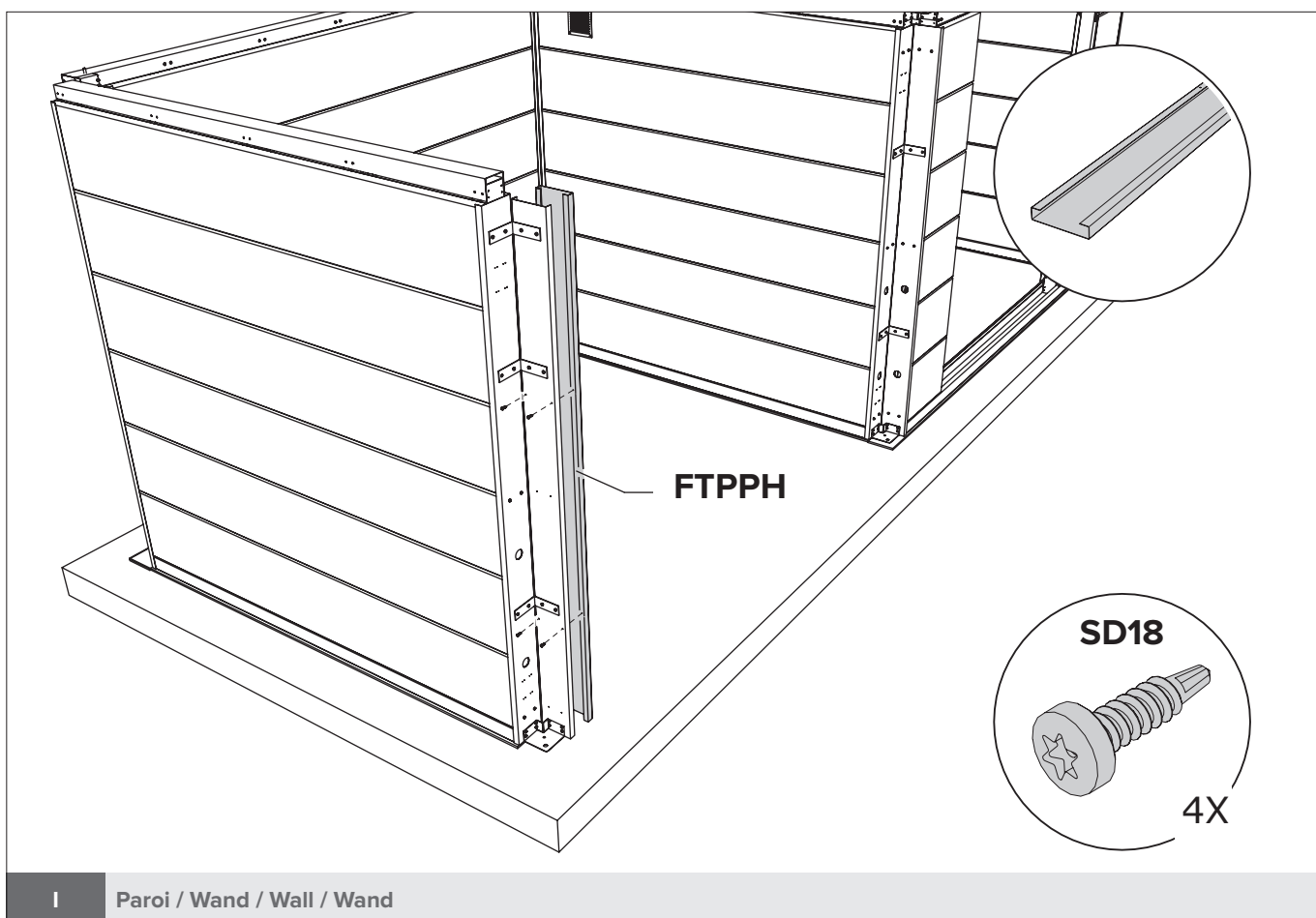
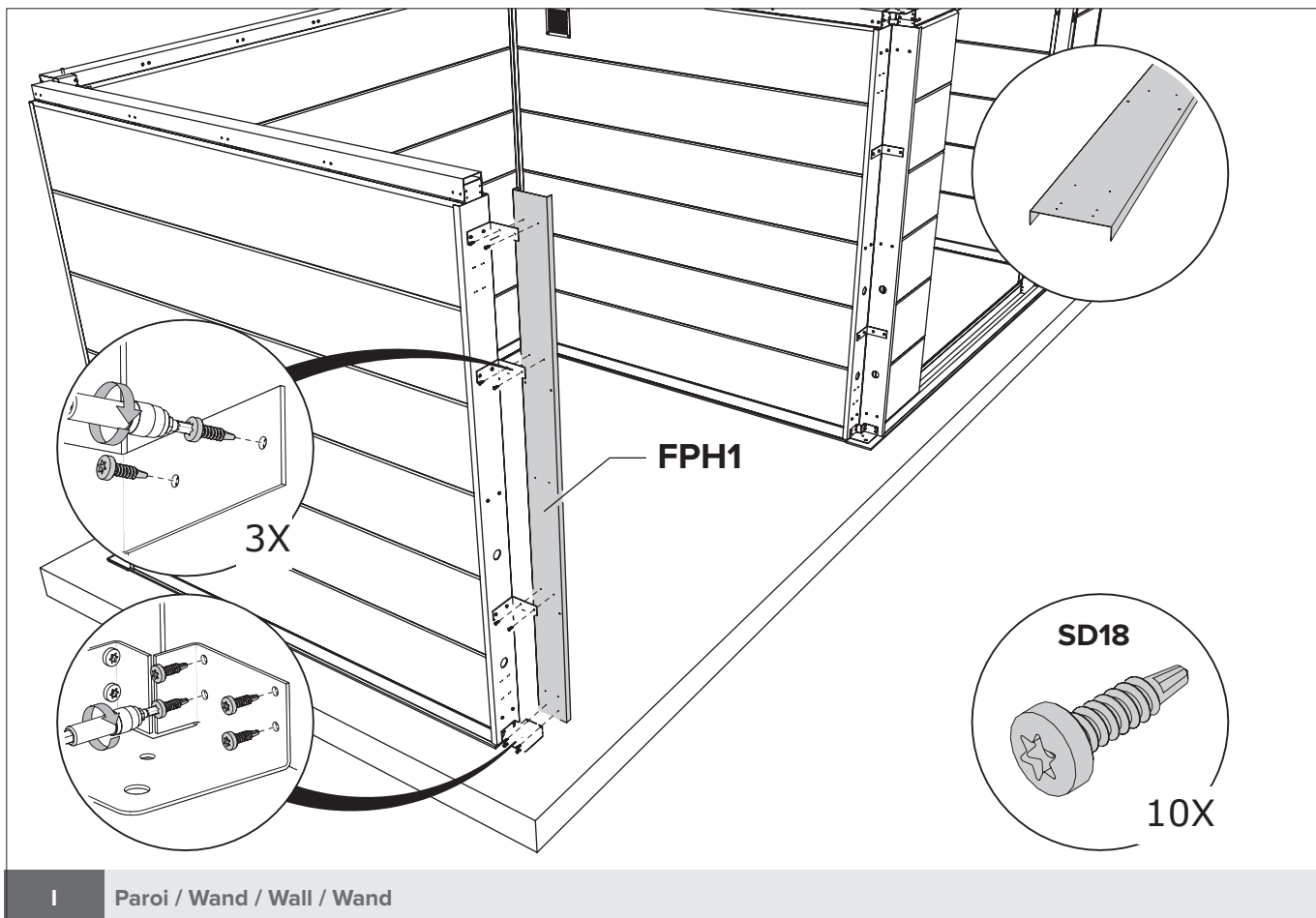
I Paroi / Wand / Wall / Wand

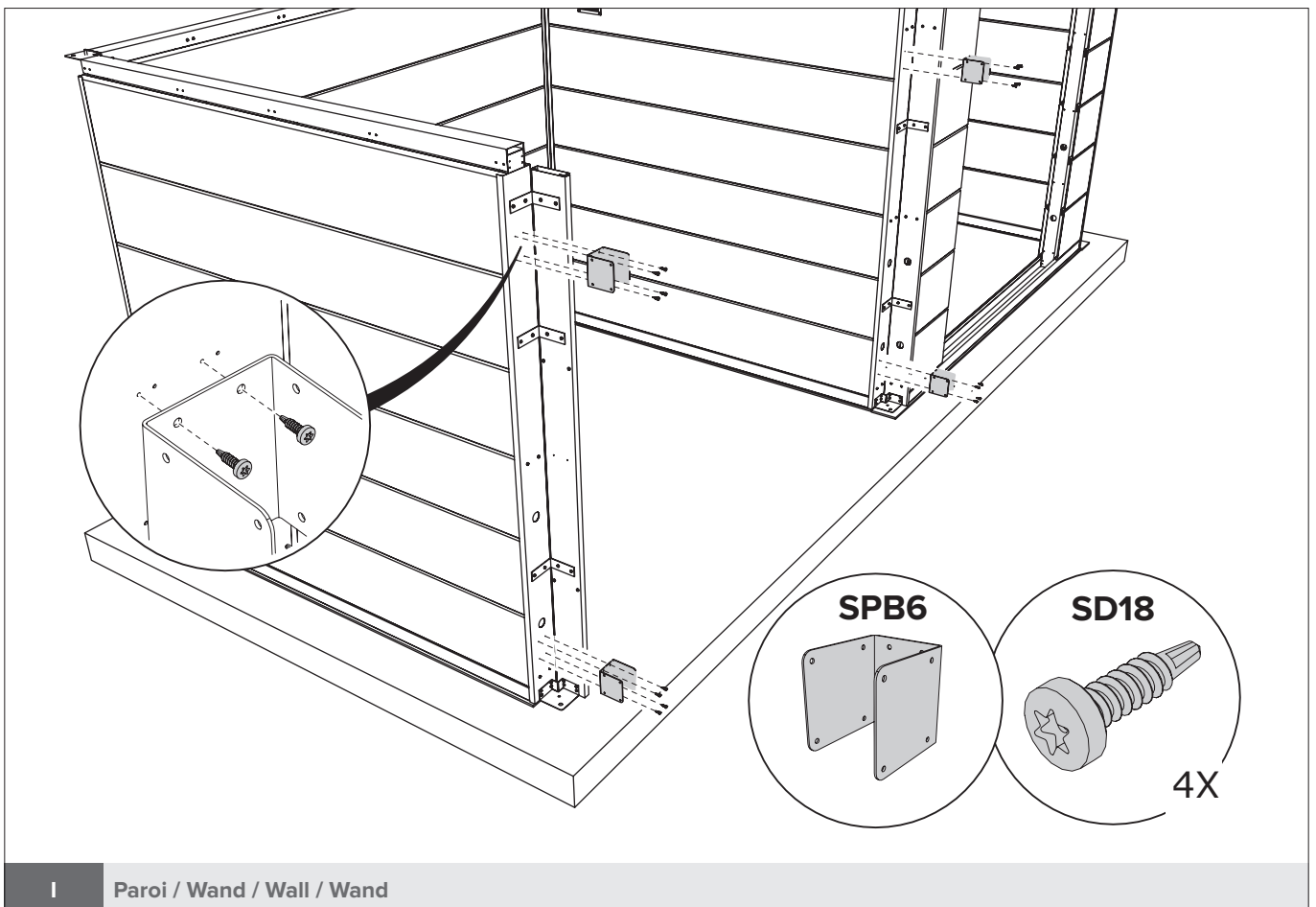
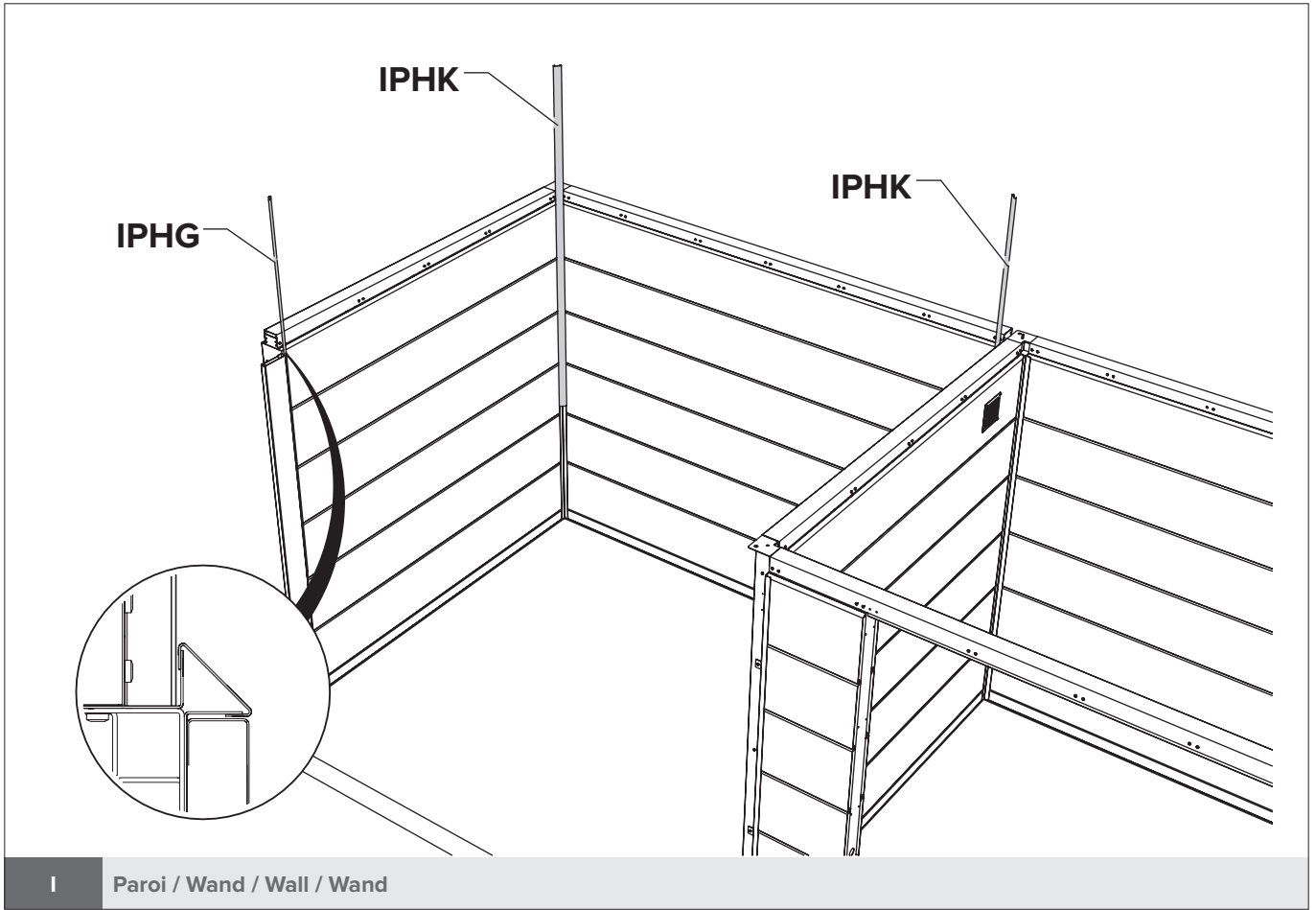


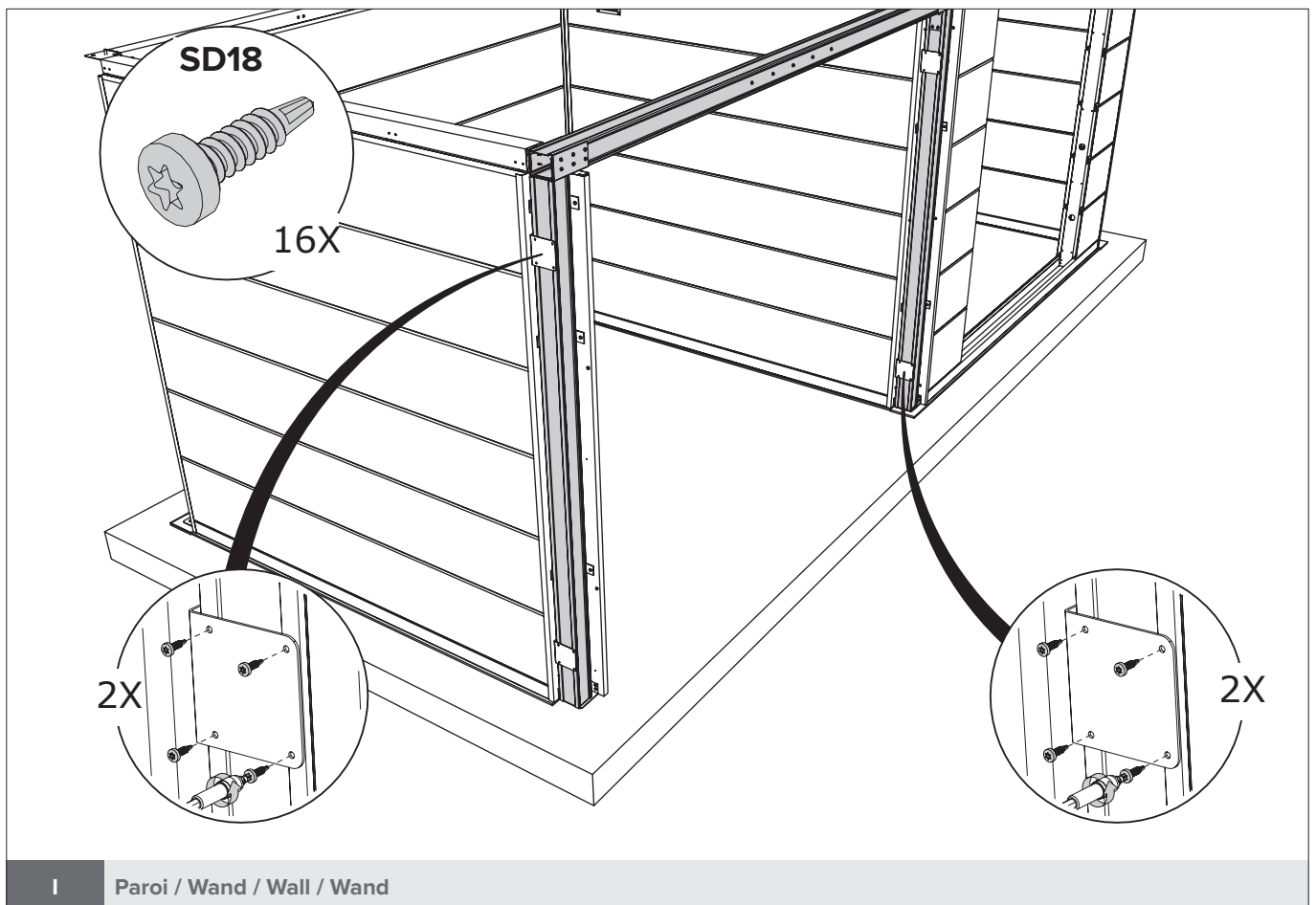
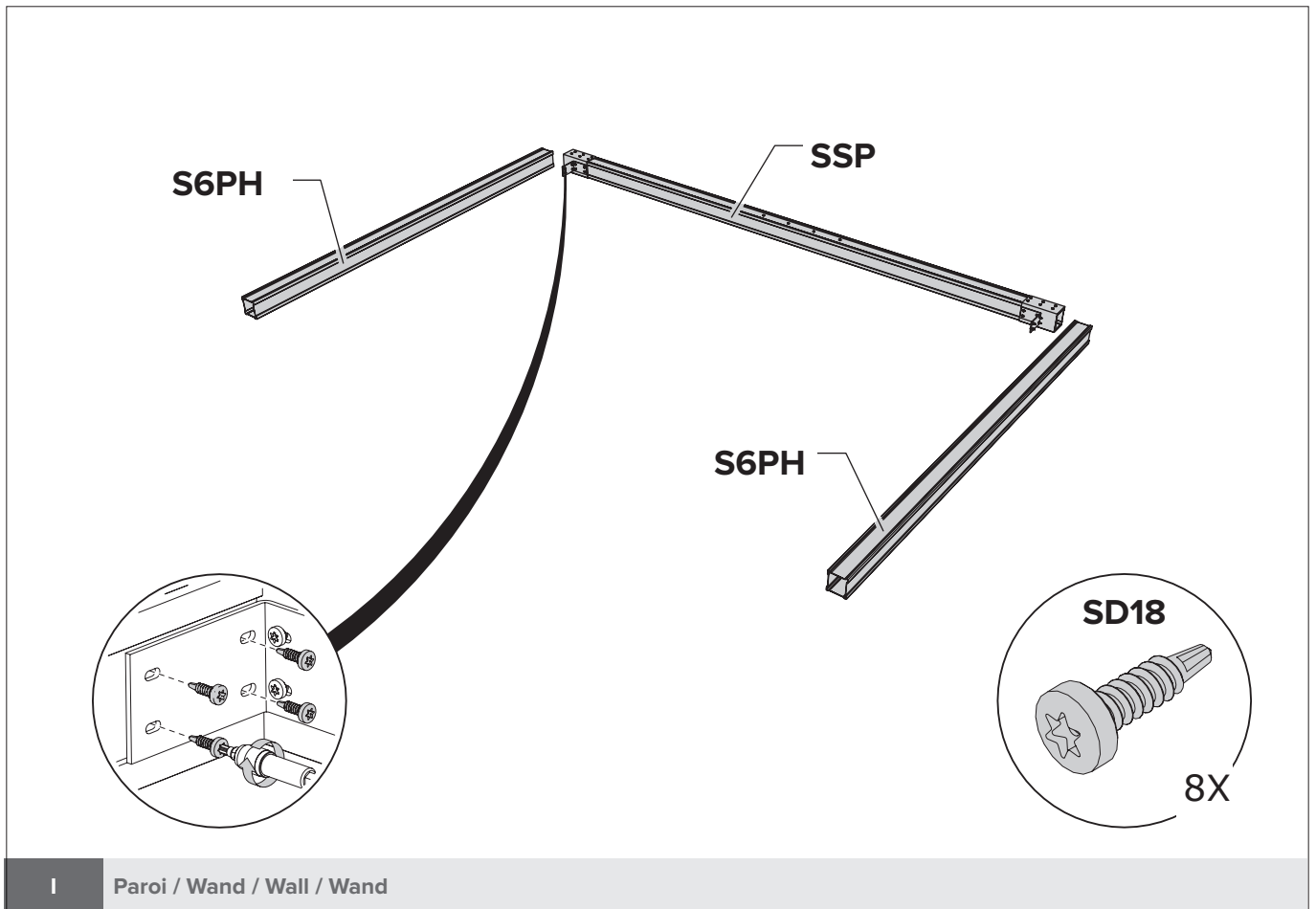
I Paroi / Wand / Wall / Wand



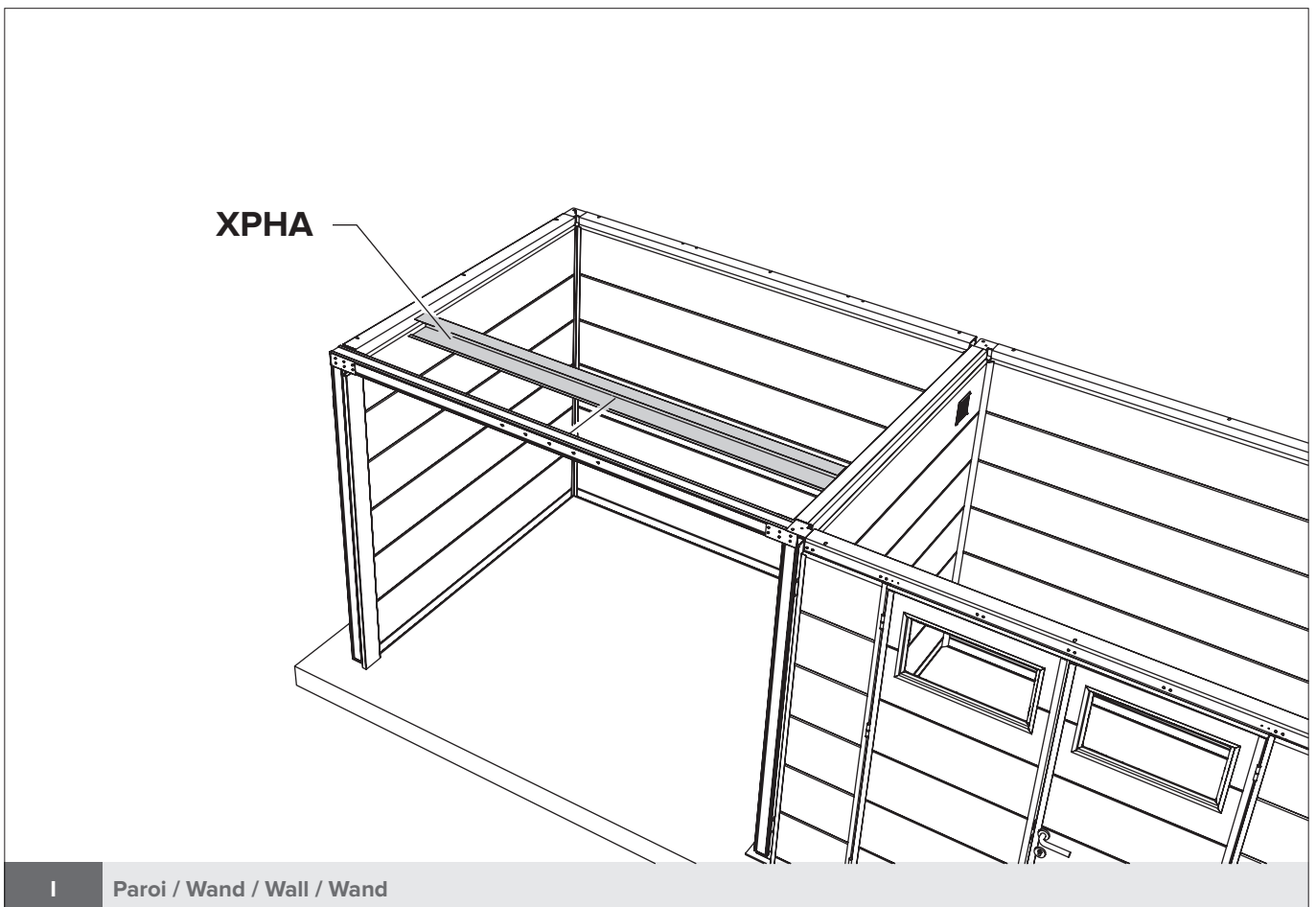
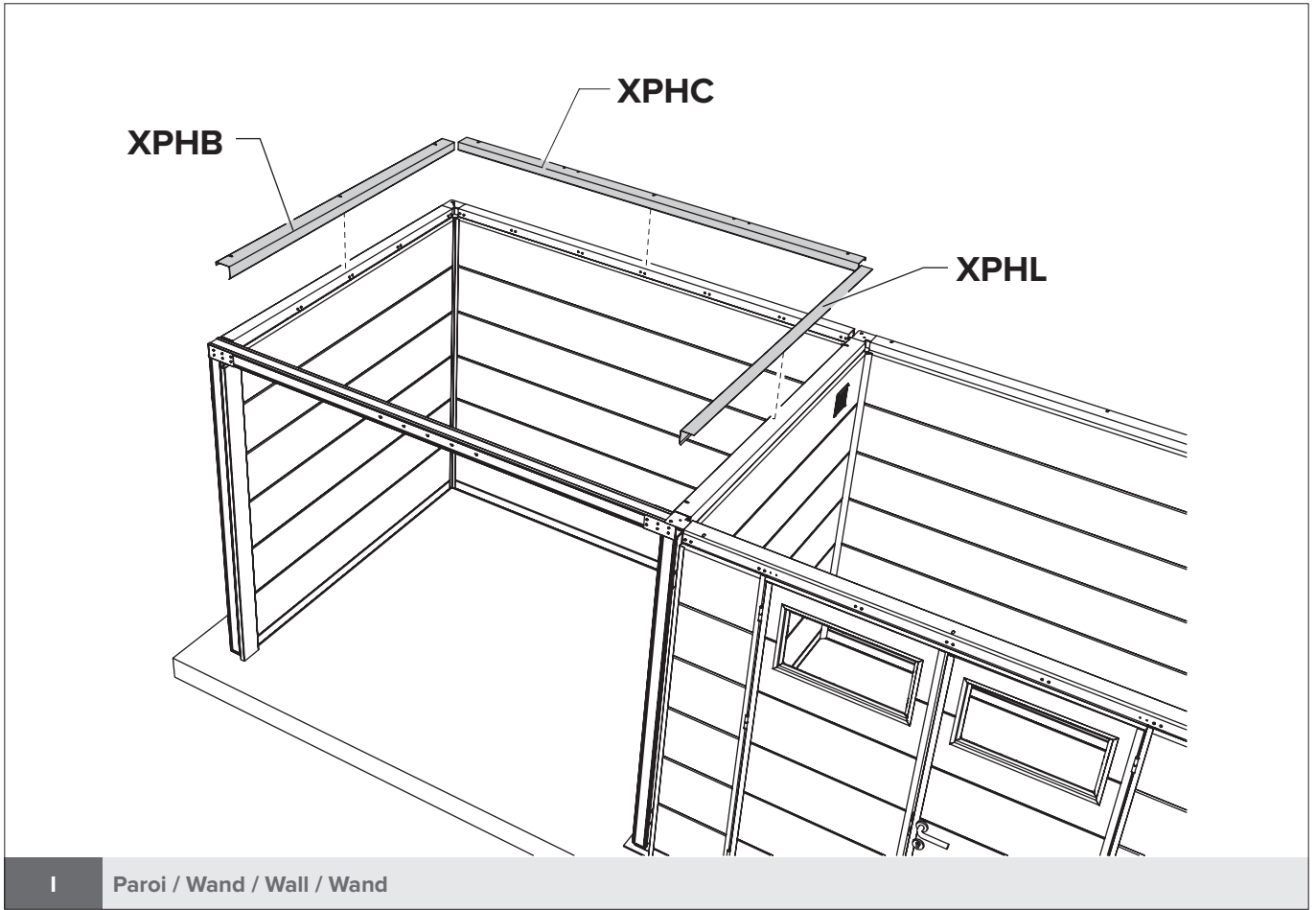
I Paroi / Wand / Wall / Wand

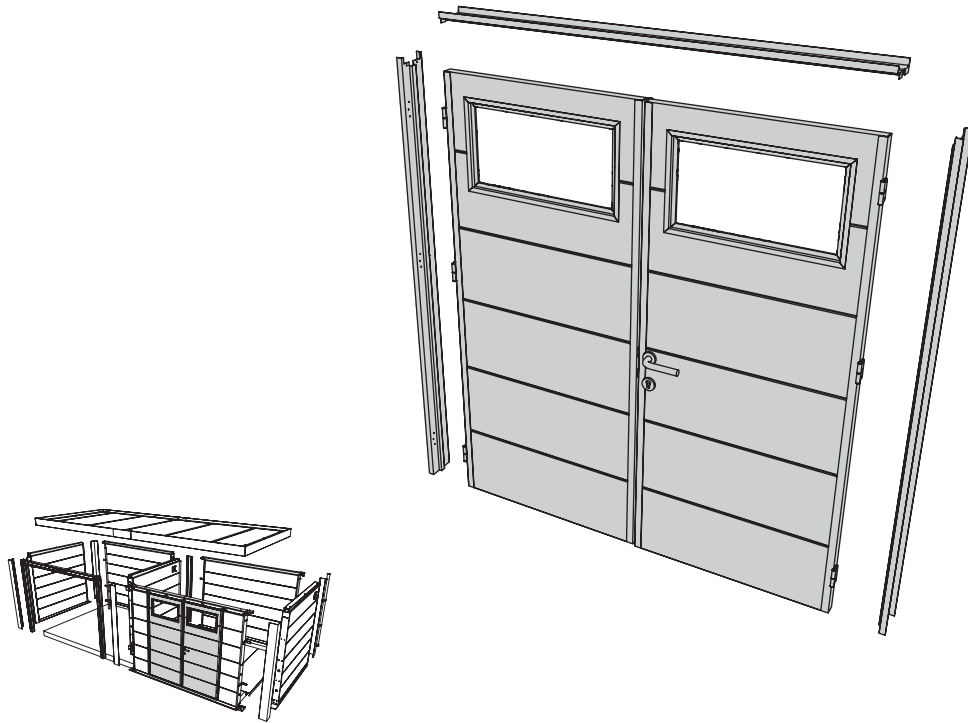




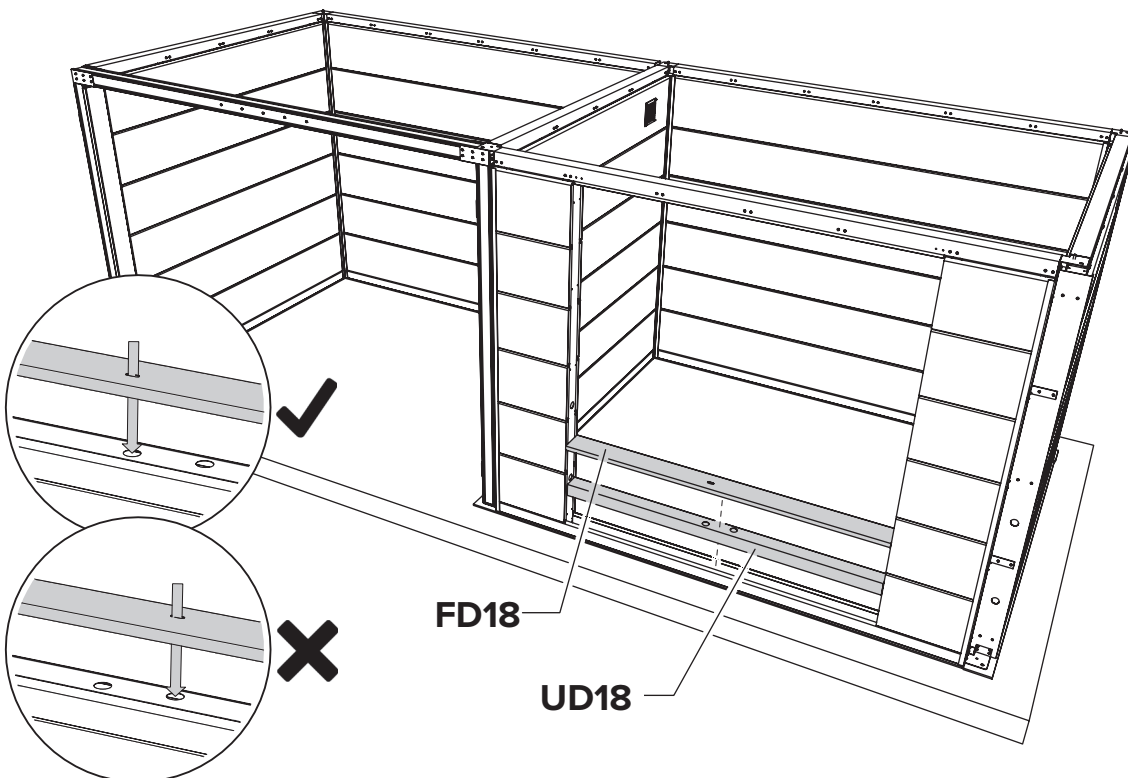




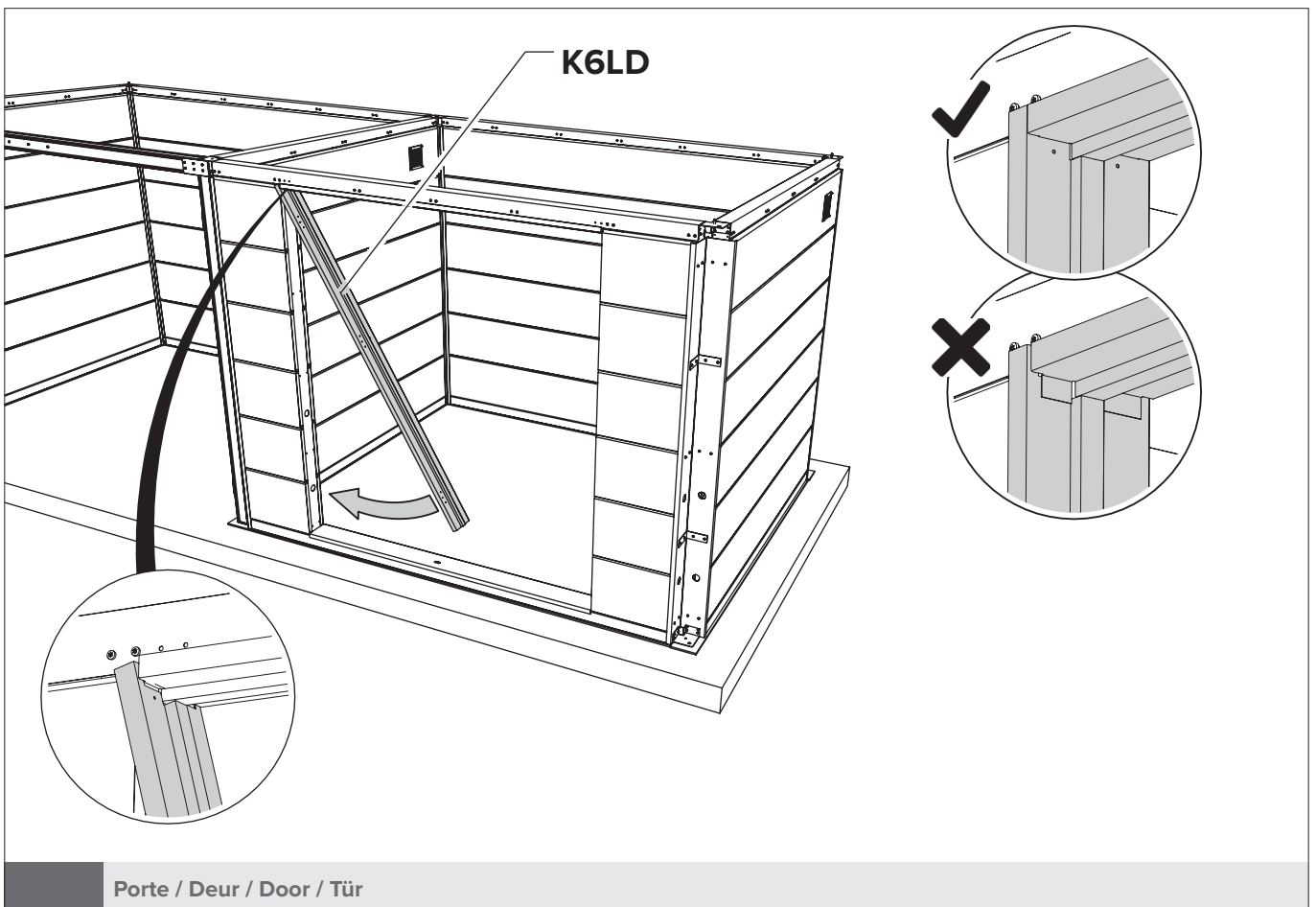
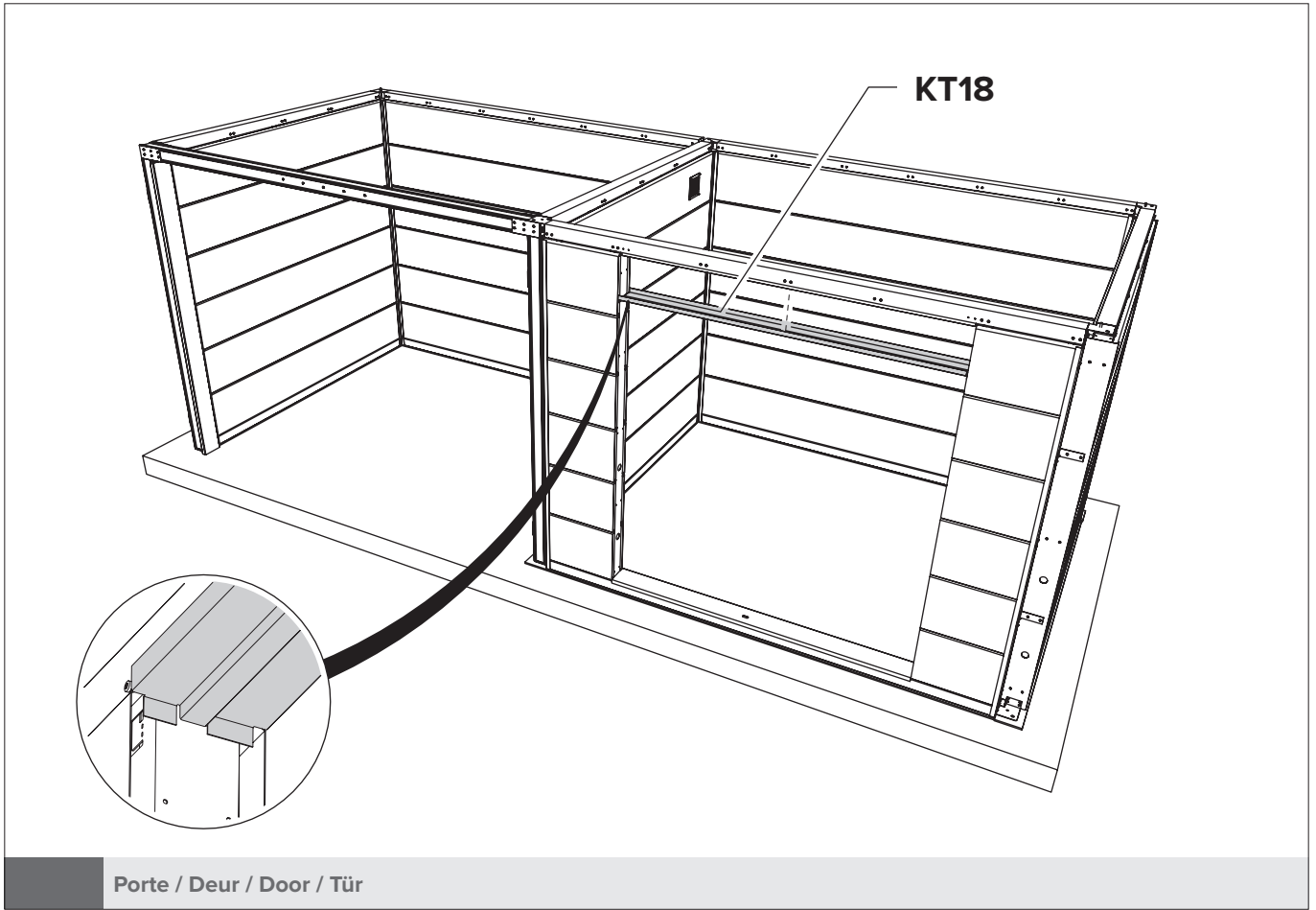


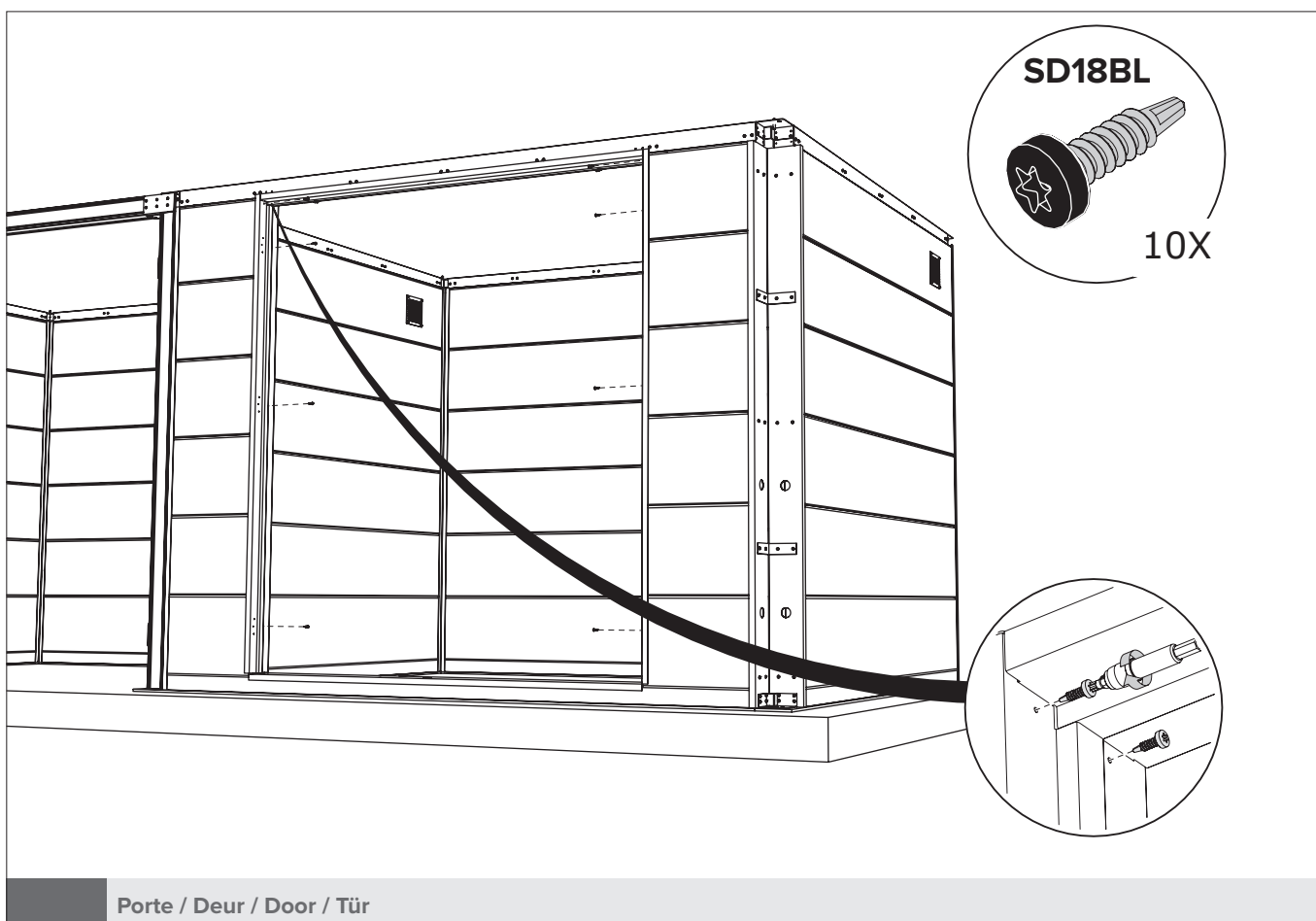
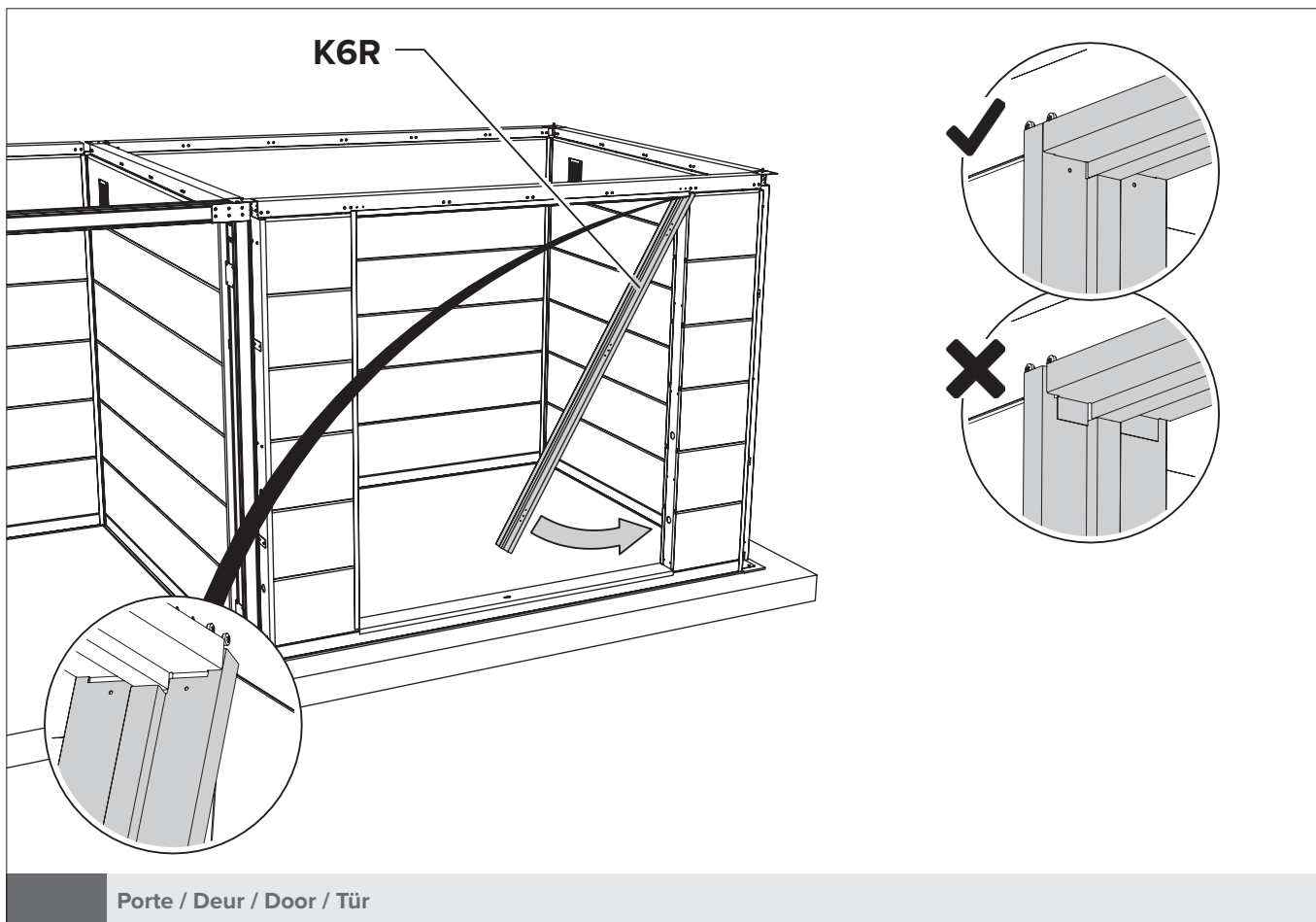


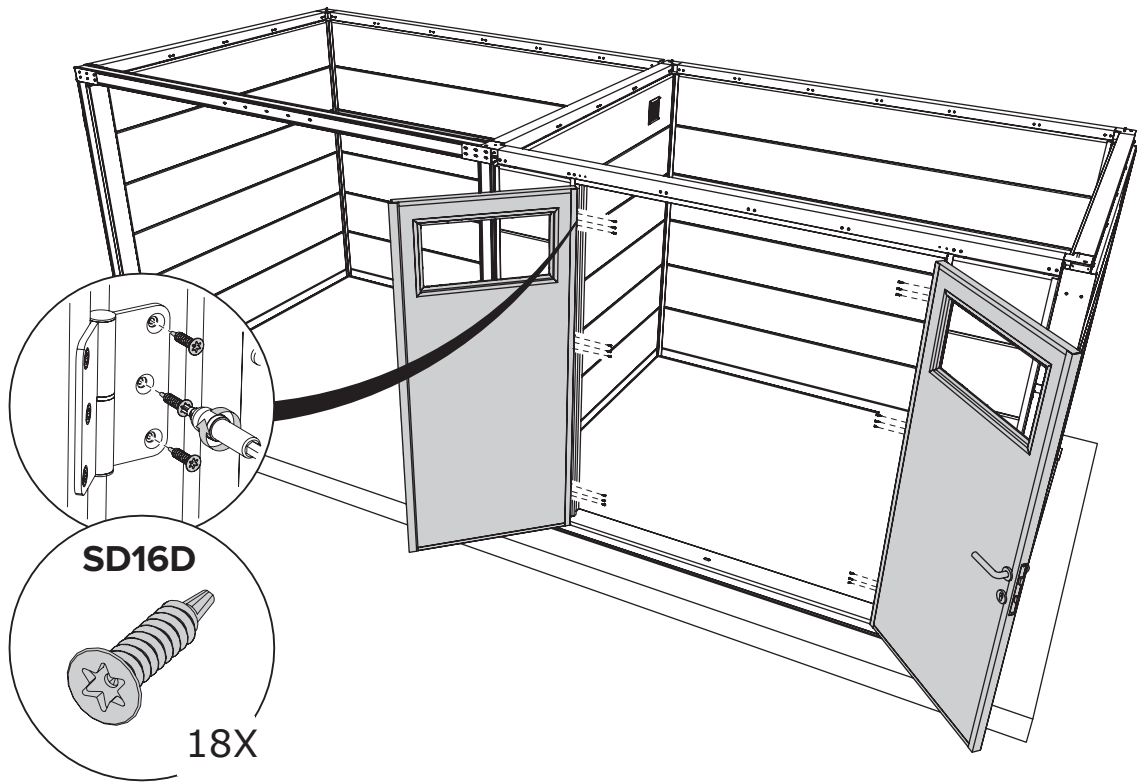
Porte / Deur / Door / Tür



Porte / Deur / Door / Tür



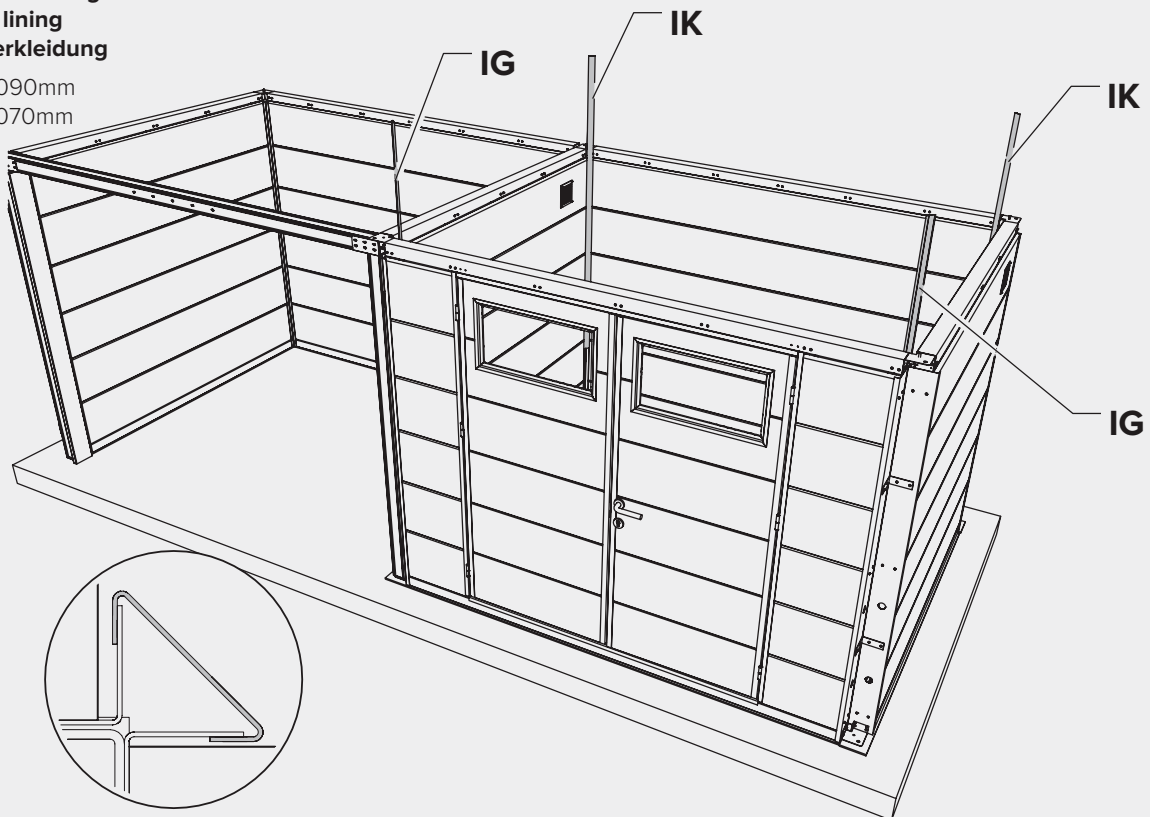




Porte / Deur / Door / Tür

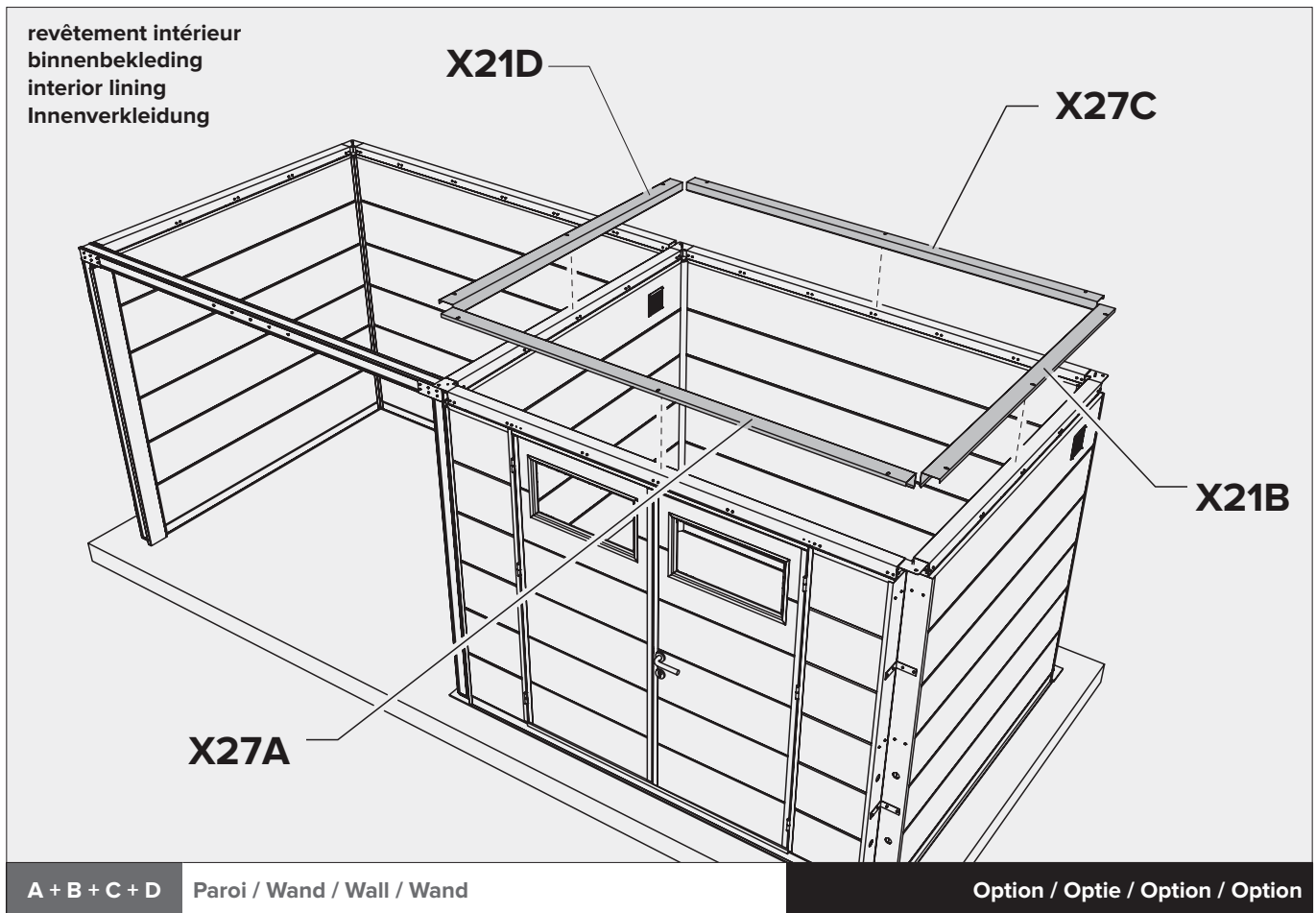
revêtement intérieur  
 binnenbekleding  
 interior lining  
 Innenverkleidung

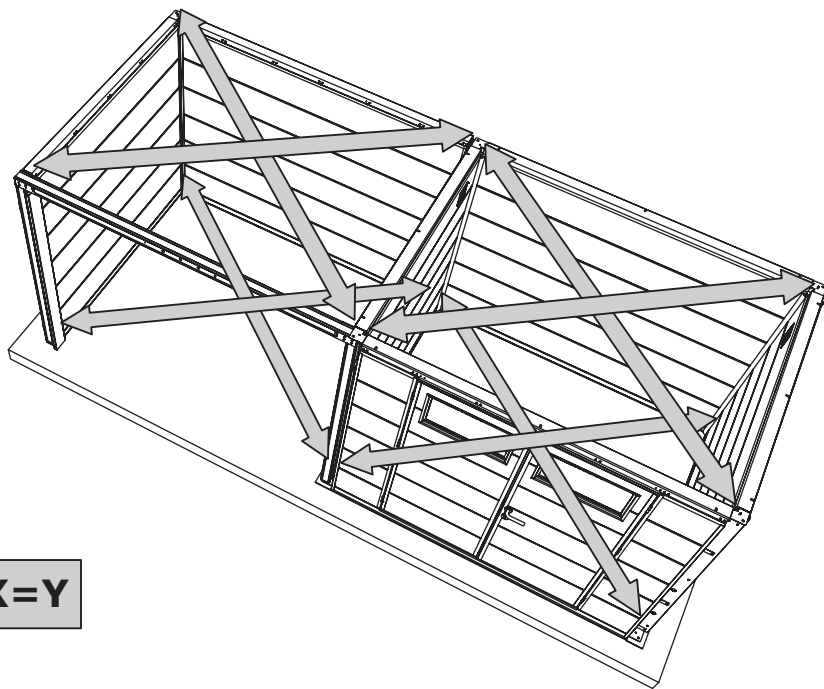
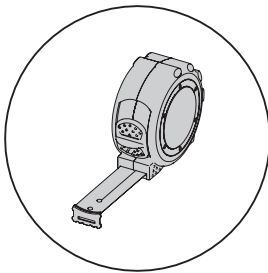
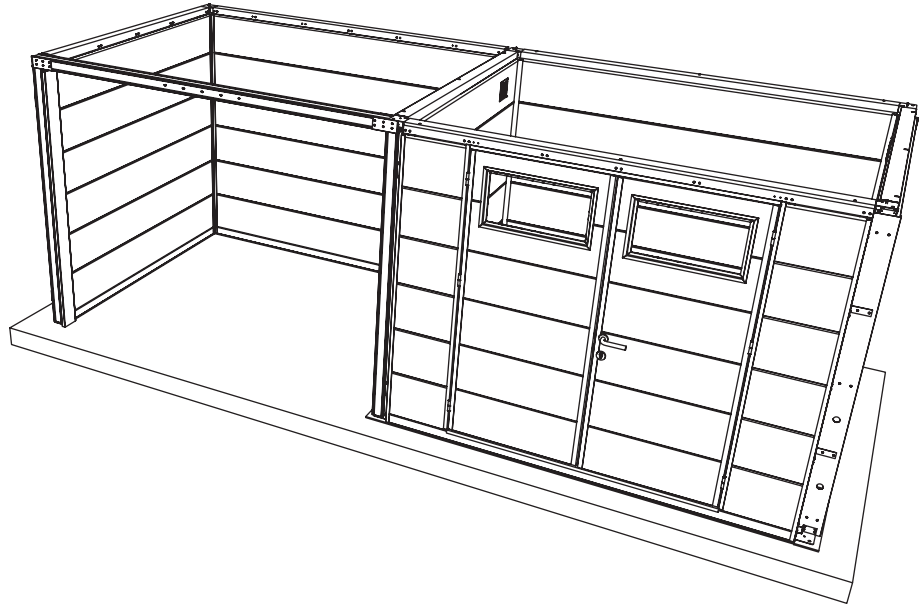
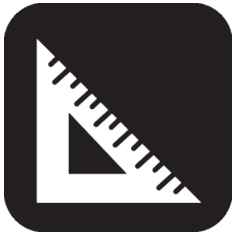
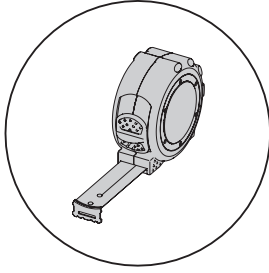
IG = 2.090mm  
 IK = 2.070mm



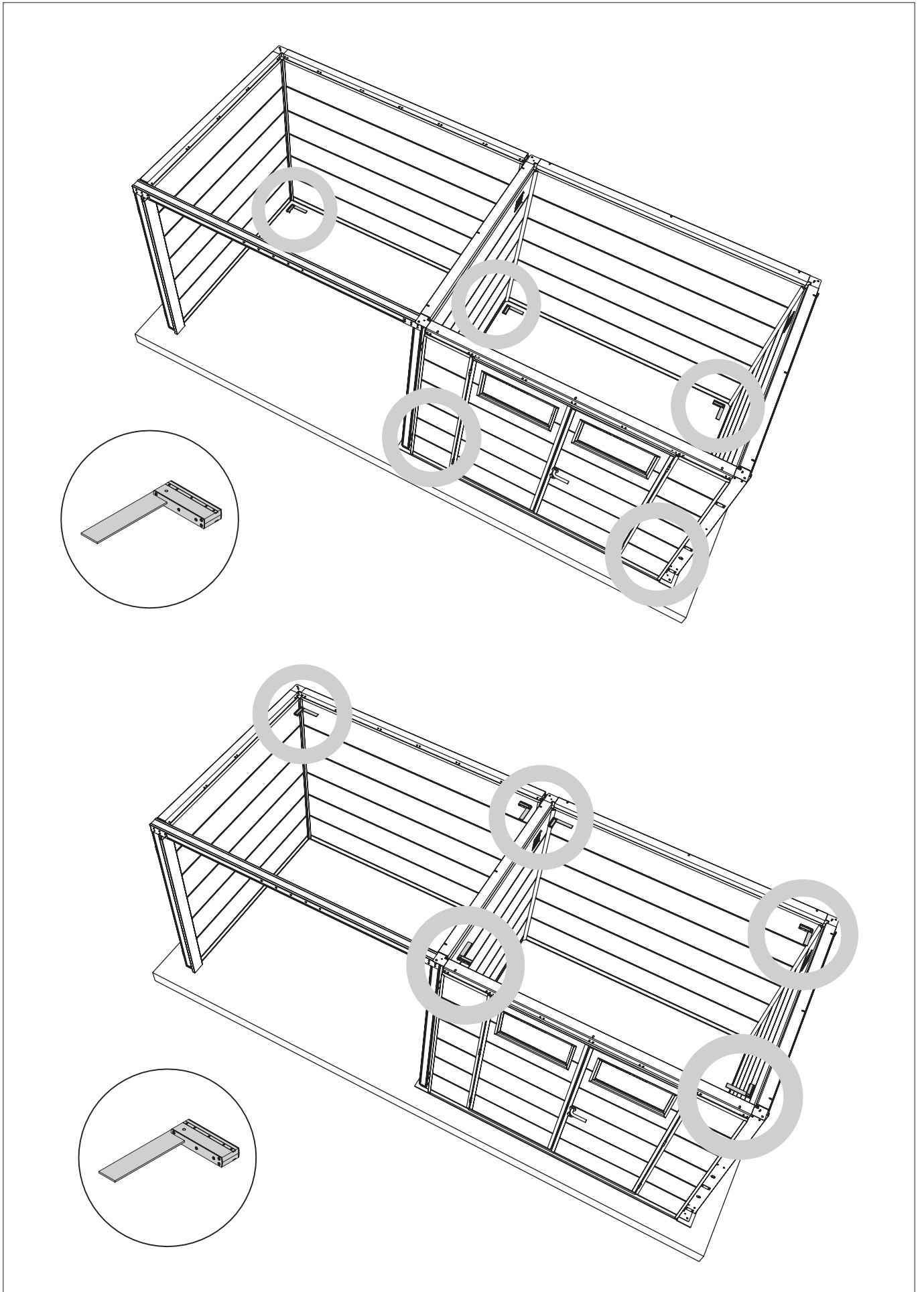
A + B + C + D Paroi / Wand / Wall / Wand

Option / Optie / Option / Option

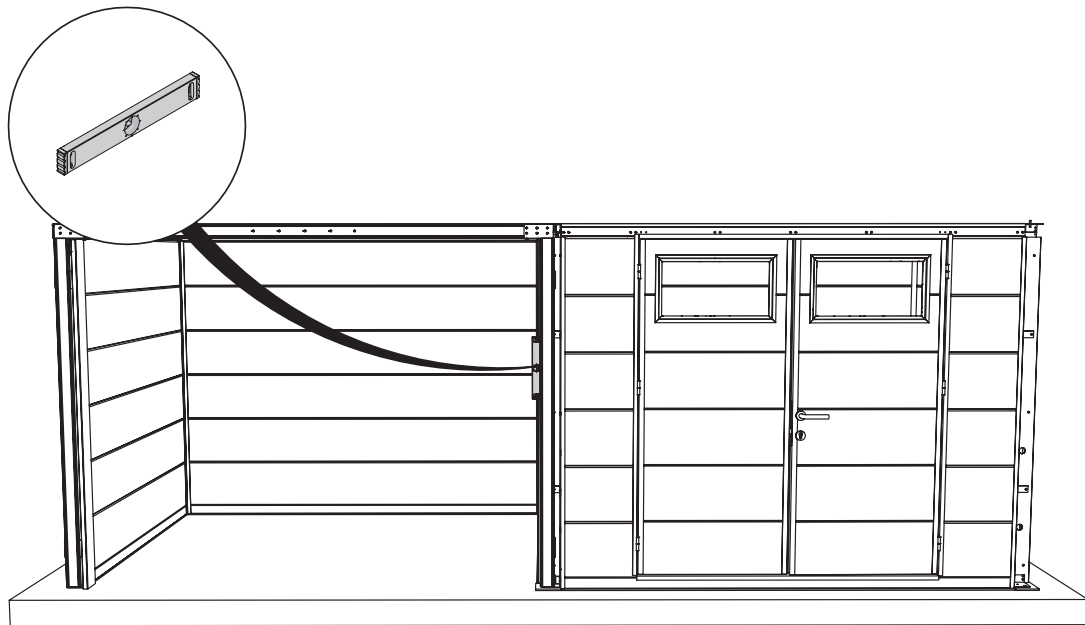
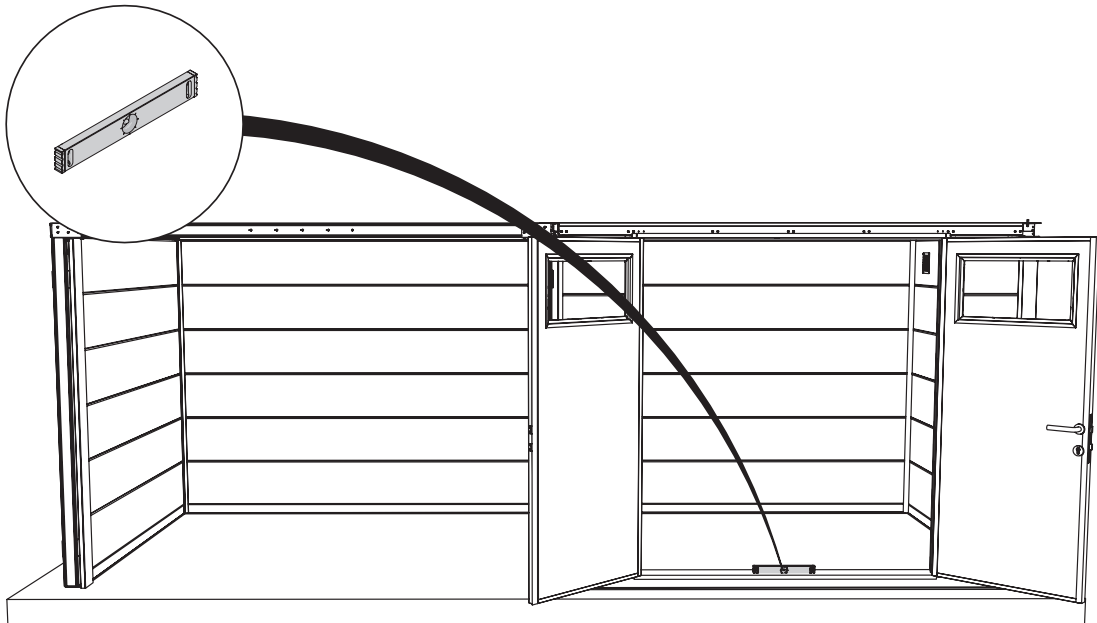
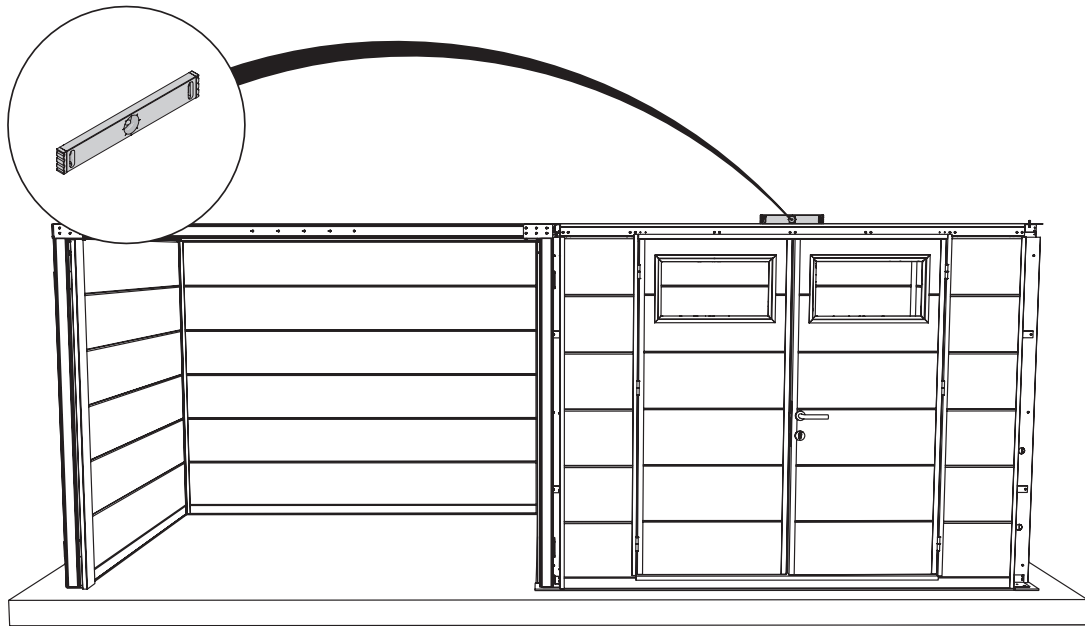




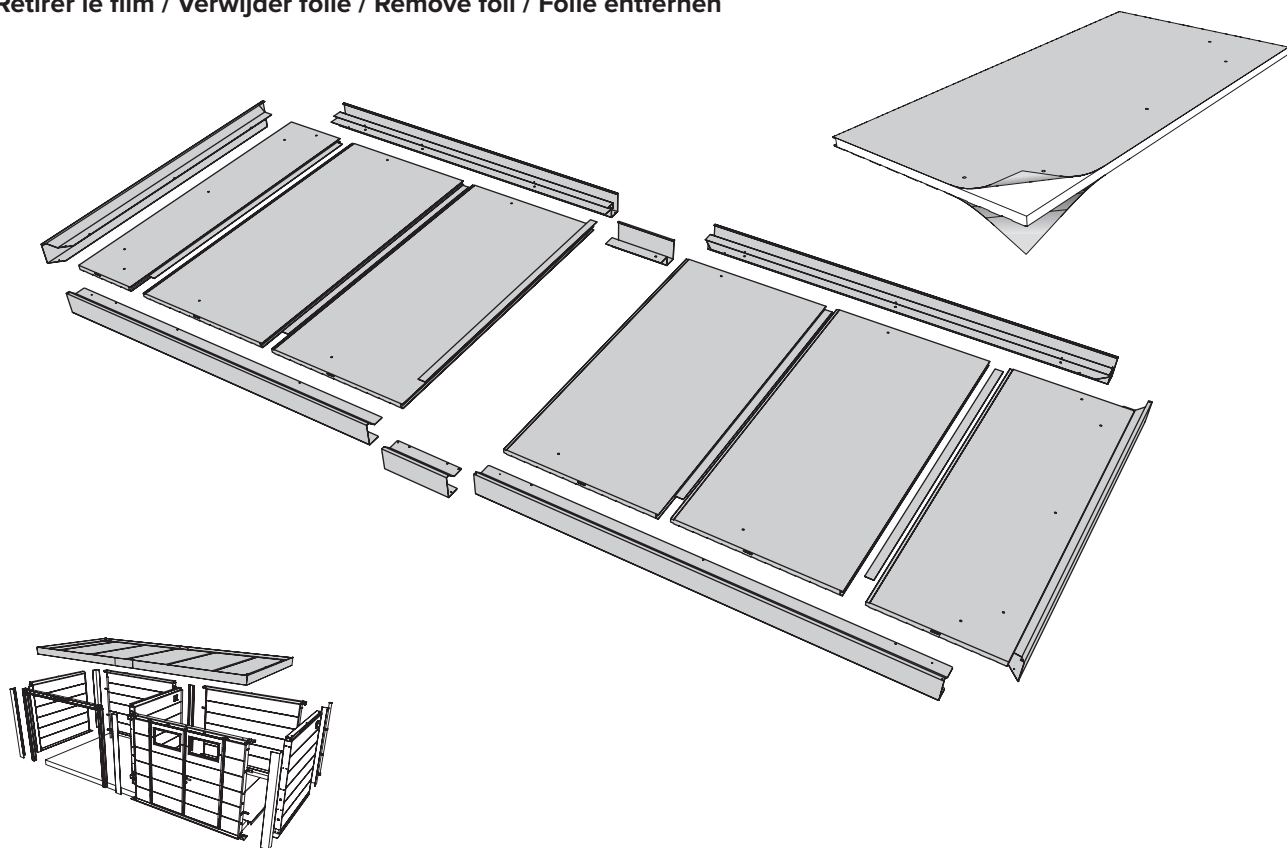
**X=Y**





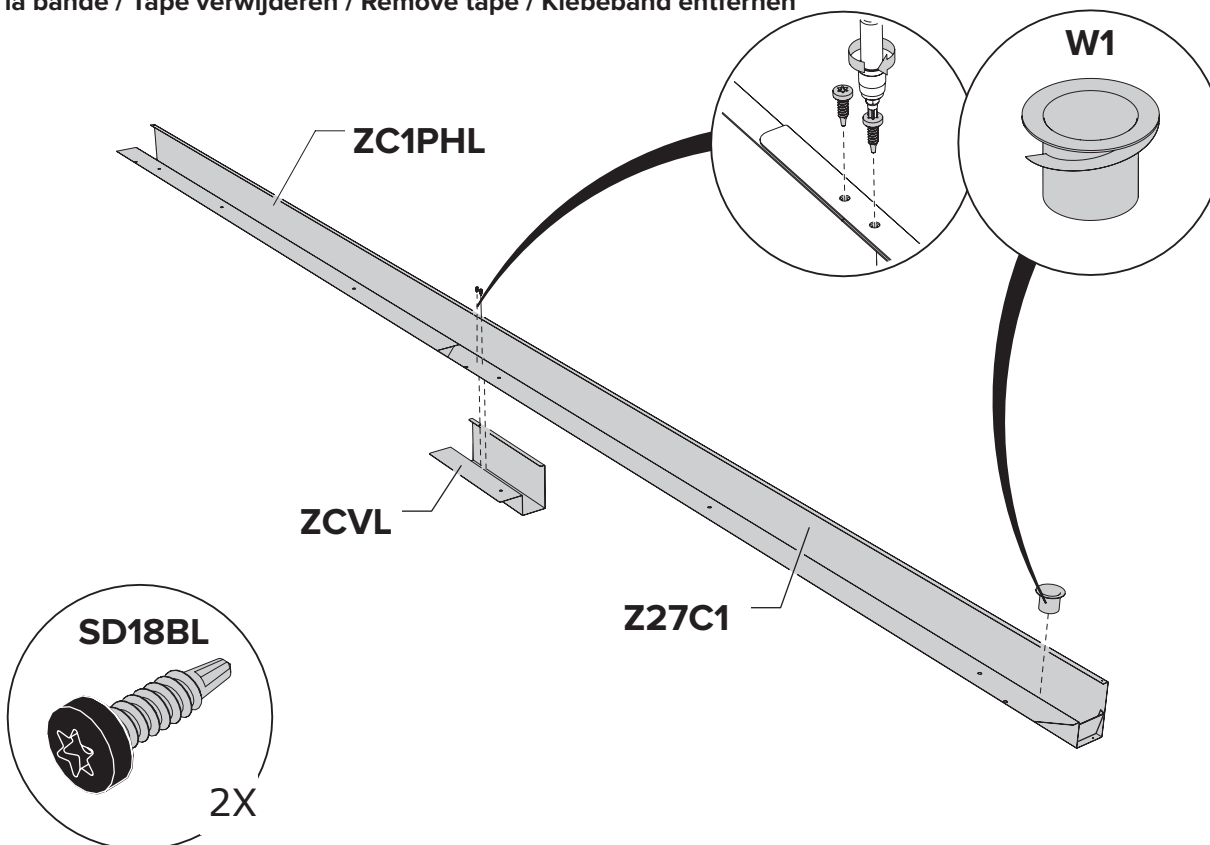


Retirer le film / Verwijder folie / Remove foil / Folie entfernen

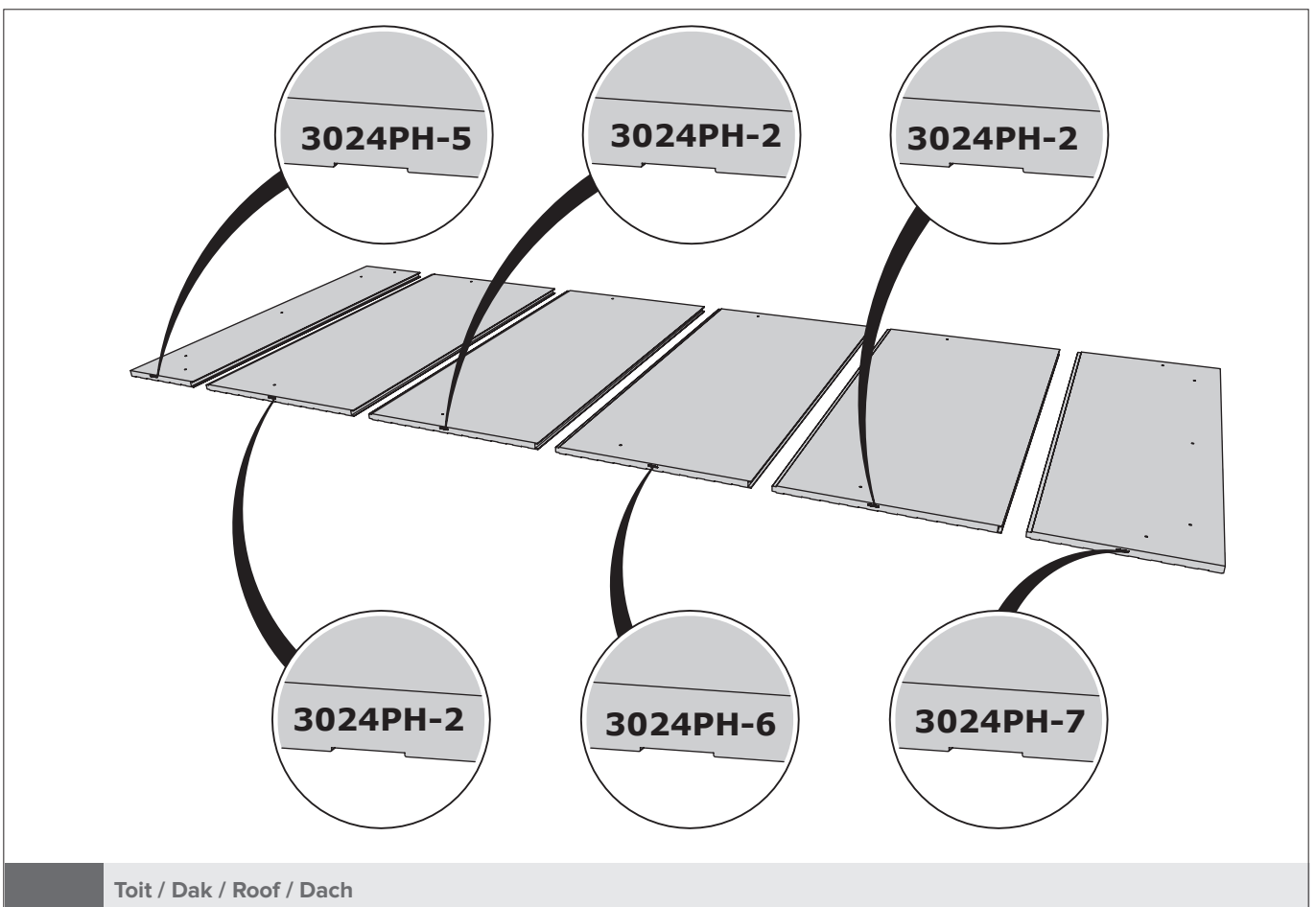
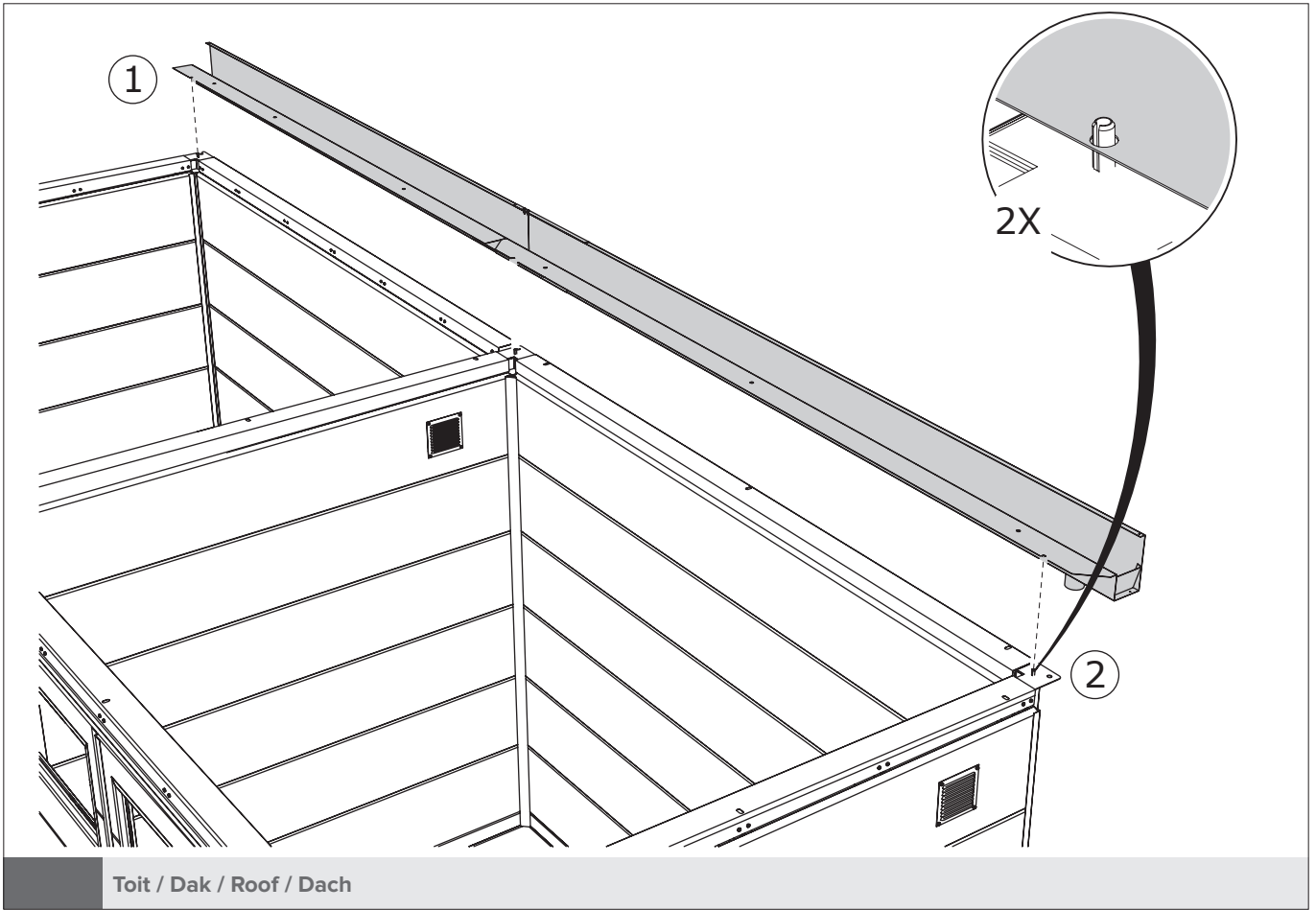


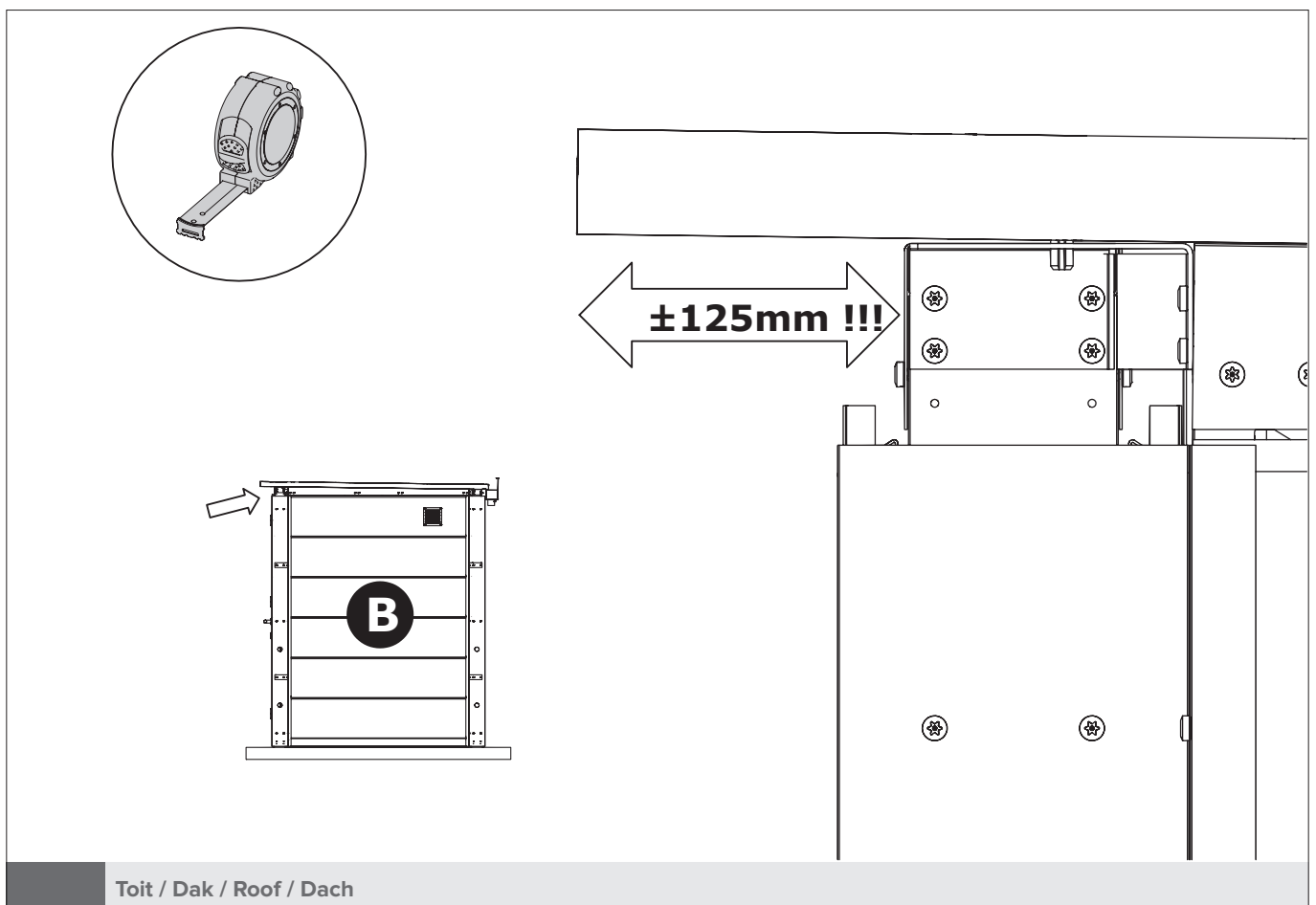
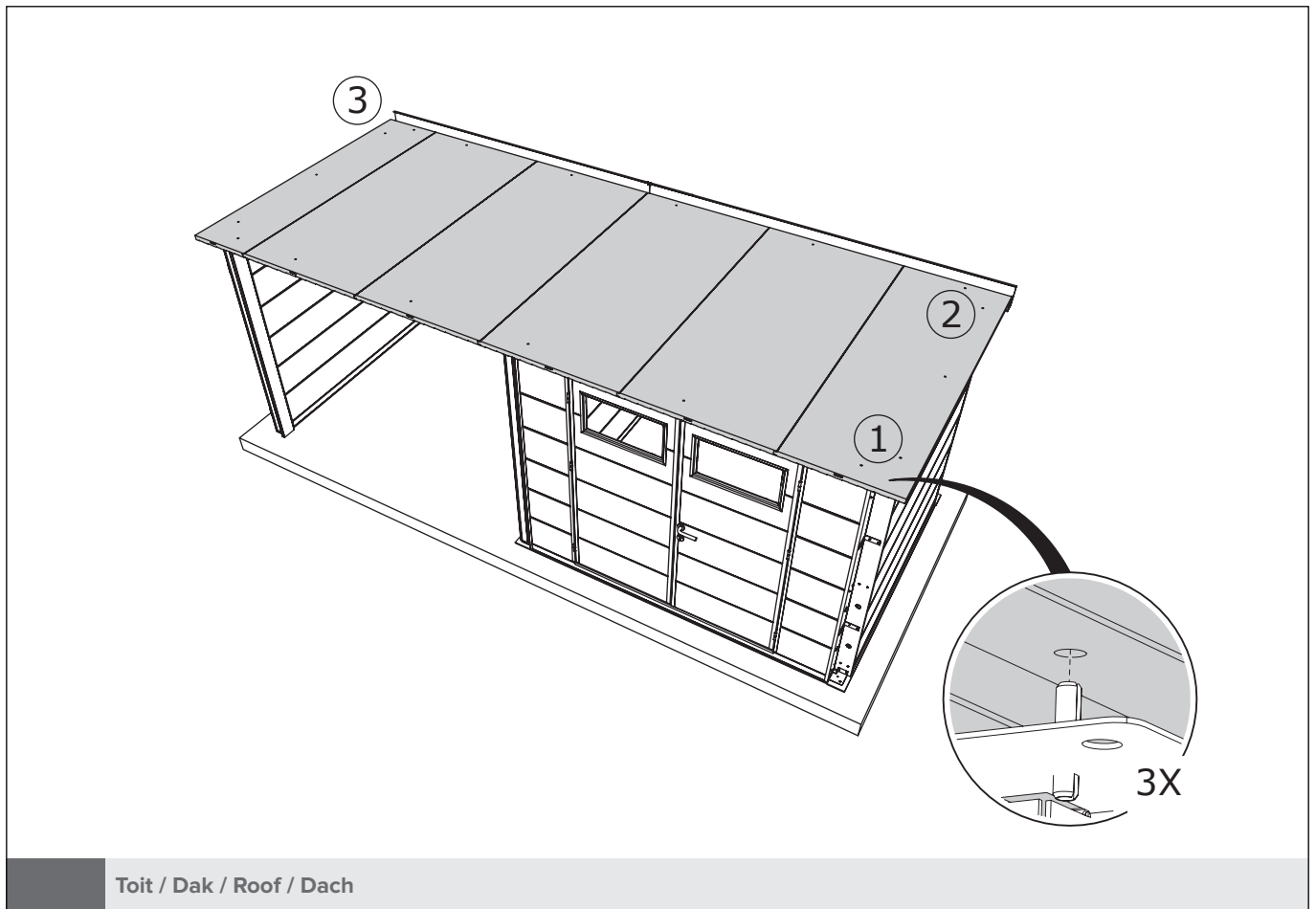
Toit / Dak / Roof / Dach

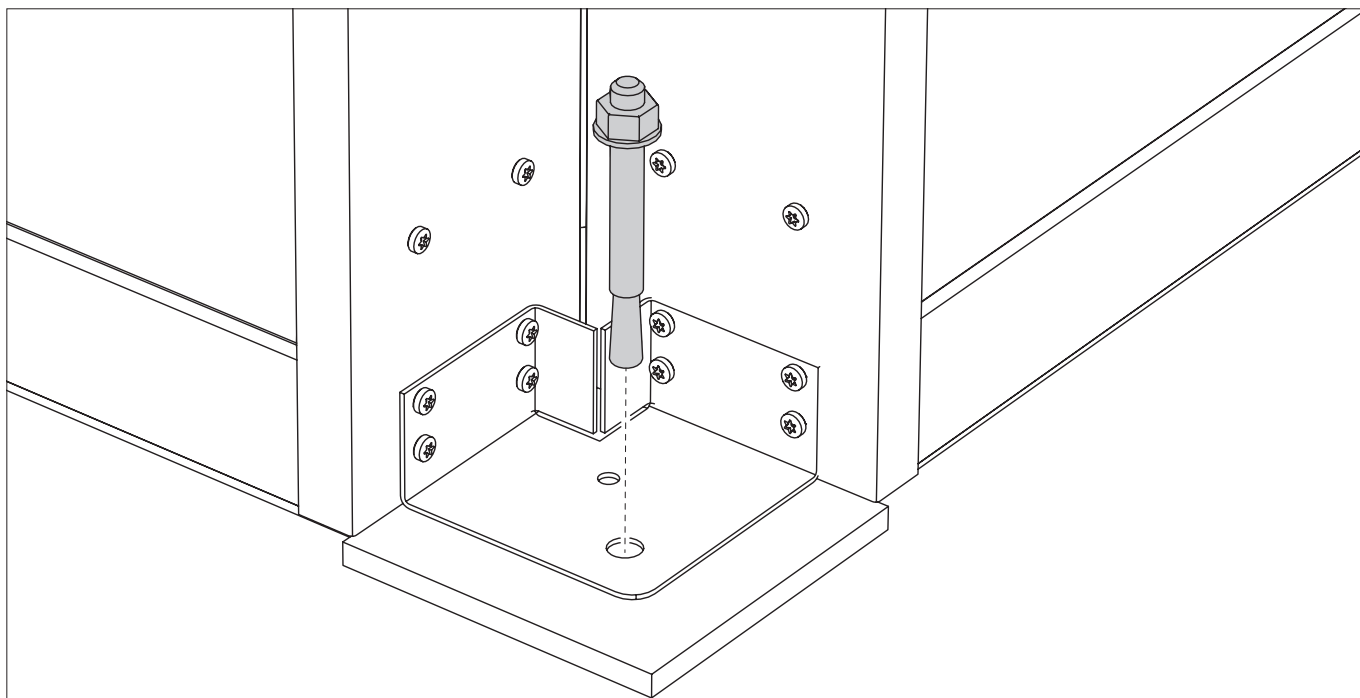
Retirer la bande / Tape verwijderen / Remove tape / Klebeband entfernen



Toit / Dak / Roof / Dach

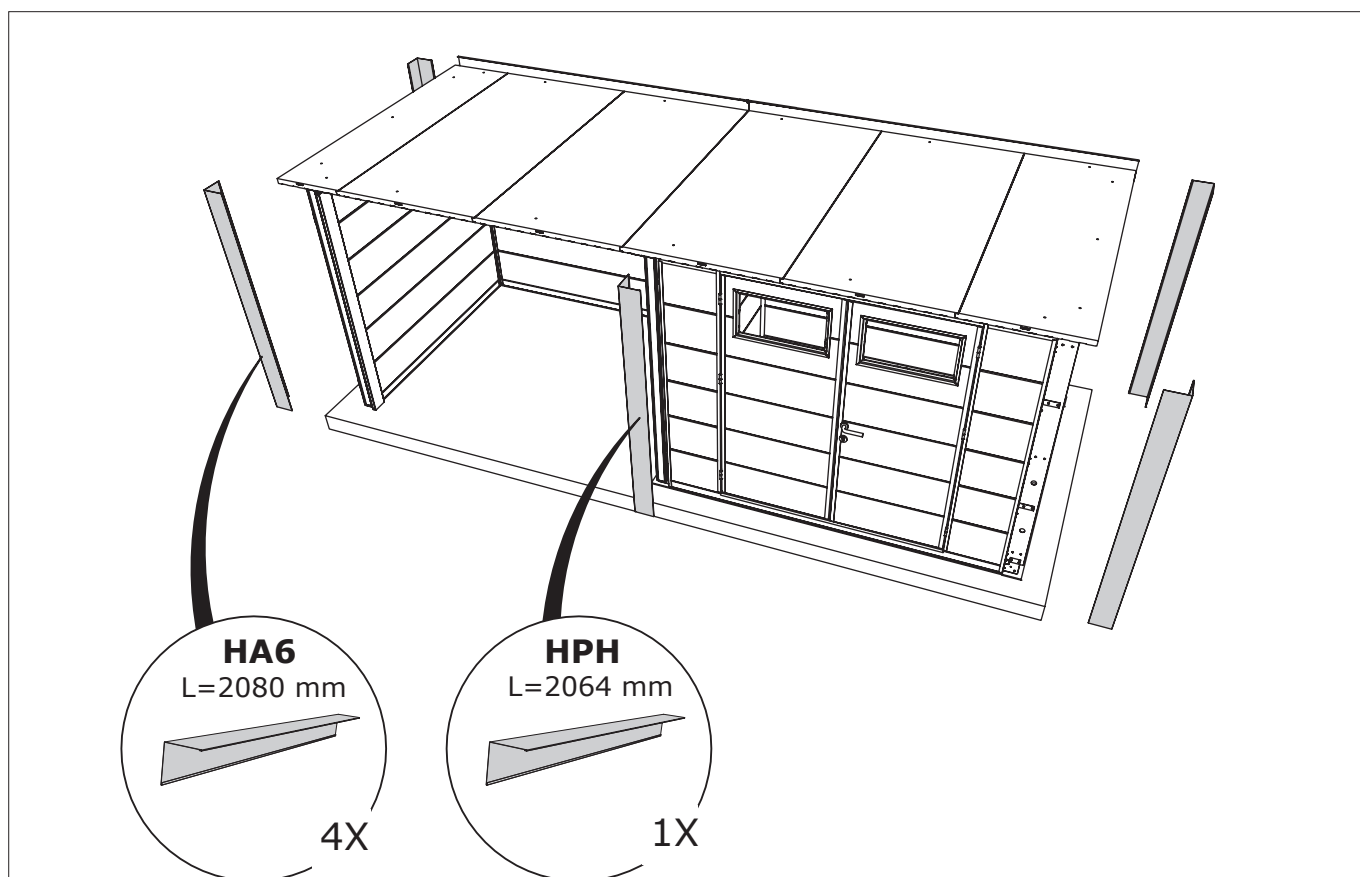




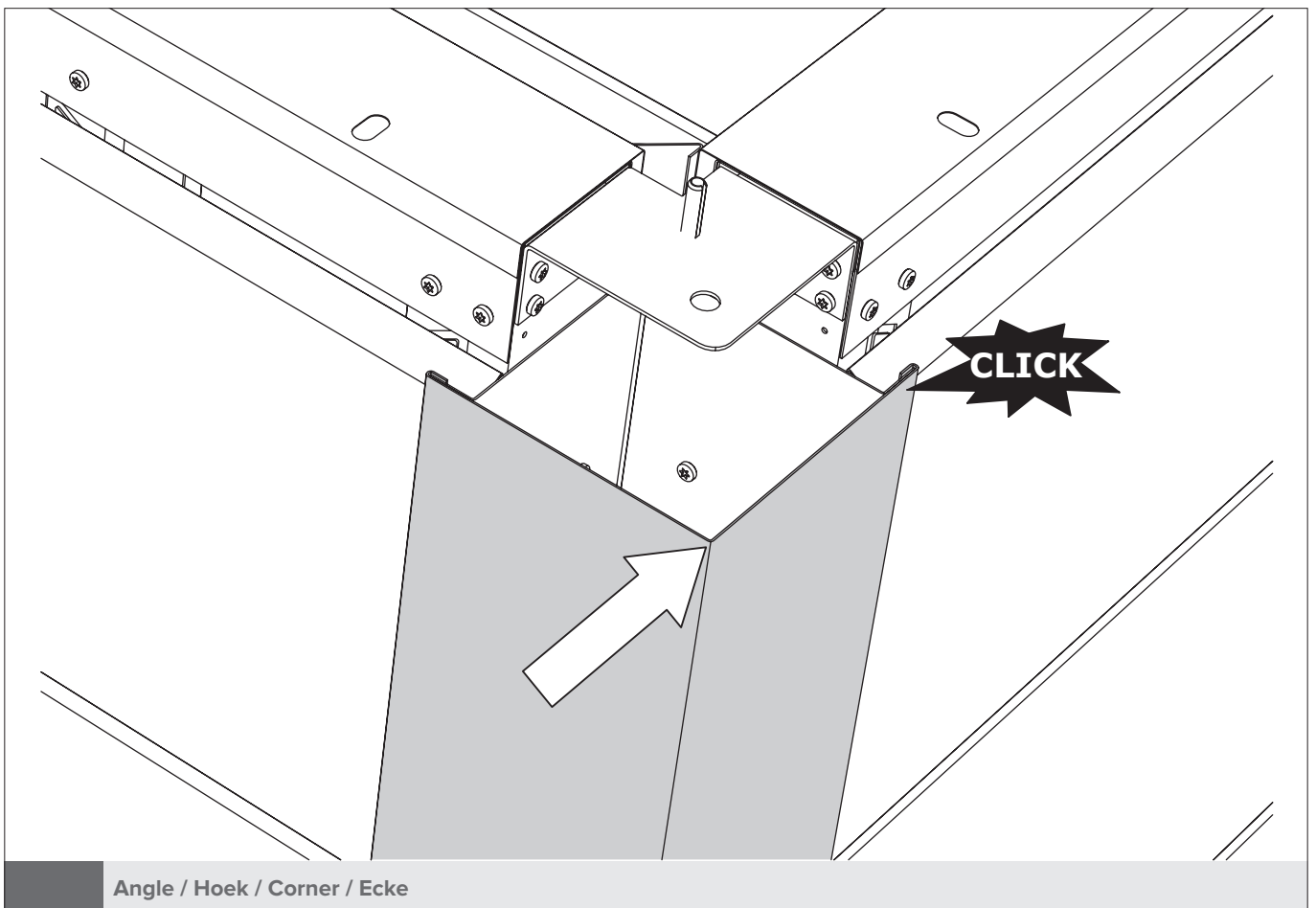
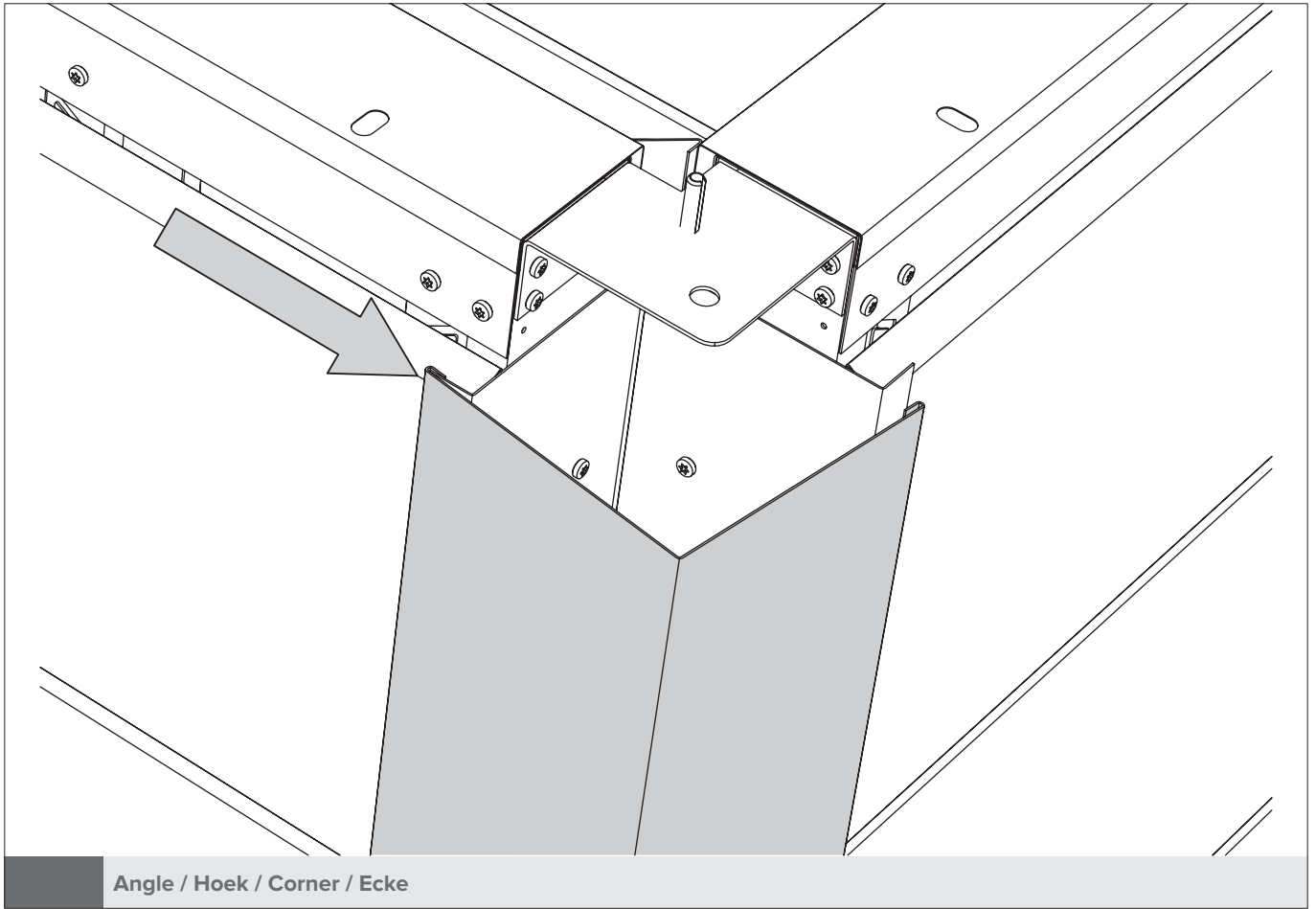


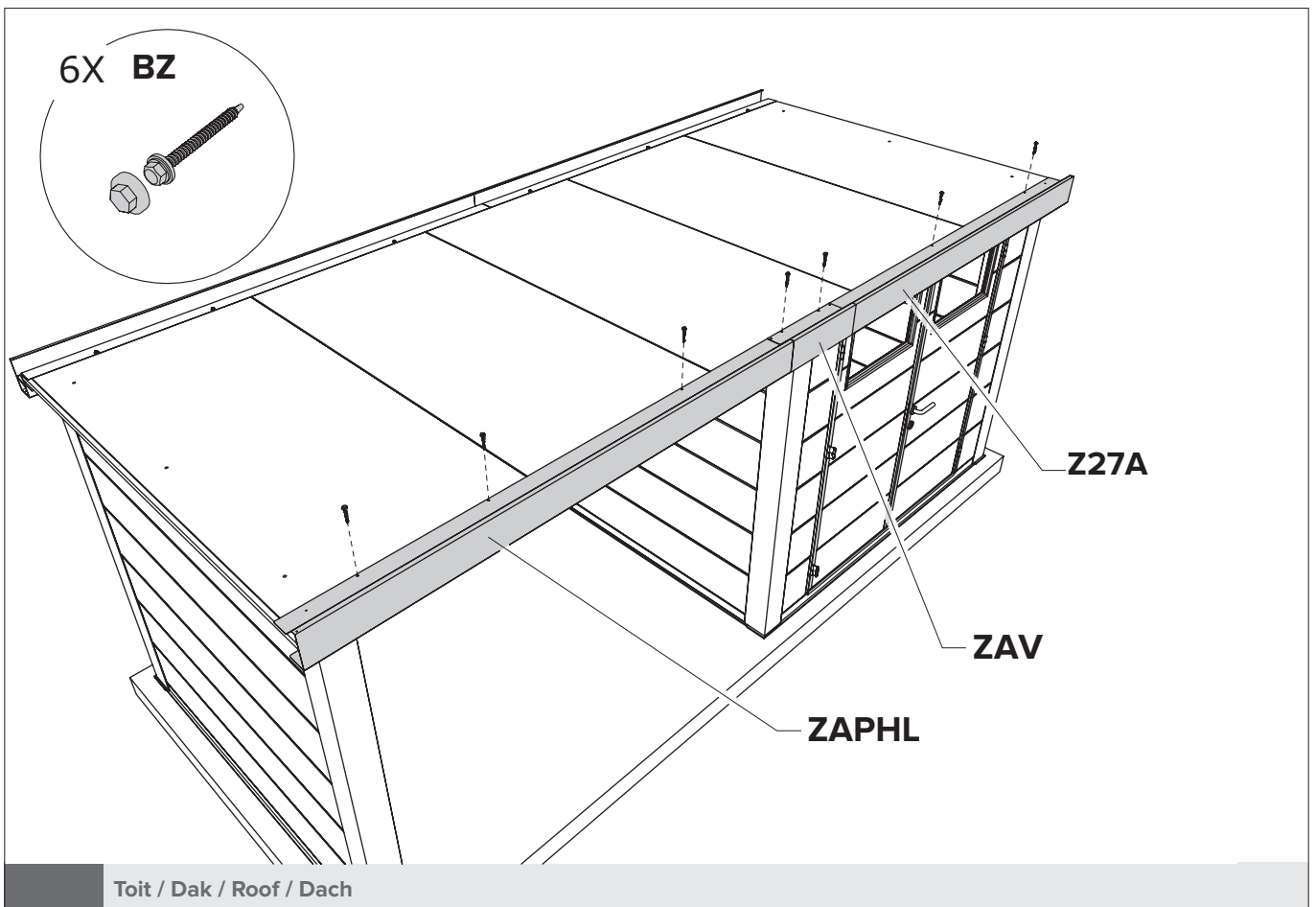
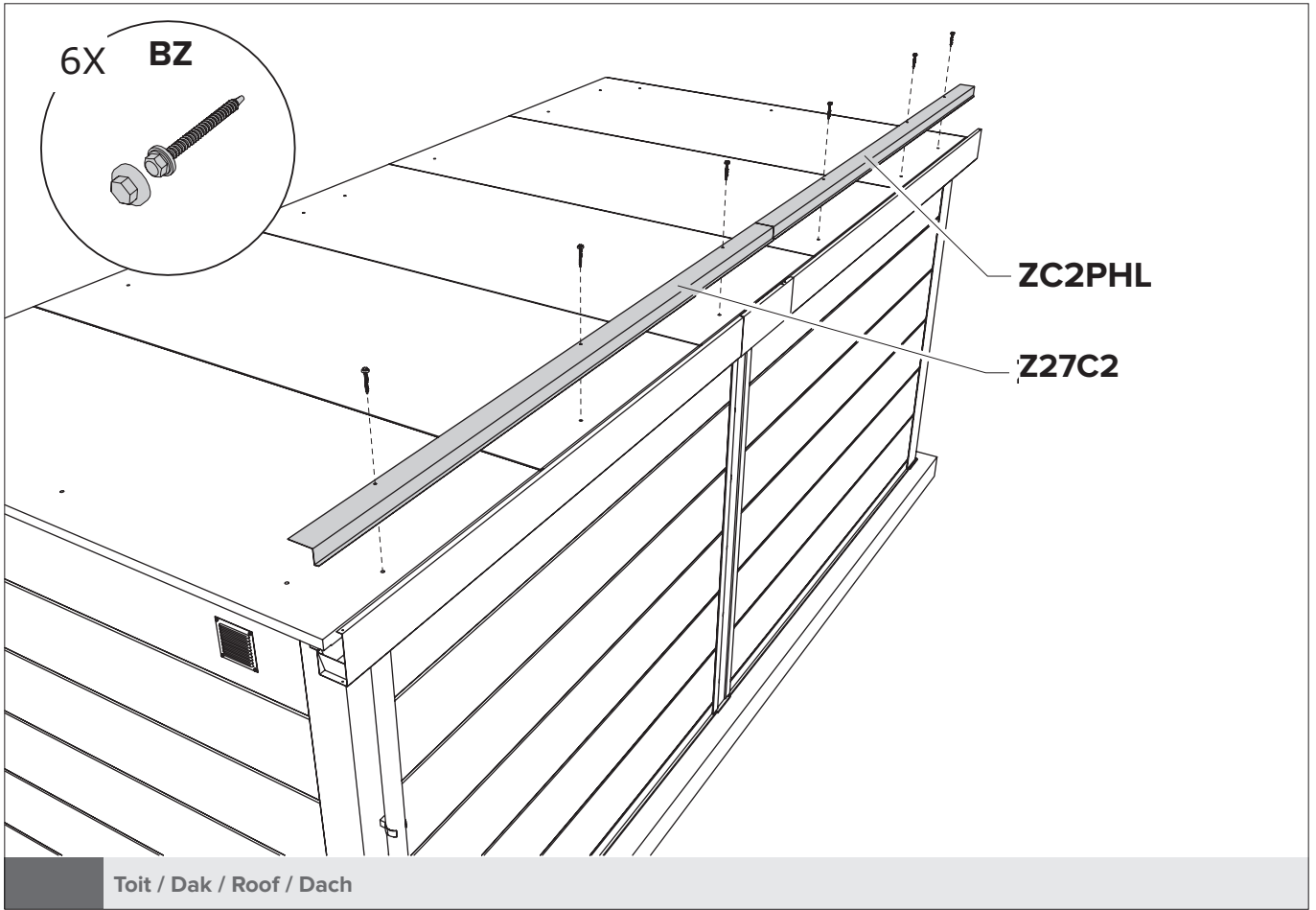
Exemple donné pour un sous-sol en béton. Fixer l'abri de jardin dans les règles de l'art.  
 Voorbeeld is voor beton-ondergrond. Tuinhuisje fixeren volgens de regels van de kunst.  
 Example is for concrete substrate. Fix the garden shed in accordance with good practise.  
 Beispiel ist für Betonuntergrund. Fachgerechte Befestigung des Gartenhäuschens.

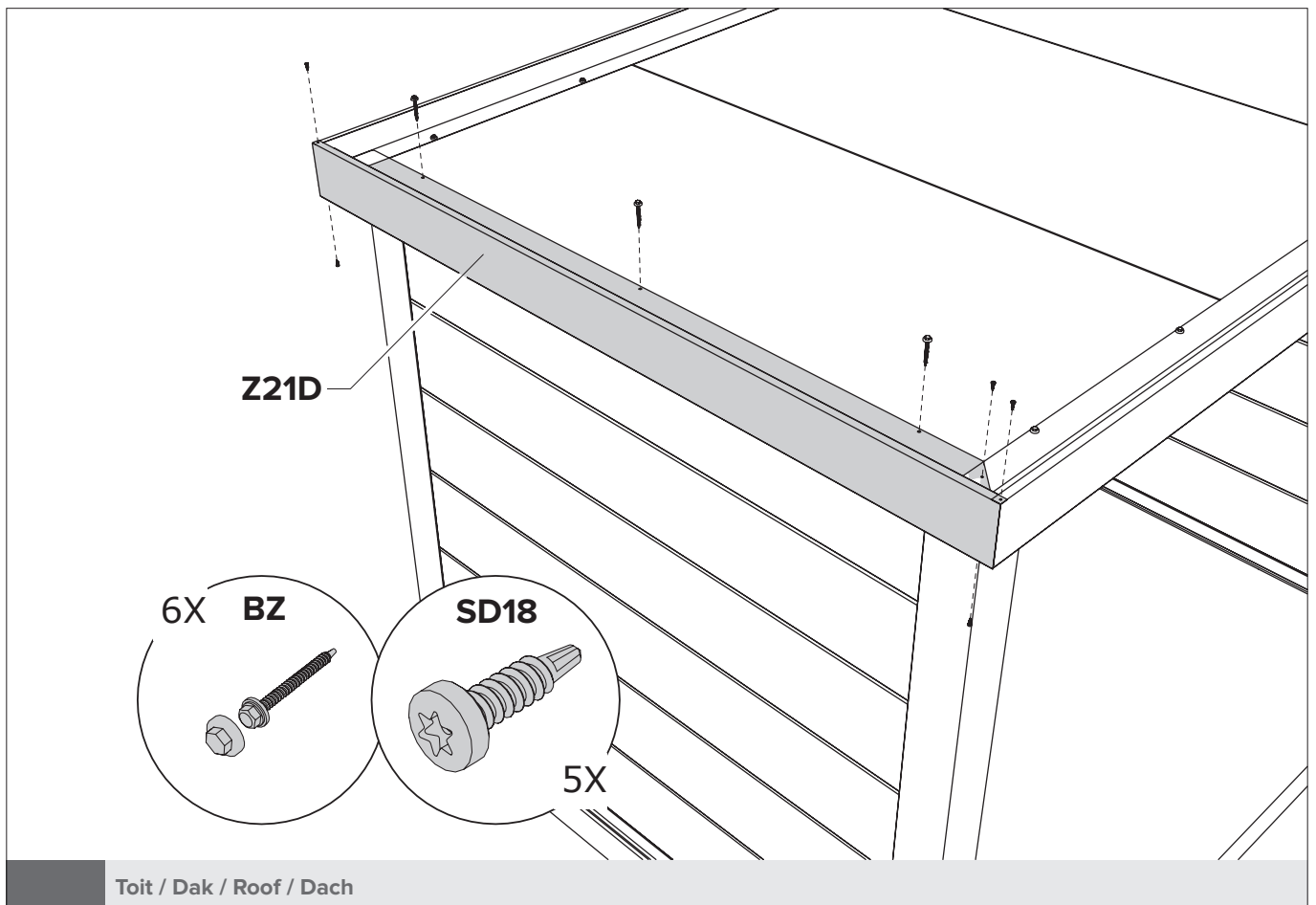
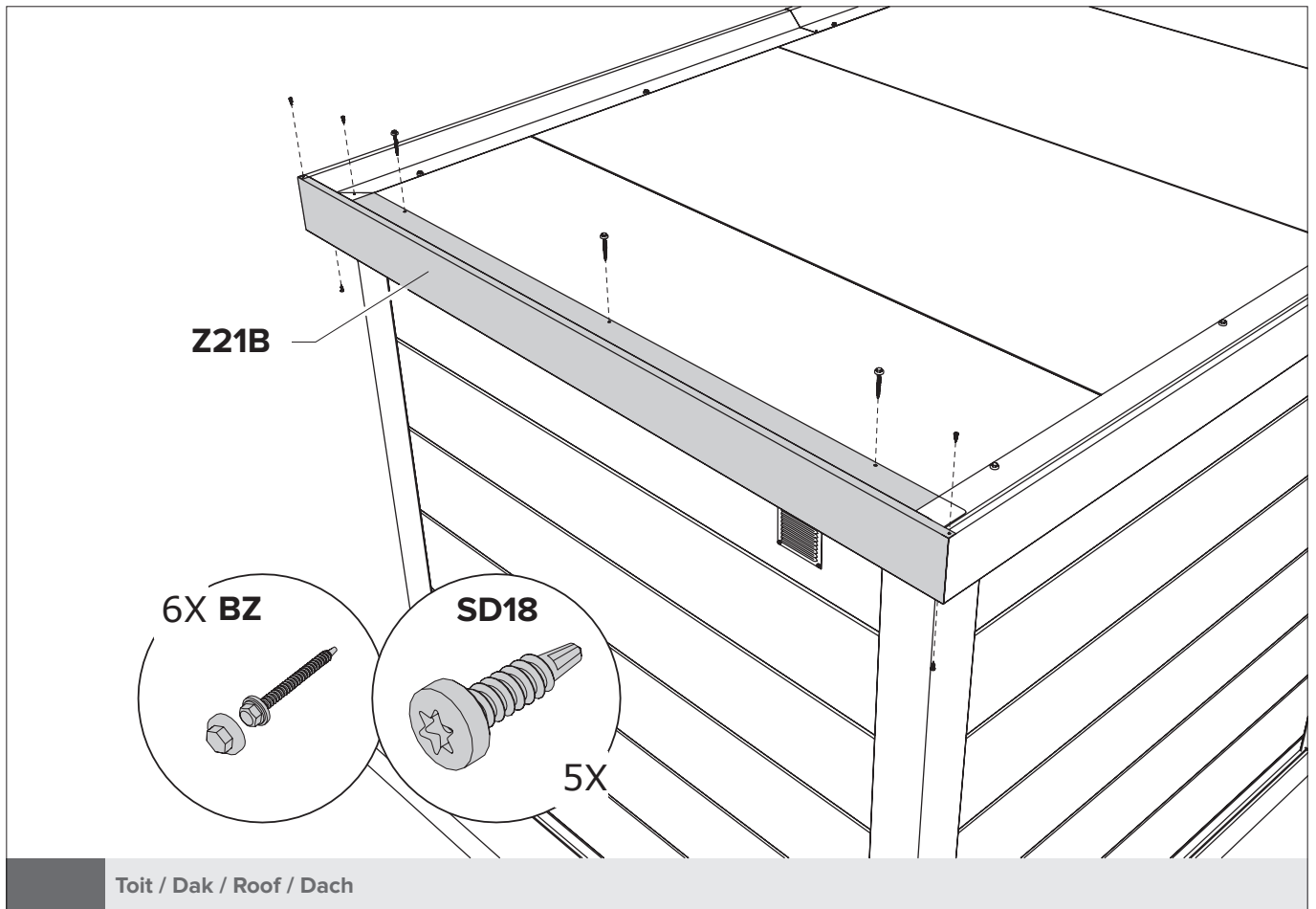
**Ancrage / Verankering / Anchoring / Verankerung**



**Toit / Dak / Roof / Dach**









**Préparation du ruban auto-adhésif:**

1. Bien nettoyer la surface afin qu'il n'y ai ni poussière, ni humidité.
2. Chauffer la surface dans le cas d'une température extérieure  $<10^{\circ}\text{C}$ .

**Vorbereitung zelfklevende tape:**

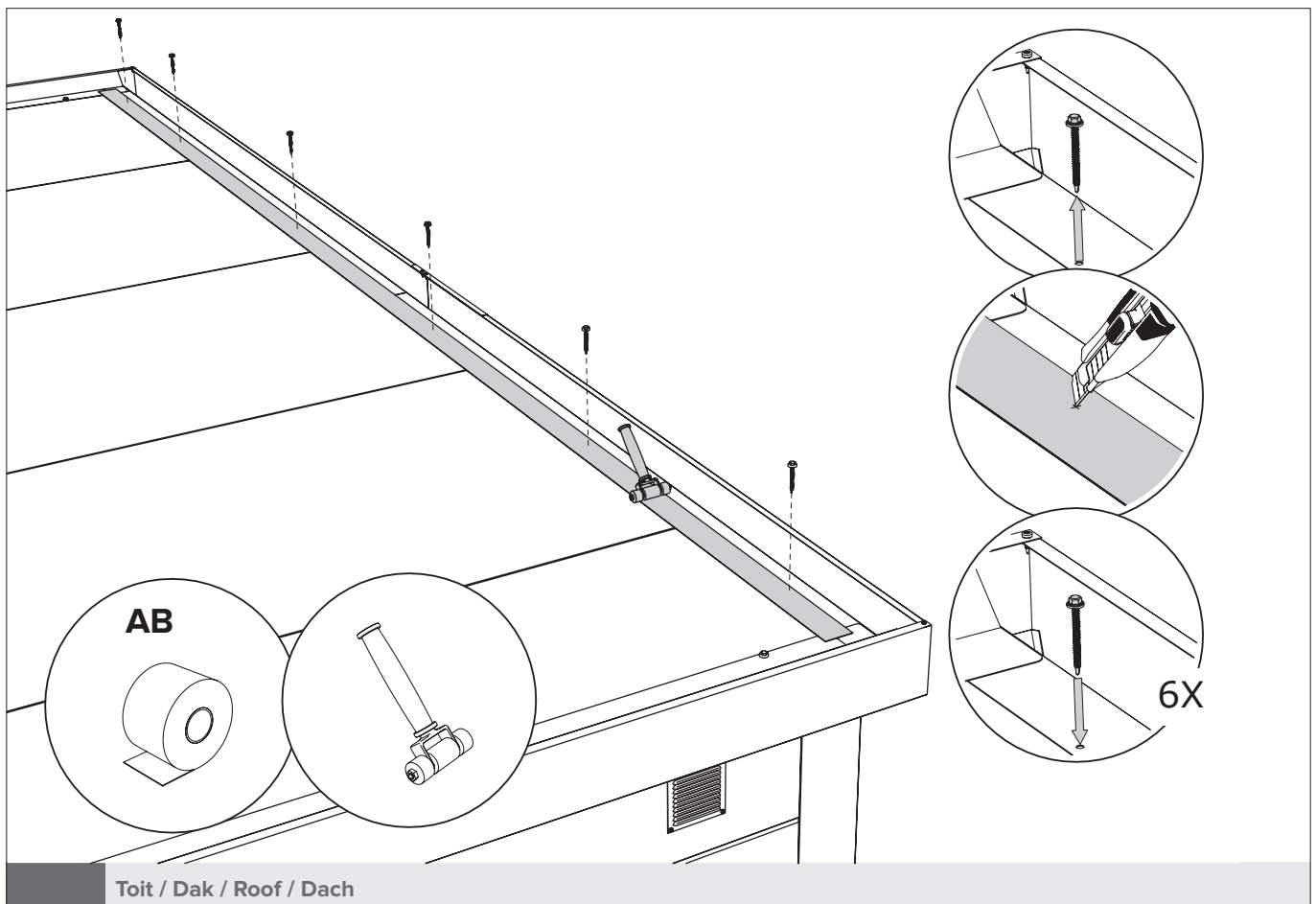
1. Oppervlak stof- en vochtvrij maken".
2. Bij  $<10^{\circ}\text{C}$  is opwarmen ondergrond d.m.v. warmtepistool (Föhn) vereist".

**Preparation of self-adhesive tape:**

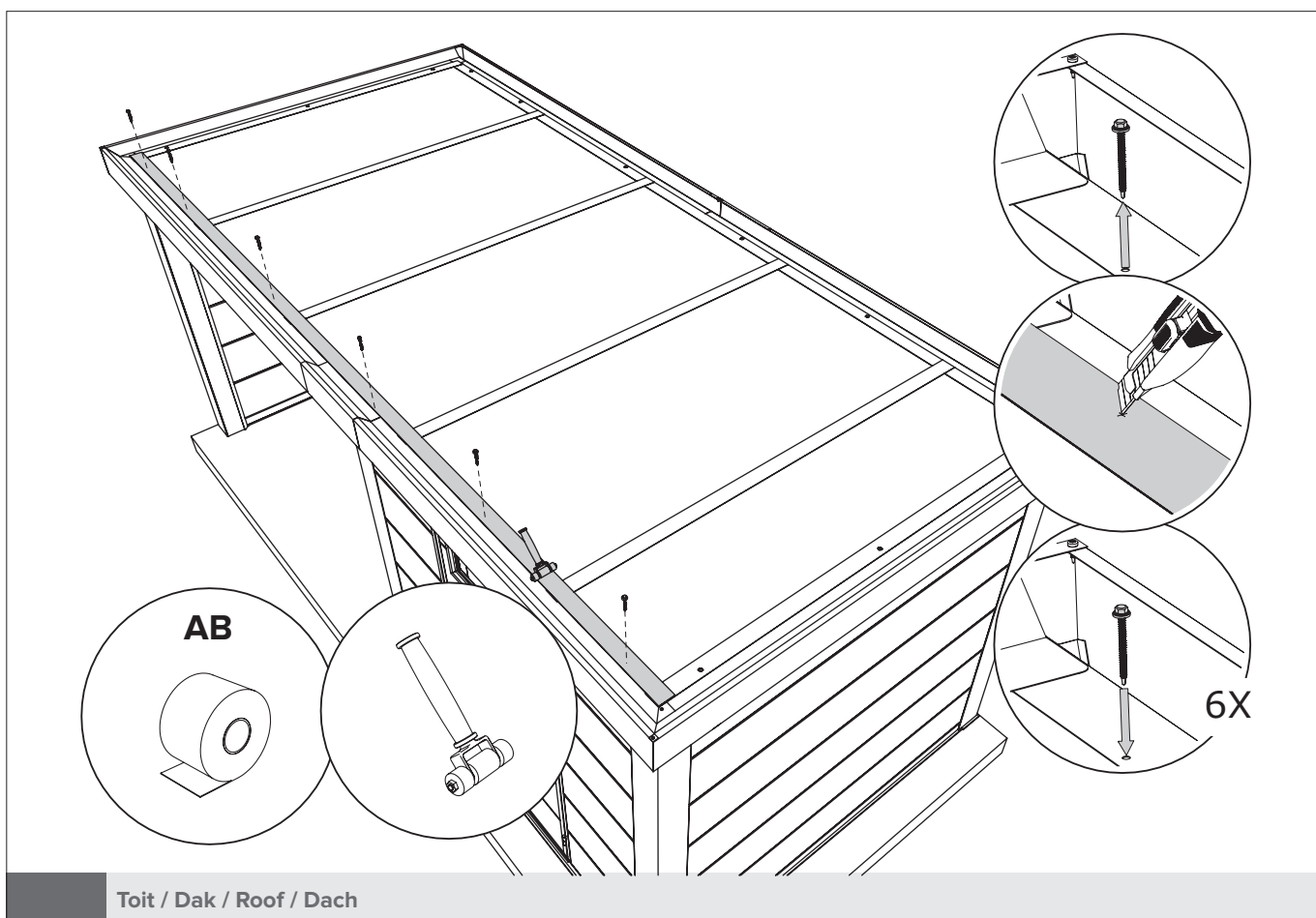
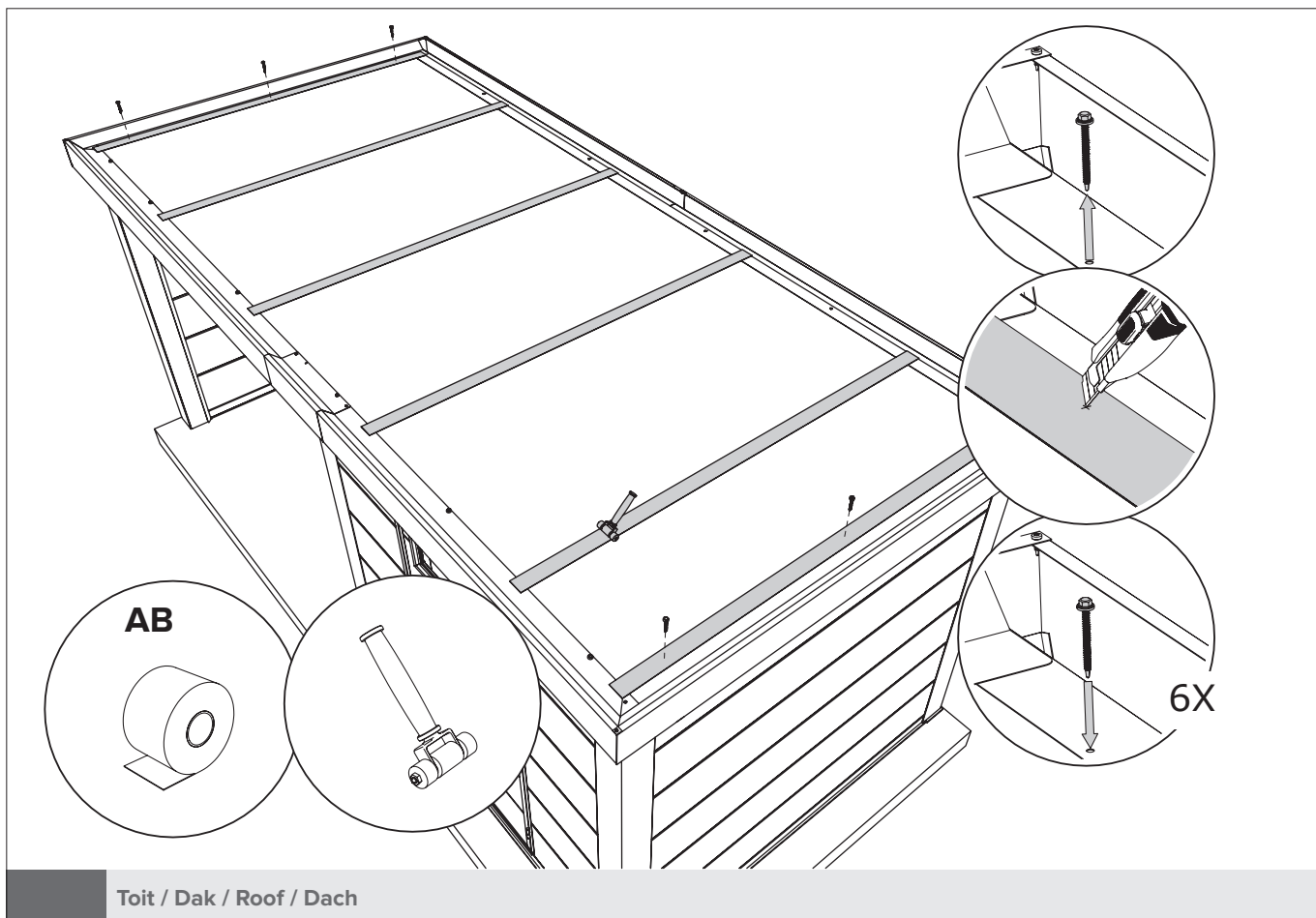
1. Make the surface dust-free and moisture-free.
2. Heat up the surface in case of  $<10^{\circ}\text{C}$  outside temperature.

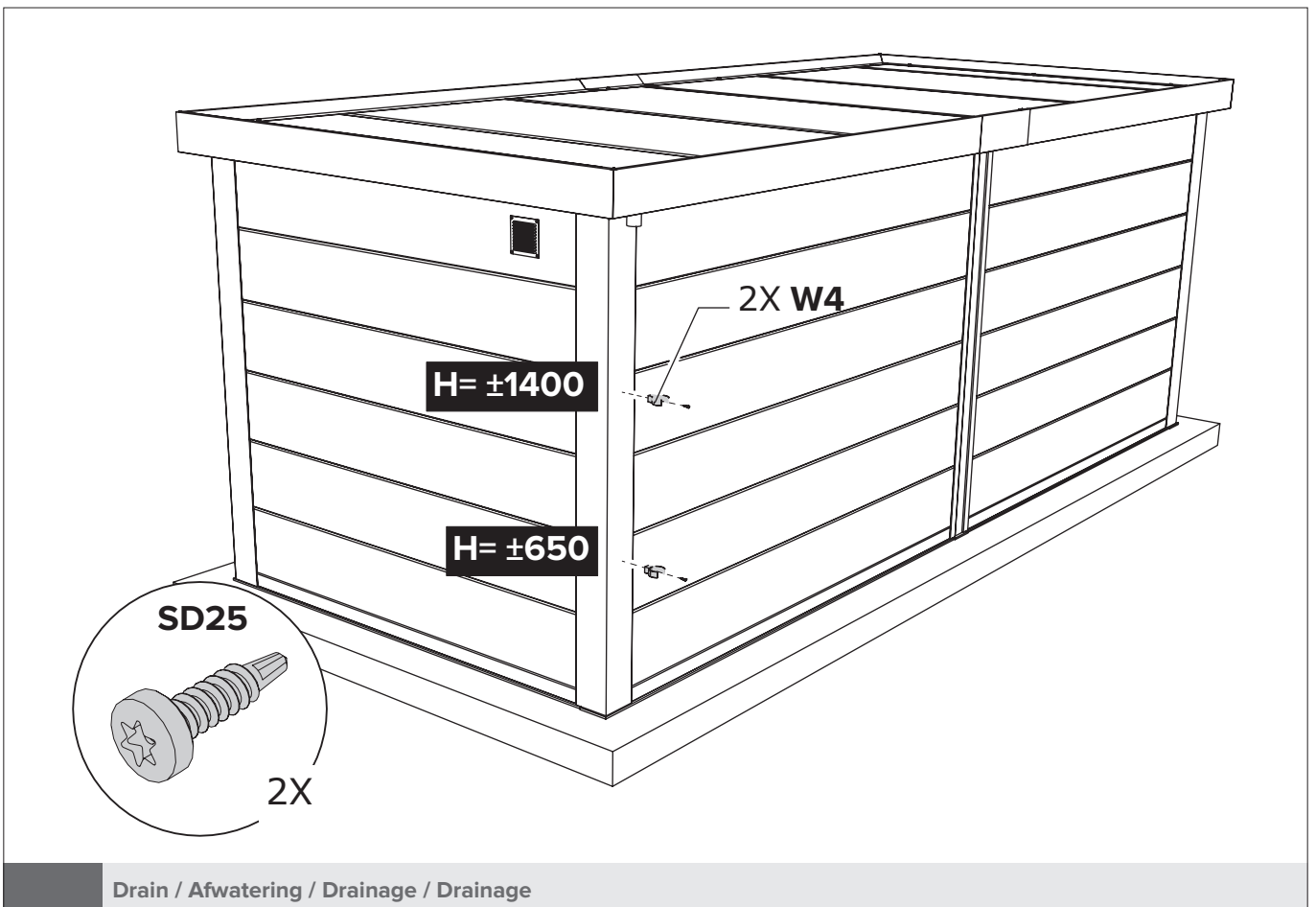
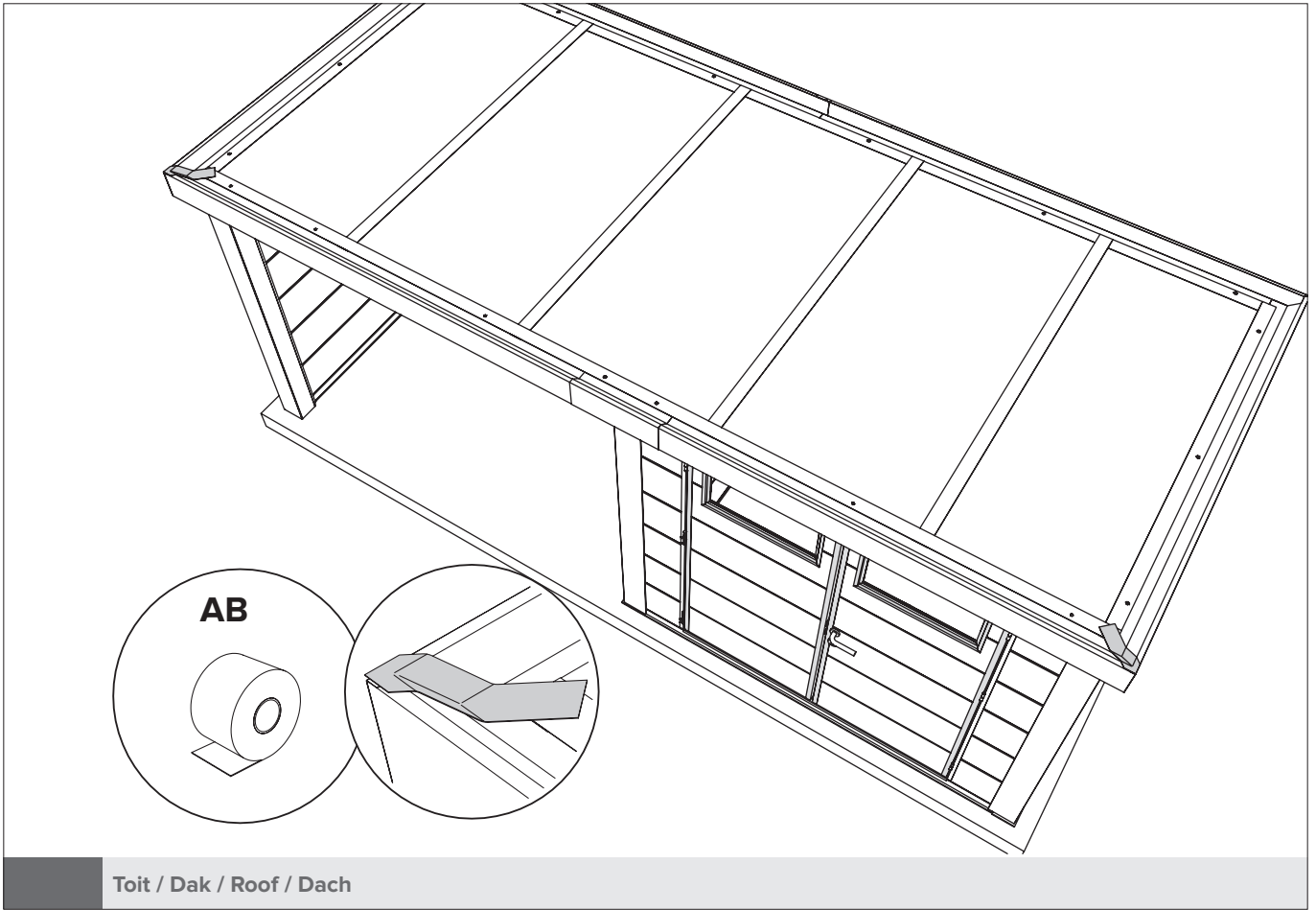
**Vorbereitung des Klebebandes:**

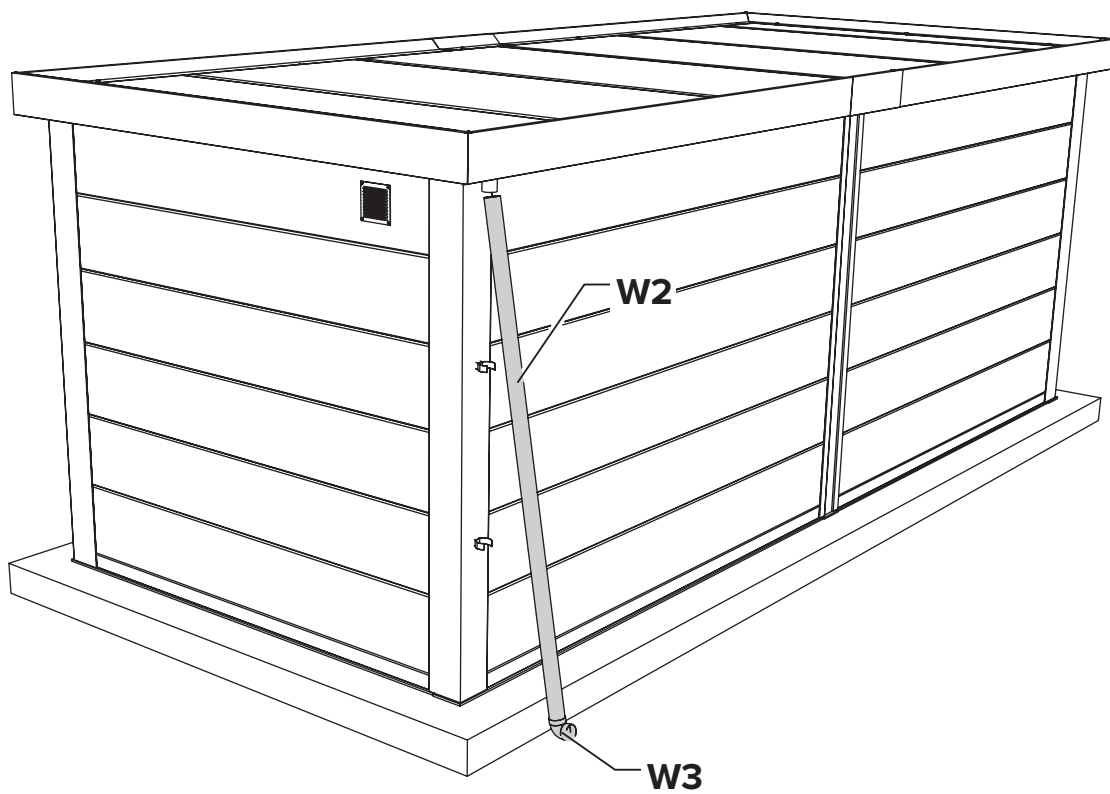
1. Machen Sie die Oberfläche staubfrei und feuchtigkeitsfrei.
2. Erwärmen Sie Oberfläche bei einer Außentemperatur von  $<10^{\circ}\text{C}$ .



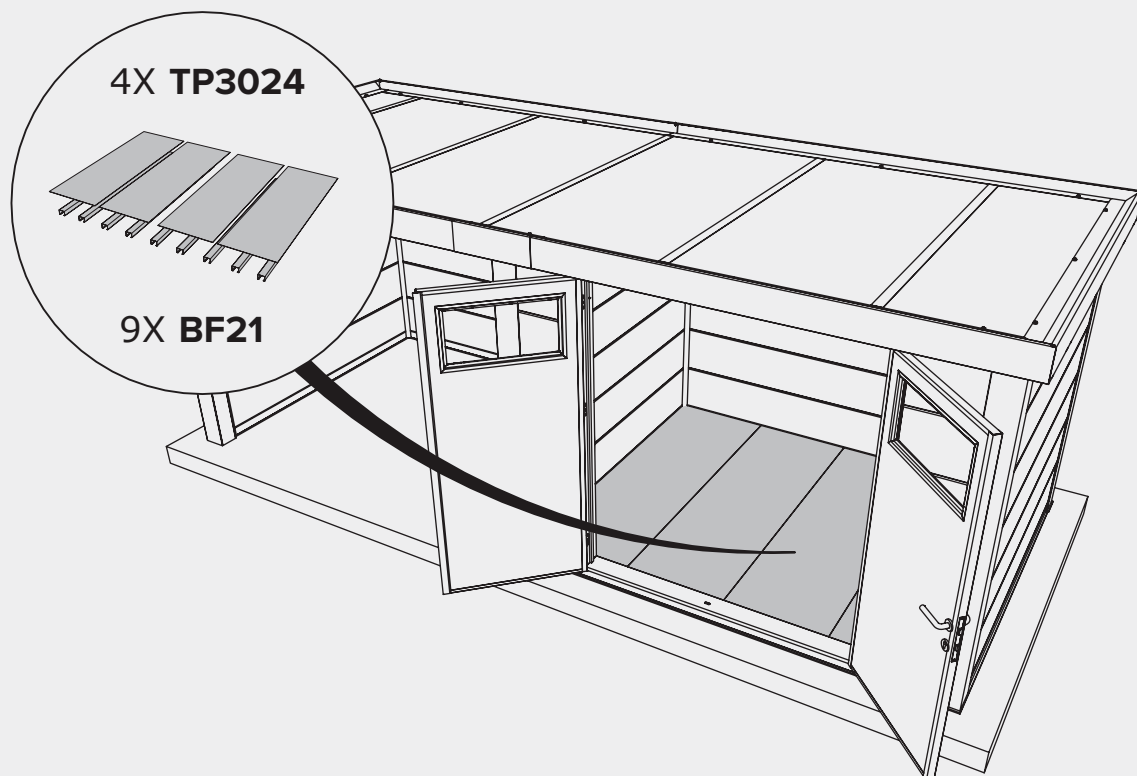
Toit / Dak / Roof / Dach





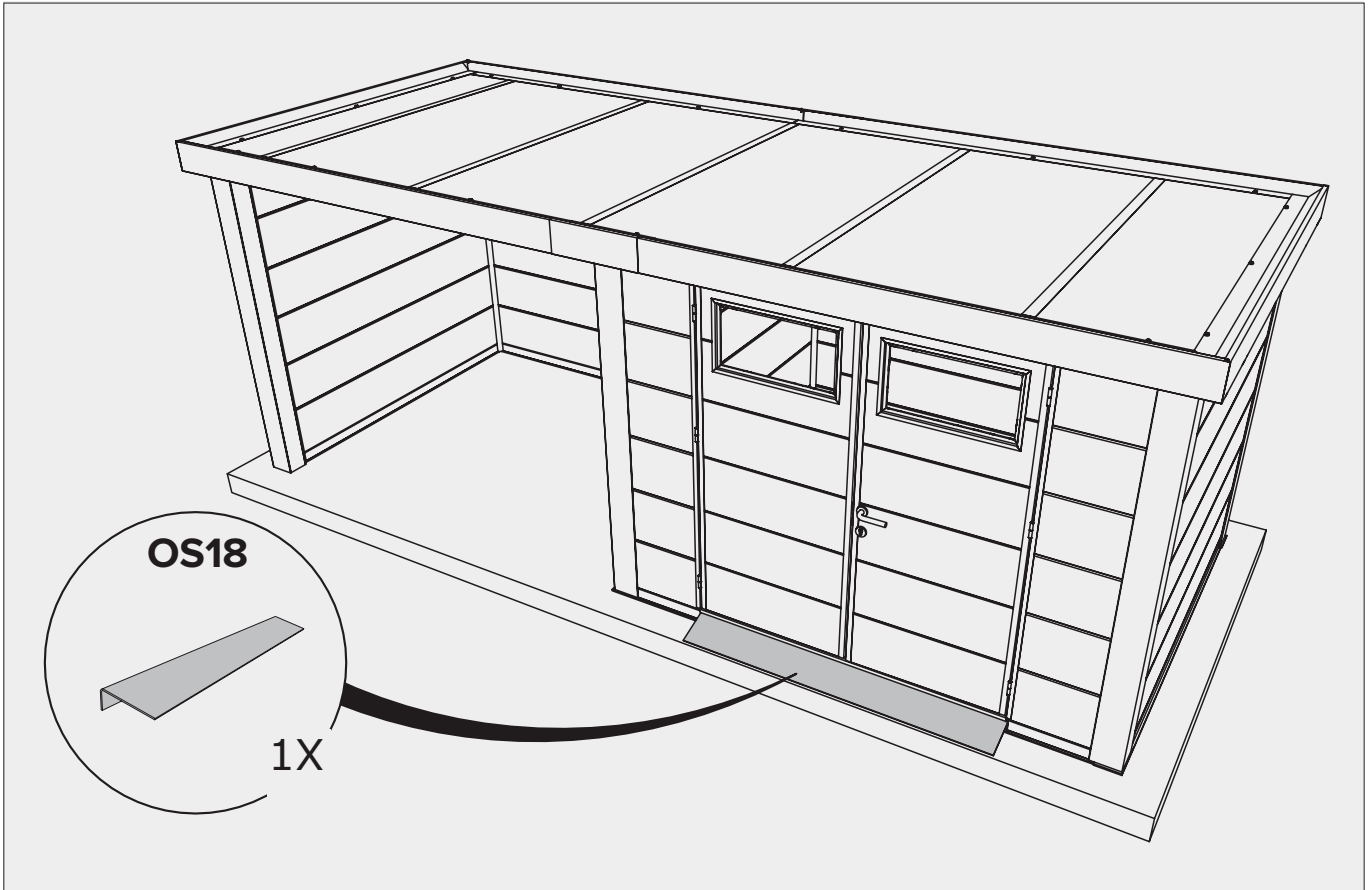


Drain / Afwatering / Drainage / Drainage



Sol / Vloer / Floor / Boden

Option / Optie / Option / Option



Rampe / Oprijplaat / Ramp / Rampe

Option / Optie / Option / Option

# WICHTIG

*Sie haben eine Beanstandung?*



## Allgemeine Daten

Bitte ergänzen Sie die folgenden Fragen! **(Bitte immer mit Fotonachweis)**

Projektnummer  
(siehe Deckblatt)

Haustyp-Modell  
(Eleganto)

Datum der Anlieferung

Datum der Beanstandung

Name des Händlers

Ist das Haus von Finnhaus-Monteuren aufgebaut worden?

JA

NEIN

Wenn nicht, durch wen wurde das Haus aufgebaut?

Name

Straße / Nr.

Telefonnummer / Handy

PLZ / Ort

## Grund zur Beanstandung

*Hier haben Sie Platz,  
Ihr Problem zu beschreiben.*

Bitte bei Beschädigung eindeutige Fotos erstellen. Fehlteile vermerken  
Sie bitte in der originalen Teile- / Stückliste mit Mengenangabe (n):  
**Ohne diesen Vordruck kann eine Beanstandung nicht bearbeitet  
und / oder anerkannt werden.**

### Kundendienst

E-Mail [Eleganto-service@telluria.eu](mailto:Eleganto-service@telluria.eu)

Hotline 0032 800-11564

Montag - Freitag: 09:00 - 16:00 Uhr



## Serviceleitfaden

### Sie, oder Ihr Kunde haben eine Beanstandung

Eine Beanstandung ist nicht gewollt, kann aber passieren und sollte so schnell wie möglich bearbeitet werden. Um eine schnelle Bearbeitung zu gewährleisten bitten wir um Ihre Mithilfe.

Bei der Anlieferung erkennbare Beschädigungen bitte immer den Fotonachweis erstellen und auf dem Frachtbrief / Lieferschein dokumentieren.

Kommt beim Öffnen des Paketes beschädigte Ware zum Vorschein, bitte immer Fotonachweise erstellen und auf der Teileliste kenntlich machen, damit wir Ihnen das richtige Ersatzteil zusenden können.

Bitte anhand der Teileliste/Stückliste gegebenenfalls Fehlteile vermerken und per Mail zusenden.

Eine Beanstandung bitte immer schriftlich per Mail / Hotline mit folgenden Angaben von Ihrem Kunden anmelden:

- ✓ Haustyp (Eleganto ...)
- ✓ Projektnummer (an der Verpackung/Deckblatt Anleitung)
- ✓ Bildmaterial und Teileliste/Stückliste mit der Kennzeichnung von Fehlteilen oder beschädigten Teilen
- ✓ Auftragsnummer oder Lieferschein oder Rechnungsnummer der Firma Wolff Finnhaus

**Wir stehen Ihnen für alle Fragen gerne zu Verfügung, und bedanken uns für Ihre Mithilfe.**

**Kundendienst - Mail: [eleganto-service@telluria.eu](mailto:eleganto-service@telluria.eu)**

**Sie haben Fragen zu diesem Produkt:  
Bitte beachten Sie dazu die Informationen  
aus dem Serviceleitfaden!**

**Kostenlose deutschsprachige Service Hotline:  
0032 800 - 11564  
Montag - Freitag: 09:00 - 16:00 Uhr**

**Kundendienst-Mail:  
eleganto-service@telluria.eu**



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