



COUNTERFEITING OF FURNITURE, DESIGN, LIGHTNING PRODUCTS AND WOODEN FINISHES SECTOR (WINDOWS, FLOORS, DOORS, STAIRS)

CONSUMERS GUIDELINES



Know the problem to deal with it better

IO SONO ORIGINALE Project



With funding from the

Ministry of Economic Development

Directorate General for the Fight against Counterfeiting
Italian Patent and Trademark Office



*Ministero
dello Sviluppo Economico*

Produced by The Consumer Association **CNCU**



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WHAT IS COUNTERFEITING

Counterfeiting means to duplicate an asset mistaking it with the original one, in other words, producing, importing, selling or using illicitly assets or brands covered by intellectual property rights.

Counterfeiting is a age-old crime and it affect many commodities sector.

The marketing of counterfeit products affect health and safety of consumers and also the economy of a country, because the fraudulent imitation of a product can cause diversions of trade and unfair competition (damaging seriously development of research and ability to innovate).

HOW TO PROTECT YOURSELF

The sale of counterfeit goods uses different distribution channels, and the counterfeiting is not always obvious. Increasingly it happens on the web, or even in shops belonging to the regular distribution. This handbook aims to provide practical advice, to guard against the danger of unknowingly buying counterfeit products.



GOOD RULES

COUNTERFEITING IS NOT ALWAYS EVIDENT TO AVOID BUYING

UNKNOWNLY COUNTERFEIT GOODS

IS IMPORTANT TO FOLLOW SOME SIMPLE RULES:

- avoid buying products that are too cheap; a price too low can be inviting, but also a sign of poor quality and poor or nonexistent safety for the user's health;
- for any purchases you should always consult **authorized dealers** who can confirm the origin of the assets; be wary of products marketed by irregular sellers, use extreme caution and be wary of low prices for purchases via internet websites. It's important to have a receipt or an invoice to document the purchase. The receipt/invoice must be retained for the purpose of returning the product or its replacement / repair under warranty;
- before executing purchases of significant value, use the advice of people who have expert knowledge of the product and in every case take time to review your final choice, verifying all options;
- always check the documentation accompanying the products purchased, which must comprise technical data sheets and installation, where relevant, information on cleaning, maintenance, precautions for use and disposal methods in compliance with the provisions of D.lgs.206 / 2005 (Consumer Code);
- be wary of products that do not bear the CE marking if this is applicable, do not bear the right CE marking or do not comply with endorsements unclear, illegible or barely visible;
- only buy products whose packaging is intact, with the name of the manufacturer, confirming their origin and the presence of any quality marks or certification stated by the manufacturer;

- pay particular attention to the purchase of products made on internet or on TV broadcasts, especially in cases where you are not able to inspect the assets before purchasing or have the option of returning the item with a receipt.

USEFUL THINGS TO KNOW

After purchasing electrical appliances, you should retain the packaging for at least two years; the operating instructions should be retained for the entire period of use of the product, in order to properly use and preserve it. For products falling within the scope of the Directive concerning the proper disposal at end of life, it will also have the indication of the specific symbol.



During last years the sensitivity of world public opinion about the issues of environmental protection has grown tremendously, at the same time the interest and demand of developed countries for the purchase of products that meet the criteria of environmental quality and ethics have increased. A consumer who wishes to look for wood-based products made from raw materials with specific sustainability characteristics can find approval markings that show specific forestry. By and large, all certification plans applicable to the management of forests and wood-based products require companies:

- to always respect the rules and regulations (certification does not replace the law, and it is a voluntary instrument, that companies can commit to do more than the law requires, like the certification of management systems);
- to work with the community for the protection of the environment;
- to operate according to a management plan and long-term planning;
- to invest in human resources.

The European Parliament approved on February 16, 2006 a formalized statement concerning certification systems, which said PEFC and FSC are equivalent, "to provide assurance to consumers that certified products made from wood derived from sustainable forest management that takes into account the multifunctional role of forests."

COUNTERFEITING OF FURNITURE PRODUCTS, DESIGN, LIGHTING FIXTURES, WOODEN FINISHES SECTOR (WINDOWS, FLOORS, DOORS, STAIRS)

DESIGN AND FURNITURE

The term "Design", became a common term in Italy by the mid-twentieth century. This term is the perfect symbiosis between form and function and an effective integration between technological-functional features and aesthetic and formal quality. Furniture is not necessarily synonymous with design. All products whose priority concern is for aesthetic, formal research and volume, without regard to the functionality or new technical solutions are not concerning design.

THE MARKET SIZE

Counterfeiting affects wooden furniture, lighting, finishes and design, forcing Italian operators to fight unfair competition. Estimates of the World Bank (World Development Report) believe that the business of counterfeiting in the world is around 350 billion euro. According to a research on the impact of counterfeiting on the country, organized by the Ministry of Economic Development in collaboration with the CENSIS, published in September 2014, the counterfeiting market in Italy generates a "turnover" of 6 billion and 535 million euro. The impact of counterfeiting on the economy is very large. If the counterfeit products were manufactured and sold on the legal

market, there would be 17.7 billion euro of additional production, resulting in 6.4 billion euro of additional value. The production would generate additional purchases of raw materials, semi-finished products and services from abroad with a value of imports up to 5.6 billion euro. The regular production would absorb 105 thousand regular workers employed full-time. Counterfeiting also involves heavy losses to the state budget in terms of lost tax revenue. Bringing on the legal market production of counterfeit goods would ensure an additional tax revenues to the state coffers, including direct and indirect taxes, with a value of € 5 billion and € 280 million, considering all production chains stages.

Every year, at the Salone Internazionale del Mobile in Milan, many companies present innovative products. However, an increasing amount of copies are being placed in foreign markets, and then released in Italy a few days after the end of the fair. This unleashes a blow to the national economy, to companies and to all Made in Italy. It is very difficult to verify the economic value counterfeiting has on the economy. In 2013, Federlegnoarredo estimated decor counterfeiters / copiers at a value of 5 billion, 1.4 in Italy and 3.6 abroad.

REGULATORY REFERENCES

DESIGN PROTECTION IN THE ITALIAN LEGISLATION

The discipline of industrial design in Italy is very complex and it currently has two basic types of protection:

- recording models and drawings (there are 3 types of recording: **national recording** it lasts five years, it's renewable up to 5 times; **community recording** it has the same length of the national one; **international recording** it is based on the Agreement 'Aja, which is a bundle of records and is not a single registration that applies to every country that's part of the Convention);
- protection through copyright (it lasts like the whole life of the author and 70 years after his death).

The protection of registered designs and models

The recording happens as a result of the application to the Italian Patent and Trademark Office at the Ministry of Economic Development, also through chambers of commerce.

The Industrial Property Code decides that the registration can be done if the design or the model are:

- new, and if no identical design has already been disclosed;
- unique, in case that the product is different from any other design previously disclosed, in the user's opinion.

The patent for invention or for utility model

A patent for an invention is a law that states one is able to exclusively produce, import / export, market, a certain asset within a specific territory (eg a single state) or be implemented in a unique manufacturing process. The institute of patent protection provides for the granting for a limited period of time (up to 20 years) of the right, consisting in the competitive advantage of being able to take advantage from an innovation in a monopoly and, at the same time, it needs to accompany the application for a patent with a technical description, that enables third parties to know the innovation in every detail, being made public after 18 months from the filing date of an exclusive. May be patented for utility model, the new models able to confer particular effectiveness or ease of application or use of machines or parts of them, instruments, tools, such as new models consisting in particular conformations, arrangements, configurations or combinations of parts. To be protected as a utility model, whose maximum duration is 10 years, it is necessary that the industrial product is new and original and has particular effectiveness or ease of application or use.

The Copyright

Copyright protects creative original works and among the protected categories: there are also figurative works, which include industrial design. This protection occurs automatically when the product is placed on the market, without formality and without charge, but the protection is guaranteed only to the design recognized as creative and artistic work. The protection lasts like the whole life of the author and 70 years after his death. The Italian legislation introduced protection of industrial design, through the copyright in 2001. Today the protection of design products (which have an "artistic" value) is robust; alongside traditional patents there are mechanisms provided by the Code of Industrial Property and the law relating to copyright, apart from the presence or absence of a brand on the products. The sale or the circulating of design products that are not authentic is outlaw under Art. 517c.p.

The form mark

Among the entities that could be under registration as a brand, there is the shape of the product, if it is not trivial, standardized or generalized and not distinctive. In other words, you can record only those forms that differ significantly from the normal and usual form in which the product or its packaging occur in the sector, such as to make the product easily distinguishable from its substitutes (eg. The bottle of Coca-Cola is a registered trademark). However it is not possible to record all those forms already protectable in accordance with other rules, such as that patent for industrial invention or utility model and the one in terms of design: in fact the form mark is not patented when the product's shape derive by product's nature or when the shape gives a value to the product.

What are counterfeited product?

Despite the protections, counterfeiting also severely affects the design products, furniture, lighting fixtures and wooden finishes (floors, windows, doors, stairs), so the Italian operators have to fight unfair competition, that causes declines in sales, serious implications for employment, and lower propensity to invest in research and innovation.

Counterfeiting more widespread in the furniture industry, lighting fixtures, wooden finishes and design is related to:

- duplicating copying;
- copying with few variations that do not differentiate a product from the patented one, which can easily mislead the consumer.

In addition, there is the counterfeiting brands. The latter kind of counterfeiting is marginal in Italy and very popular abroad, especially in countries where "Made in Italy" brands are popular—making counterfeited products attractive for potential buyers. Much rarer than this, patent counterfeiting for usage model in furnishing. Sometimes only small and very insignificant alterations/modifications can create a counterfeit product. The consumer must pay close attention during the purchase, if it's possible, he has to use of the comparison and the help of experts.

DAMAGES CAUSED BY COUNTERFEITING

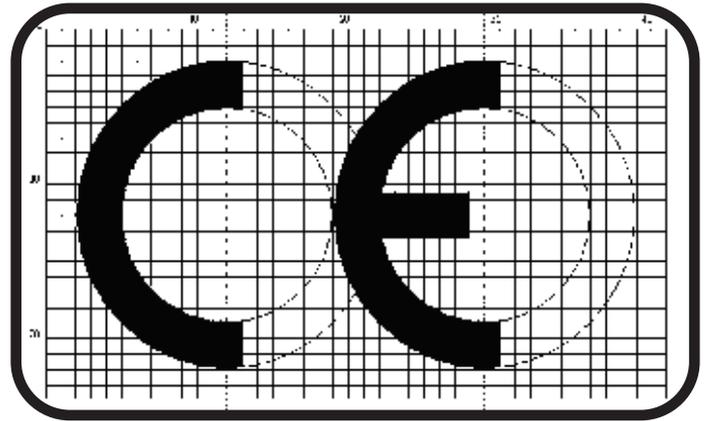
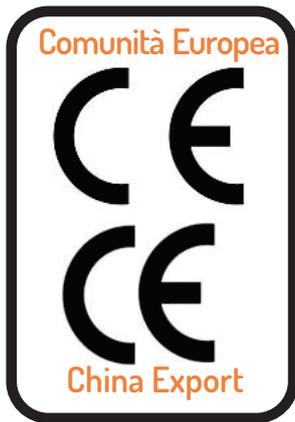
The counterfeiting of products from furniture, lighting fixtures, wooden finishes (floors, windows, doors, stairs) and design can very often be a source of problems for the health and safety of the consumer. The products lawfully manufactured and marketed in European countries are under strict rules and checks that protect consumers and minimize the risks. The products lawfully placed on the European market must be safe by law and the manufacturer, who must be clearly identified, is responsible. This may not be guaranteed in case of counterfeit products. For example, counterfeit furniture can be manufactured using substances considered dangerous in Italy and the EU, that may be allowed other countries. The counterfeit furnishings with electrical parts (eg. Lamps) are particularly dangerous for the safety of the consumer. The CE marking (affixed to the product with the criteria set out in European Directives and Regulations) is direct to the consumer and it certifies that the product complies with European regulations applicable to the specific product, and must be affixed by the manufacturer - as the person who places the product on the market - following successful execution of all necessary checks and inspections to certify the conformity to the basic requirements specified in those Directives / Regulations. The products covered by this handbook, the CE marking is mandatory for electrical appliances (eg. lamps) and for the most of construction products (eg. windows, floors, etc.). It is not possible to request it in case of furniture (tables, chairs, sofas, cabinets, containers, etc.), only because the applicable directives do not provide for it. Several products from China, shall prominently bear the CE marking, that however, means 'China Export' and not "Conformité Européenne".

The right symbol EC = European Community, which must be inserted with the correct proportions, without the grid below.

If the CE are closer together, it means it is a "Chinese Export," and very often is inserted to mislead consumers in Europe.

How do the consumer behave?

In Italy, there is not a strong technical culture. This means that there is not the perception that counterfeiting is illegal. Italian consumers pay much more attention to the counterfeiting of food and basic necessities, rather than counterfeit products of furniture, lighting fixtures, wooden finishes, design. This happens often because people who buy counterfeit products are doing it to save money.



GUIDELINES

How to avoid counterfeit goods

The fakes are usually placed on the market with prices really cheaper than the original one, and just that should be enough to make clear that the product is fake. The consumer, agreeing to buy an imitation, should be equally aware about the potential hazard and the lower quality of the product, although there are many cases of inexperienced buyers that can confuse the fake with the original. Avoiding purchase of counterfeit products of furniture, lighting fixtures, wooden finishes and design is not only an important contribution to the Italian economy, but also a guarantee of health and safety for the consumer, because the quality assurance of materials and production technology of the original products are not comparable with those of the counterfeit ones.

WHAT TO DO IN CASE OF COUNTERFEIT GOODS

It is advisable to proceed with a report to the Directorate General for the Fight against Counterfeiting - Italian Patent and Trademark Office of the Ministry of Economic Development, after realizing that the bought product, furniture, a lighting fixture, wood trim or design's product is a fake and if it demonstrates the consumer's good faith. For this purpose, it is useful to keep the receipt or invoice, to allow the authorities to trace the perpetrators of the offense.

WHOM TO CONTACT TO PROTECT YOURSELF

In the event that the buyer could have unknowingly bought a fake product, he could report the fact to the authorities, or ask what are the main features of an original product and receive guidance on how to deal with counterfeit assets.

The report may be disclosed to the following:

Directorate General for the Fight against Counterfeiting – I.P.T.O
Ministry of Economic Development

→ CALL CENTER

 | **+39 06 4705 5800**  | **+39 06 4705 5750**

From Monday to Friday, from 9,00 to 17,00

 | **contactcenteruibm@mise.gov.it**

→ ANTI-COUNTERFEITING HOT LINE

 | **+39 06 4705 3800**  | **+39 06 4705 3539**

From Monday to Friday, from 9,00 to 17,00

 | **anticontraffazione@mise.gov.it**

→ INFORMATION CENTRE

From Monday to Friday, from 9,30 to 13,30

For afternoon appointments, it's advisable contact the Call Center.

→ For more information:

www.mise.gov.it

www.uibm.gov.it

Customs Agency

→ F.A.L.S.T.A.F.F. PROJECT

This project was launched on 2004, and its aim is to promote the circulation of the original goods in order to ensure free competition into the market.

Contacts:



dogane.falstaff@agenziadogane.it

Finance Guard

→ PROGETTO S.I.A.C.

The Information System for Anti-Counterfeiting (SIAC) is a projects co-financed by European Commission and entrusted by the Ministry of the Interior to the Financial Police, confirming the central role of this Unit about this specific operative segment. The effort was born to fight the counterfeiting aiming at a collaboration among all the players and institutional parts involved into this fight. With this in mind, the project is realised as a multi-functional electronic platform consists of several applications which perform the following functions:

- information to consumers;
- cooperation between institutional players, between the different police units and between police units and the local Police;
- collaboration between companies and institutional players.

The website of the Information System for Anti Counterfeiting is edited by the Special Markets Protection Unit, conducted by Special Forces Command of Financial Police.

Contacts:

 | **+39 08 0588 2221**

or at the following address:

 | **siac@gdf.it**

SHEETS PRODUCTS

FURNITURE AND DESIGN

Considering how many products could be counterfeited, we think some simple tabs about the most basic one could be useful.

WARDROBE	
Trade names that are the most frequent	Wardrobe, closet, cabinet, wardrobe doors.
Main industry regulations	<ul style="list-style-type: none"> ● Legislative Decree 6 September 2005, n. 206 "Consumer Code"; ● legislative Decree no. 21.05.04, n. 172 on general safety product, the transposition of Directive 2001/95 / EEC; ● decision of the Commission of European Communities of 6 March 2006 establishing the classes of reaction-to-fire performance for certain construction products 2006/213 / EEC.
Main voluntary rules of industry	Many technical standards with requisites of safety and suitability about use of the products (loading tests, strength tests, etc.) available at the UNI. In case of all the furniture for domestic use, the primary reference standard is UNI EN 14749 "Storage units and worktops for domestic use and for cooking - Safety requirements and test methods".
Methods of product's processing that help to define the value and the price to the consumer	The key issue are the type of material used, the cut and the treatments used for the preparation (eg. Wood's seasoning), the conservation treatments (eg. Coating and painting with synthetic resins, linseed oil, fireproof materials, layers of glass of borax or silicates), the use of thermosetting glues, organic animal and vegetable glues in the solvent and acrylic adhesives. Normally the description used by retailers is often brief (eg. Laminated in walnut, while the indication should be: cabinet veneered in walnut). In addition, buying some product, it's important to receive further information on provenance, consistency and treatment of wood and other materials that make up the furniture. Considering the use of harmful chemicals that can be used in the manufacture of furniture, it is desirable that the data sheet is complete and comprehensive.

WARDROBE

Upkeeping and conserving the product

In order to clean it, we recommend to use products suitable to the outer layer of each wooden piece of furniture, lighting device, finishing or floor. Periodically, it is recommended to check screws and joints of each piece of furniture and lighting device.

In case of woodworm attack it is necessary a solid wax plaster treatment, according to the colour of the piece of furniture or finishing, and closing every single hole carefully. If a more radical treatment is needed, a medical and surgical device should be used, by carefully following the operating instructions.

If the product is kept in a dry room it can last for more than a decade, and in this case it is important to take note of the upkeeping interventions occurred in the course of the time (e.g. painting, anti-woodworm treatments, etc.).

Security of the product

The wardrobe, as well as any product designed for consumers in the EU countries' market, must be harmless.

Some security standards for wardrobes are the following:

- resistance and stability;
- fireproof feature;
- not releasing volatile and harmful substances (e.g. formaldehyde).

The law provides that wooden panels containing formaldehyde, and used for interiors, must be tagged with the acronym E1 – Emission of formaldehyde lesser than 0,1 ppm (parts per million) -, i.e. the can release formaldehyde in a limited concentration, lower to security limits recommended by the most reliable world organizations mondiali che operating in the health field.

Formaldehyde is considered a carcinogenic substance that emanating in an enclosed space causes: eye irritation, sore throat, headache, rash, breathing apparatus irritation.

Fake products likely don't follow the laws provided for product security and can cause severe health and security damages to users.

Advices for consumers

Verify that the piece of furniture be marche with a “product data sheet” or, anyway, that the following information be available:

- registered name of the product;
- company name or brand name and legal head office of the maker;
- contingent presence of material or substances harmful to people objects or environment;

WARDROBE

Advices for consumers

- sed materials and processing techniques, if crucial to the quality or the commodity-related features of the product;
- instructions , warnings and conditions of use, if useful to fruition and security of the product.

At the time of the purchase of the product **verify that it be endowed with the required features** (e.g. size, materials, colour, etc.).

It is recommended **to demand several estimates to different stores** and choose the safer and more suitable product as by law enacted

At the time fo the purchase it is recommended to **clearly request to seller the instructions and materials needed to an effective upkeeping**

Make sure that the assembly be a job weel done, according to the standards set up by the seller and/or the maker.

If at the time of the delivery and/or once the assembly is done, the piece of furniture shows any material bug, unreliability, defective locks, unsteady shelves, etc., you can request the law enforcement of D. Lgs. n. 206, 6 of September 2005 and further updates of the Consumer's Code

Keep the invoice or receipt of the purchase, in order to show them to the seller and/or to the customer care service in case of repair in escrow.

LIGHTING DEVICES

Principal laws on the subject

Since 1996 a European Guideline in force compells: to label products with the tag CE according to applicable Guidelines, to write a compliance certificate and to supply the documentation to support the labeling of the CE tag. The CE tag guarantees the product compliance to the applicable Guidelines (Low Tension Guideline, Electromagnetic Compatibility Guideline, RoHS and Ecodesign Guideline).

Principal voluntary laws on the subject

There are several voluntary regulations applicable to lighting devices both by UNI and by CEI, available on the websites: **www.uni.com** - **www.ceiuni.it**.

As for the labelling with the CE tag, European EN laws provide so-called compliance "presumption" minimum requirements as established in the european guidelines for the specific topics (EN laws on electrical security and electromagnetic compatibility of lighting devices are published in Italy by CEI).

Materials of production defining quality and security

Lamps (light sources) can be classified according to the way the light is produced.

LIGHTING DEVICES

Materials of production defining quality and security

By the commercial custom lamps are classified as:

- incandescent light which, as a consequence of the efficiency minimum requirements established by the community, can be only produced with halogen technology;
- fluorescent tube light, also with high-frequency power source;
- fluorescent compact light, also with incorporated power source, and high-frequency power source;
- sodium light;
- metal halogenid light.

According to this complex configuration, materials composing the lamp and the lamp socket are very different from each other. Metals (as copper, tungsten, etc.), as well as plastics, ceramic, glass, gasses (as bromine and other halogens) and mercury are used.

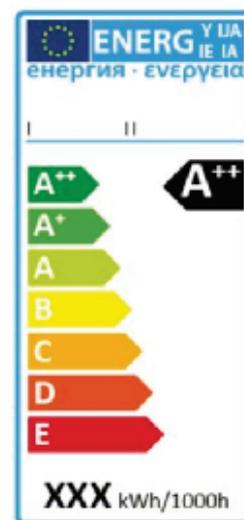
Processing techniques of the product contributing to estimate the value and the cost for the consumers

After the publication of the Guideline n° 874/2012, light sources for end users need to be labelled with an energy tag showing:

- efficiency features (energy class, from the best A++ to the worst E);
- annual consumption (KWh/1000 h);
- emitted luminous flux (lm);
- electrical power (W).

Label and/or packaging must show standards and features allowing to classify the product, among which, we advise the following:

- energy efficiency class (scale from: A = max, B-C-D-E = min). the letter must be highlighted for each product;
- luminous flux expressed in lumen;
- employed power (watt);
- nominal duration expressed in hours (to be shown on the packaging);
- energy consumption.



Product upkeep

Lighting devices must be cleaned and subjected to upkeep, according to the instructions provided by the maker and in any case after disconnecting the power supply.

Product security: as an object composed by electrical parts, it is crucial that the product be made as by law enacted

In order to ensure a safe use of lighting devices the following directions must be respected:

- the electrical system to which the lighting device is connected must be compliant to law requirements;
- sockets must be compliant to law requirements and technical guidelines;

LIGHTING DEVICES

Product security:
as an object
composed by
electrical parts, it is
crucial that the
product be made as
by law enacted

- electrical cables must be balanced to the lighting device power and possibly replaced by an certified customer service if they are damaged or frayed, even marginally;
- power and features of the light source (light bulb) must be compliant to the information written on the technical file of the lighting device in which it is to be used.

**Advice for
consumers**

As is common knowledge that approximately half the electrical energy used for domestic purposes is wasted because of carelessness, and/or because of a wrong choice of lighting devices, it is necessary to pay more attention to energy consumption, even only to save money.

It is advisable to “project” the lighting of the different rooms by making sure of the needed flexibility (for example by using voltage regulators or restricting the ignition of the light sources) and scheduling the operation time, in order to chose the more suitable light source.

- In the more illuminated rooms, more efficient light sources should be used (that is to say less consumption and equal light emission);
- each room should be illuminated according to its size and use duration, setting an ad hoc lighting in the areas in which a specific activity is carried out (kitchen, dining room, study, etc.);
- the duration of the light sources can change according to the employed technology; from 2000 hours of halogen lamps, to several thousand hours of fluorescent lamps, to several dozen of thousand hours of Led sources;
- the cost of the different lamp technologies is variable, also according to the design, anyway we recommend to choose low energy consumption lamps if their features satisfy your need;
- light sources should be cleaned periodically, in order to remove dust deposit that can reduce the luminosity and impede the right operation;
- at the time of the purchase, the technical file and the 'how to use' instructions should be read carefully;
- the receipt and warranty should be kept for 2 years at least, in order to show them to the seller and/or to the customer service in case of repair in escrow;
- if the product shows any bug (e.g. anomalous operation, alteration of the features, etc.) you should file a claim to the seller by showing the receipt;
- once their life history is over, lighting devices and discharge lamps should be disposed by sorted waste collection, as established on the RAEE guideline, in order to reduce the related environmental impact and to allow, if possible, the recycle and reutilization of the component parts.

WOODEN OUTER SHUTTERS

Common registered names

Windows and frenchdoor, outer door, fixtures.

Principal laws on the subject

Since 1989 such products fell under the european guideline n° 89/106/CEE "Building Products" whereby they must be labeled with the CE tag according to the relevant legislation. Since the 1st of July 2013 the guideline has been abrogated and replaced by the European guideline n. 305/2011 that has strengthened the obligation of labeling with the CE tag and introduced more obligations.

The CE tag, compulsory since February 2010 according to the law UNI EN 14351-1, must be applied on the product, by a label firmly attached to it, on the packaging or on the technical files enclosed and must contain a Declaration of Performance (DoP) e instructions about movement, upkeep, assembly, etc.

Besides what established about the CE labeling, each product must provided with information as called by the Law n. 206 of the 6th of September 2005 – Consumer's Code (Technical file) that includes:

- identification data of each product according to the registered name and product typology;
- employed material and processing techniques;
- how to clean and keep the product;
- use precautions;
- how to dispose.

Principal voluntary laws on the subject

There are several voluntary laws referred to specific tests of durability, reaction to different climates, resistance to opening and closing cycles, etc.

The above mentioned laws are available to the following link::

www.uni.com - **www.cen.eu**.

Materials of production defining quality, security and value

In the production of wooden outer doors and windows both layered wood and hardwood, from various kind of wood can be used such as Pine, Fir, Hemlock, Douglas fir, Meranti wood, Mahogany and Oak.

For the finishing painting cycles are applied by using the following products: primer, water based preservative wood, intermediate, deep and finishing ensuring the resistance to atmospheric agents and the duration.

A crucial part of the process in order for a good performance is the application of the glass: in order to respect the laws on thermal insulation, sound-proof and security, double or multiple glasses, layered and/or tempered are used, with inner tubes filled with insulating gas.

WOODEN OUTER SHUTTERS

Processing techniques of the product defining the cost to consumers

The product cost can change according to the opening type (shutter, flap door, sliding door, etc.), and to the required performances such as air permeability, water resistance, wind resistance, thermal insulation, sound proof. The cost is related to:

- materials and type of wood employed and their finishing;
- glass type (double or triple insulating glass, low emission glass, a solar control glass, shatterproof glass, etc.);
- type and number of seals;
- size and thickness;
- accessory type and metalware (joints, handles, water drips, etc.).

Upkeep of the product

Outer shutters need to be periodically cleaned and subjected to upkeep, according to the instructions provided by the maker.

Security of the product

Some security standards are:

- glass type that, according to the use of the doors or to the height of the windows in respect to the planking level, must have some specific security features related to the shock resistance;
- security devices (for example block and reversal devices, fixing devices for the cleaning, etc.) that must have a proper lift force.

Advice to consumers

When replacing doors or windows it is possible to benefit from a tax break for energy saving provided that the new door or window respects the thermal transmission values as established in the Decree of the Ministry of Economic Development of the 11th march 2008. For more details about expected facilities visit the website: **www.agenziadellentrate.gov.it/sezione/lagenziacomunica**, **under tax guides**.

At the time of the purchase, you should ask the supplier for the CE tag of the product and for the enclosed documents related to the Consumer's Code (Declaration of Performance- DoP, instruction for the movement, the assembly, the upkeep, the disposal, etc.).

By choosing a wooden product you choose to use a sustainable, resistant, elastic, transpiring, insulating, electric and radioactive charge free material.

It is recommended to demand several estimates to different stores and choose the safer and more suitable product as by law enacted.

In order to install outer doors and windows it is recommended to choose installation and setup teams able to ensure a job well done, according to the instructions provided by the seller or the maker.

WOODEN OUTER SHUTTERS

Advice to consumers

We recommend to keep the documents necessary to get the possible tax break. Keep your invoice or receipt in order to be defended by the Law.

At the time of the purchase, the technical file and the 'how to use' instructions should be read carefully.

If the product shows any bug (e.g. anomalous operation, alteration of the features, etc.) you should file a claim to the seller or maker.

OUTER SHUTTERS FROM WOOD OR OTHER MATERIALS

Common registered names

Focal-plane shutters, screens, , venetian blinds, window shutters, jalousie windows, roller blinds, rolling shutter.

Principal laws on the subject

Since 1989 such products fell under the european guideline n° 89/106/CEE "Building Products" whereby they must be labeled with the CE tag according to the relevant legislation. Since the 1st of July 2013 the guideline has been abrogated and replaced by the European guideline n. 305/2011 that has strengthened the obligation of labeling with the CE tag and introduced more obligations.

The CE tag, compulsory since February 2010 according to the law UNI EN 14351-1, must be applied on the product, by a label firmly attached to it, on the packaging or on the technical files enclosed and must contain a Declaration of Performance (DoP) e instructions about movement, upkeep, assembly, etc.

Besides what established about the CE labeling, each product must provided with information as called by the Law n. 206 of the 6th of September 2005 – Consumer's Code (Technical file) that includes:

- identification data of each product according to the registered name and product typology;
- employed material and processing techniques;
- how to clean and keep the product;
- use precautions;
- how to dispose.

Principal voluntary laws on the subject

There are several voluntary laws referred to specific tests of alla durability, shutting devices resistance (if available), shockproof etc.

The above mentioned laws are available to the following link:

www.uni.com - www.cen.eu.

OUTER SHUTTERS FROM WOOD OR OTHER MATERIALS

Materials of production defining quality, security and value of the product

In the production of wooden outer doors and windows both layered wood and hardwood, from various kind of wood can be used such as Pine, Fir, Hemlock, Douglas fir, Meranti wood, Mahogany and Oak. .
For the finishing painting cycles are applied by using the following products: primer, water based preservative wood, intermediate, deep and finishing ensuring the resistance to atmospheric agents and the duration.

Processing techniques of the product defining the cost to consumers

The product cost can change according to the required performances. The cost is related to:

- materials and type of wood employed and their finishing;
- size and thickness;
- accessory type and metalware.

Upkeep of the product

Outer shutters need to be periodically cleaned and subjected to upkeep, according to the instructions provided by the maker.

Security of the product

Some security standards are related to the fixing devices.

Advice to consumers

When replacing shutters it is possible to benefit from a tax break for energy saving provided that shutters be replaced at the same time as doors and windows.

For more details about expected facilities visit the website **www.agenziadellentrate.gov.it/sezione/lagenziacomunica** under tax guides.

Should ask the supplier for the CE tag of the product and for the enclosed documents related to the Consumer's Code (Declaration of Performance- DoP, instruction for the movement, the assembly, the upkeep, the disposal, etc.).

By choosing a wooden product you choose to use a sustainable, resistant, elastic, transpiring, insulating, electric and radioactive charge free material.

It is recommended to demand several estimates to different stores and choose the safer and more suitable product as by law enacted.

In order to install outer doors and windows it is recommended to choose installation and setup teams able to ensure a job well done, according to the instructions provided by the seller or the maker.

We recommend to keep the documents necessary to get the possible tax

OUTER SHUTTERS FROM WOOD OR OTHER MATERIALS

Advice to consumers

break. Keep your invoice or receipt in order to be defended by the Law
At the time of the purchase, the technical file and the 'how to use' instructions should be read carefully.
If the product shows any bug (e.g. anomalous operation, alteration of the features, etc.) you should file a claim to the seller.

BURGLARY RESISTANT DOORS AND WINDOWS

Trade names that are the most frequent

Armored entrance doors, burglary resistant entrance doors, anti intrusion entrance door.

Main industry regulations

Since 1989, the products covered by the European Directive 89/106 / EEC "Construction products" which introduced the requirement of CE marking in accordance with the referential harmonized standards. From 2013, 1 of July, the Directive has been repealed and replaced by European Regulation no. 305/2011 which strengthened the concept of CE marking and introduced additional requirements. The CE marking, that's mandatory from February 2010 according to UNI EN 14342, must be stated on the product, on a label firmly attached to the product, on its packaging or on the accompanying technical documents, and it must be accompanied by the declaration of performance (DoP) and the instructions on handling, storage, assembly, etc. The interior doors resistant to burglary, like condominium's gateways, are not currently regulated by the CE marking. The burglar resistance is the priority feature, because this kind of doors is designed and built primarily to protect people, the environment and the things to dangerous intruders. The burglar resistance, in terms of requirements, classification and methods of test, is regulated by European Standards EN 1627, EN 1628, EN 1629 and EN 1630, which define the tests to do on the examples (tests of resistance under static load, dynamic load and tests of real manual lock-picking) and six specific classes of membership, ranging from 1 to 6 for the better. For residential building this kind of door belongs to 3rd or 4th class.

In addition to this, the product must be accompanied by the information required by Legislative Decree no. n. 206 of 6 September 2005 - Consumer Code (data sheet) which include:

- the product's identification in relation to the trade name and the kind of product;
- the materials used and the manufacturing techniques;
- how to clean and maintain the product;
- the use's precautions;
- the method of disposal.

BURGLARY RESISTANT DOORS AND WINDOWS

Main voluntary rules of industry

There are several voluntary standards concerning specific tests related to the mechanical strength, the actuating forces, resistance to opening and closing cycles, the behavior between different climates, resistance to break-ins etc.. These rules can be found on sites: www.uni.com - www.cen.eu.

Materials used in the production that define the quality, safety and value of the product

The armored doors are entrance doors designed to ensure a high safety to burglary attempts and made with different materials and design features depending on the degree of protection. This kind of doors is generally made of reinforced steel plate, to allow the insertion of insulating with acoustic and / or thermal performance. This structure is designed and built to make the product able to resist to burglary and generally it includes all the hardware and locking systems, in order to provide the highest level of resistance to the possible burglary or attempted burglary. The shutter is coated using different materials, like wood, which may have different aesthetic characteristics between the outside and the inside. Some kinds of door can also include the use of tamper-resistant windows.

Manufacturing methods of the product which can significantly influence the price for consumer

The product's price depends on the opening system, the break's class required, the additional benefits in terms of thermal and acoustic insulation, the finishes. The price is also related to:

- structure and stiffness of the wing;
- number and kinds of seals;
- size and thickness;
- type of accessories and hardware (hinges, handles, etc.);
- type of glazing (double or triple insulating glass, low-emissivity, solar control, resistant to burglary, etc.).

Product's maintenance

Doors shall be subject to periodic cleaning and maintenance, following the instructions provided by the manufacturer.

Product's safety

Some safety criteria are related to the safety devices (arrests, limiters, etc.).

Advices to consumer

The replacement of entrance doors benefits from tax breaks for energy savings, provided that it is windows that surround the heated environment from an unheated one or from outside as long as the new frame meets the thermal transmittance values \times defined by the Decree of the Minister of Economic Development of 11 March 2008 and s.m.e.i.

For more details about expected facilities visit the website:

www.agenziadellentrate.gov.it/sezione/lagenziacomunica, under tax guides.

Buying some product it's important to ask the supplier the CE marking of

BURGLARY RESISTANT DOORS AND WINDOWS

Advices to consumer

the product and the accompanying documentation in relation to the Consumer Code (Declaration of prestazione- DoP, instructions for handling, installation, maintenance, disposal, etc.).

It's appropriate to ask several quotes to choose the cheaper product in compliance with the law.

For installation to rely on installation teams are able to ensure the installation in a workmanlike manner, in accordance with the instructions provided by the vendor and / or manufacturer.

Keep the documentation necessary for the tax deduction when applied. Keep the invoice or purchase receipt for warranty.

Buying a product, it's important to read carefully the product details and instructions for use.

In case of defects and / or faults it's important to proceed with the report to the vendor and / or manufacturer.

INTERIOR DOORS

Trade names that are the most frequent

Internal pedestrian doorsets, inner communication doors.

Main industry regulations

The interior door are not covered by CE marking, but they must submit technical, dimensional and performance features, in terms of safety in use, quality of materials and surface finishes.

The product must be accompanied by the information required by Legislative Decree no. n. 206 of 6 September 2005 - Consumer Code (product sheet) which include:

- the product's identification in relation to the trade name and the type of product;
- the materials used and the manufacturing techniques;
- the procedures for cleaning and maintenance of the product;
- precautions for use;
- the method of disposal.

Main voluntary rules of industry

There are several voluntary standards that relate to specific tests related to durability, to the dimensional characteristics, the flatness, mechanical strength, etc..

These rules can be found on websites:

www.uni.com - www.cen.eu

Furthermore, as regards the assessment of the optical-visual ports'

INTERIOR DOORS

Main voluntary rules of industry

quality, you can refer to the "Guidelines for the evaluation of the internal pedestrian doorsets' visual quality" (<http://www.federlegnoarredo.it/it/servizi/normativa/normative-per-categoria-di-prodotto/edilizia-finiture-edilegnoarredo/edilegnoarredo-porte-interne/porte-interne-pedonali-e-documenti-associativi>).

Materials used in the production that define the quality, safety and value of the product

Depending on the materials used, the internal doors can be distinguished in:

- wooden doors;
- glass doors;
- aluminum doors / metal;
- mixed doors.

Also depending on the opening system can be classified into:

- swing;
- sliding or exterior wall;
- vertical pivot;
- a fan;
- folding Book;
- rotoshifting.

Beyond the constructive peculiarities of a specific product, interior doors are generally characterized by the fixed frame, moving door, the coupling guard and accessories (hinges, rails that allow rotation and scrolling, handles, locks for lock and seals).

Manufacturing methods of the product which can significantly influence the price for consumer

The product price changes according to the opening system, to the required performances also including sound insulation and to the finishing. The price is furthermore correlated with:

- dampening and coating stuff used for the door;
- wood kinds in case of wooden doors;
- type of glazing (monolithic toughened, compound glass and toughened compound glass both painted and silvered, with or without art decorative work);
- number and kind of seals;
- size and thickness;
- type of accessories and hardware (hinges, handles etc).

Beyond the constructive peculiarities of a specific product, interior doors are generally characterized by the fixed frame, moving door, the coupling guard and accessories (hinges, rails that allow rotation and scrolling, handles, locks for lock and seals).

INTERIOR DOORS

Product's maintenance

The interior doors shall be subjected to periodic cleaning and maintenance, according to the instructions provided by the manufacturer.

Product's safety

Some safety criteria concerning the safety devices (for example, arrests, limiters, etc.) As well as the employed glazing.

Advices to consumer

Buying a product it's important to ask the vendor documentation relating to the D. lgs. n. 206 of 6 September 2005 Consumer Code (product details).

It's important to take several quotes to choose the cheaper product in compliance with the law.

For installation it's important to rely on installation teams are able to ensure the installation in a workmanlike manner, in accordance with the instructions provided by the vendor and / or manufacturer. Keep the invoice or purchase receipt for law's warranty.

It's important, buying a product, to read carefully the product details and instructions for use.

In case of defects and / or faults it's important to proceed with the report to the vendor and / or manufacturer.

WOODEN FLOORING FOR INTERNAL USE

Trade names that are the most frequent

Wooden floors, Parquet, wooden elements, planks, boards, planks.

Main industry regulations

Since 1989, this kind of products are covered by the Directive 89/106 / EEC "Construction products" which introduced the requirement of CE marking in accordance with the referential harmonized standards. From 2013, 1 of July, the Directive has been repealed and replaced by European Regulation no. 305/2011 which strengthened the concept of CE marking and introduced additional requirements. The CE marking, that's mandatory from February 2010 according to UNI EN 14342, must be stated on the product, on a label firmly attached to the product, on its packaging or on the accompanying technical documents, and it must be accompanied by the declaration of performance (DoP) and the instructions on handling, storage, assembly, etc.

In addition to the requirements of the CE marking, the product must be accompanied by the information required by Legislative Decree no. n. 206 of 6 September 2005 - Consumer Code (data sheet) which include:

- the product's identification in relation to the trade name and the kind of product;

WOODEN FLOORING FOR INTERNAL USE

Main industry regulations	<ul style="list-style-type: none">● the materials used and the manufacturing techniques;● how to clean and maintain the product;● the use's precautions;● the method of disposal.																
Main voluntary rules of industry	<p>There are voluntary standards concerning specific tests related to dimensional stability and wood's biological durability, moisture, hardness, etc. As well as rules on the criteria and methods for assessing pavement and on performance characteristics of slabs on which the flooring is laid.</p> <p>These rules can be found on websites: www.uni.com - www.cen.eu.</p>																
Materials used in the production that define the quality, safety and value of the product	<p>Manufacturing wood flooring can be used timber from different geographical areas, from forests managed following sustainability's criteria, complying with law.</p> <p>The tree species may come from Europe, Africa, America and Asia and have different features depending on the species and the cutting area.</p> <p>The main wood species used for the flooring are:</p> <table><tr><td>Europe:</td><td>Asia:</td></tr><tr><td><ul style="list-style-type: none">● sycamore● cherry● beech● ash● larch● walnut● oak ee</td><td><ul style="list-style-type: none">● merbau● teck</td></tr><tr><td>Africa:</td><td>South America:</td></tr><tr><td><ul style="list-style-type: none">● afrormosia● doussiè● iroko● mutenye● African Padouk● Panga panga● wenge</td><td><ul style="list-style-type: none">● guatambù● ipè● sucupira● jequitibà pink</td></tr><tr><td></td><td>North America:</td></tr><tr><td></td><td><ul style="list-style-type: none">● American maple● American Cherry</td></tr><tr><td></td><td>Central and South America:</td></tr><tr><td></td><td><ul style="list-style-type: none">● courbaril● conditioner</td></tr></table> <p>On the market are available floor elements of solid wood, or consisting of multiple layers (two or three layers).</p> <p>The first are normally rough, and subsequently sanded, and finished during the work, while the multilayer elements (commonly defined prefinished) have a surface finish (painting or oiling) and do not require sanding and finishing during the work.</p> <p>The market has also pre-finished solid elements.</p>	Europe:	Asia:	<ul style="list-style-type: none">● sycamore● cherry● beech● ash● larch● walnut● oak ee	<ul style="list-style-type: none">● merbau● teck	Africa:	South America:	<ul style="list-style-type: none">● afrormosia● doussiè● iroko● mutenye● African Padouk● Panga panga● wenge	<ul style="list-style-type: none">● guatambù● ipè● sucupira● jequitibà pink		North America:		<ul style="list-style-type: none">● American maple● American Cherry		Central and South America:		<ul style="list-style-type: none">● courbaril● conditioner
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WOODEN FLOORING FOR INTERNAL USE

Manufacturing methods of the product which can significantly influence the price for consumer

Functional, aesthetic, endurance features as well as the price of wooden flooring mainly depend on:

- types of components;
- wood species;
- laying method;
- laying geometry;
- finishing typology.

Product's maintenance

PAINTED FLOOR MAINTENANCE

Ordinary maintenance

To keep in good condition the painted floor is recommended:

- to put on the doorway a doormat to remove dust or abrasive elements from the soles;
- to remove dust using a vacuum cleaner;
- to clean regularly the floor using a cloth previously moistened with water and mild detergent for hardwood floors;
- to treat the floor periodically with protective resins based products in aqueous dispersion or self-polishing or polishing wax or following manufacturers' indications.

The maintenance's frequency depends on the intensity of floor's use. It's possible following the cadence shown in Table 1 which also provides a "scale of values^{xx}" regarding the use of the flooring according to the passage.

Tab.1: Frequency of routine maintenance for painted floors

Maintenance	Floor		
	Low used	On average used	Highly used
Dust removing	Daily	Daily	Daily
Cleaning	Weekly	Weekly/Daily	Daily
Maintenance using protective products	Biannual	Monthly	Weekly
Note: Exemplifyng indications			

The first floor cleaning can be done after 7 days from the painting. Maintenance can start after 2-4 weeks from painting. A correct and constant cleaning and maintenance of the pavement encourage greater duration.

Extraordinary Repainting Maintenance

After years, wooden flooring may look worn and damaged.

Unlike many other types of flooring, this kind can be completely renewed by:

WOODEN FLOORING FOR INTERNAL USE

Product's maintenance

- replacement of particularly damaged items;
- new smoothing;
- grouting;
- sanding;
- new paint.

Sanding has to remove all traces of previous treatments (old paint, wax, etc.).

Normally this operation begin by using abrasive paper. 30-36, in order to more easily remove the old paint hardened, and finish as usual using cards. 60-80. After grouting, you can sand using abrasive paper no. 100 - 120. In case of wax or silicon products deeply penetrated into the cracks between the boards, we recommend the use of a two-component quick polyurethane primer or an insulating Primer. After drying and sanding, it's possible to proceed to the new paint.

MAINTENANCE OF WAX TREATED FLOORS

Ordinary maintenance

It's important:

- to put on the doorway a doormat to remove dust or abrasive elements from the soles.
- to remove dust using a vacuum cleaner;
- to clean regularly the floor using a cloth previously moistened with water and mild detergent for hardwood floors;
- to remove shoes' traces of rubber or stains with the appropriate solvent for wax;
- to polish periodically and if necessary to pass a very thin layer of liquid wax before polishing.

The maintenance's frequency depends on the intensity of floor's use. It's possible following the cadence shown in Table 2 which also provides a "scale of values" regarding the use of the flooring according to the passage.

Tab. 2: Frequency of routine maintenance for wax treated floors

Maintenance	Floor		
	Low used	On average used	Highly used
Dust removing	Daily	Daily	Daily
Cleaning	Weekly	Weekly/Daily	Daily
Polishing	Monthly	Weekly	Daily
Note: Exemplifyng indications			

WOODEN FLOORING FOR INTERNAL USE

Product's maintenance

Extraordinary maintenance

It consists of a new application of wax to perform after cleaning the entire floor with a cloth dampened with solvent for wax. The application of wax is followed by polishing.

Maintenance of oil treated floors

The cleaning is done exactly as for painted flooring; then it must be used liquid wax for oiled parquet, following the manufacturer's instructions. The floor's cleaning can be using a polisher or a cloth made of natural fibers. It is important not to exceed with water and liquid wax on the floor to avoid the bleaching. In case of severe wear of the entire floor or a portion thereof, it's important to lie a small amount of oil with a cloth and, after waiting 10 minutes, to use a polisher with wool felt. Even for oil treated parquet is essential to use a doormat in front of the entrance door to remove dust or abrasive elements from the soles.

Product's safety

There are no special precautions regarding safety of wooden floors.

Advices to consumer

It's important, buying a product, to ask the supplier about CE marking and the accompanying documentation in relation to the Consumer Code (Declaration of prestazione- DoP, instructions for handling, installation, maintenance, disposal, etc.).

It's important, buying a product, to be sure that there is a correspondence between the trading name of the required wood and the botanical name to discover the intrinsic features of the species.

It's advisable to request several quotes to select the most cost-effective product in accordance with the law.

For the flooring's installation, it's important to rely on teams able to guarantee the installation in a workmanlike manner in accordance with the instructions provided by the vendor and / or manufacturer and the regulations in force. The AIPPL (Italian Association of Wood Floor Tiling) brings together qualified installers able to meet any installation.

For more information, visit:

<http://www.federlegnoarredo.it/it/associazioni/aippl>

Keep the invoice or purchase receipt for law's warranty

It's important, buying a product, to read carefully the product details and instructions for use.

In case of defects and / or faults it's important to proceed with the report to the vendor and / or manufacturer.

