

WARRANTY & CARE

FLAGPOLES

FORMENTA

15 YEAR WARRANTY

Formenta provides a 15-year-warranty on all flagpole models, which covers the fiberglass flagpole shaft and the warm galvanized ground base. All approved claims result in flagpole replacement. The warranty covers damages caused by manufacturing defects (material defects), e.g. fractured flagpole or base details. The warranty does not cover damages caused by storm or natural disasters. Accessories such as finials, halyards, winch systems and other loose parts are not covered. Any un-installation, installation or shipping costs are also not covered. The warranty does not cover damages already covered by insurance (e.g. motor and transport insurance) nor damages caused by incorrect assembly.

Product Liability Insurance

The warranty includes product liability insurance, which takes effect if injury to third person is caused by a damaged flagpole. The product liability insurance is voided in case of incorrect assembly.

Subsequent Verification

It is very important to verify and retighten all nuts approximately three months after installation. Thereafter it's recommended to control the flagpole base and ensure all nuts are tightened at least once per year. We also recommend inspection of halyard, cleat, counterweights, winch system and finials once per year.

Claims

In order to handle claims efficiently, we require photo documentation of concerned parts, flagpole base and also the serial number. The serial number allows us to track manufacturing date and can be found on a label inside the base of the flagpole. All documentation should be submitted to info@formenta.se. Once received, we can analyse the details of the claim and will get back to you as soon as we can with a solution.

In some cases we might also require the damaged parts for further analysis.

In cases where damage or injury is caused by the flagpole, claimants should notify the incident to their insurance company. Affected landowners should contact the supplier and also their insurance company.

CARING FOR YOUR FLAGPOLE

Formenta's flagpoles are produced in fiberglass reinforced polyester, a maintenance free material. In order to keep the flagpole clean and tidy, we recommend tilting the flagpole and clean it with hot water and soft soap. Boat wax can also be used for extra lustre.

Internal Halyard Systems

Formenta offers two types of internal halyard systems. Formenta ISS has a lockable plastic door mounted on the flagpole. Formenta ISS Exclusive is equipped with an internal stainless winch system.

Formenta ISS - For flag changeouts we recommend checking both halyard and counterweight.

Halyard ends are especially subject to wear and tear when the flag is hoisted, therefore it's important to check the first 10-15 cm of the halyard ends. If needed, cut off worn ends and re-attach. Counterweight maintenance is performed by tightening the ring with an allen key. Worn-out ring should be replaced.

Formenta ISS Exclusive (winch) - When hoisting the flag, turn handle carefully clockwise. When lowering the flag, turn carefully counterclockwise and make sure flag is moving downwards. Should the flag not move, shake the flagpole until halyard is released from the finial. Once released, keep turning handle while keeping an eye on the flag to ensure it's moving downwards. Repeated use of winch in both directions may cause the winch belt to tangle or turn. This is considered as a handling error and requires action. For flag changeouts we recommend checking halyard and counterweight. Halyard ends are especially subject to wear and tear when the flag is hoisted, therefore it's important to check the first 10-15 cm of the halyard ends. If needed, cut off worn ends and re-attach. Counterweight maintenance is performed by tightening the ring with an allen key. Worn-out ring should be replaced.

Vertical Flags

Vertical flags should always be equipped with plastic rings, SKU 132505.

The recommendation is one ring per meter.

Recommended Flag Sizes

Flagpole	Standard Flag	Vertical Flag
6m	150 x 100 cm	100 x 180 cm
8m	200 x 125 cm	120 x 200 cm
10 m	240 x 150 cm	150 x 300 cm
12 m	300 x 180 cm	150 x 400 cm

100% POLYESTER



FORMENTA

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