

GUARANTEE FOR PRODUCTS OF ALURON SP. Z O.O.

Guarantee subject

1. Taking into account the use of recommendations for proper use and maintenance of products of Aluron Sp. z o.o., hereinafter called the Guarantor, guarantee that products manufactured and distributed by them can be used in diverse environment, according to the division of corrosiveness categories set out in Annex 1, which is an integral part of this Guarantee.
2. Guarantee subject:
 - The period for adherence of the class I Qualicoat painting layer (without anticorrosive base) and anodized layer for aluminum profiles - 10 years for corrosiveness category of 1-2;
 - The period for adherence of the class I Qualicoat painting layer (without anticorrosive base) and anodized layer for aluminum profiles - 5 years for corrosiveness category of 3-4;
 - The period for adherence of the class I Qualicoat painting layer (without anticorrosive base) and anodized layer for aluminum profiles - 2 years for corrosiveness category of 5;
 - The period for adherence of the class I Qualicoat painting layer with anticorrosive base and anodized layer for aluminum profiles - 15 years for corrosiveness category of 1;
 - The period for adherence of the class I Qualicoat painting layer with anticorrosive base and anodized layer for aluminum profiles - 12 years for corrosiveness category of 2;
 - The period for adherence of the class I Qualicoat painting layer with anticorrosive base and anodized layer for aluminum profiles - 10 years for corrosiveness category of 3-5;
 - The period for adherence of the painting and anodized layer for sheet metal - 2 years exclusively for corrosiveness category of 1-2;
 - Resistance against the activity of UV, discoloration, gloss loss in accordance with the norm PN-EN 1396 and Qualicoat / Qualanod specifications – 5 years;
 - adherence of the decorative foil: 5 years;
 - functionality of gaskets – 3 years, provided that installation, use and maintenance shall be performed according to the instructions of the Guarantor;
 - functionality of latches used to connect aluminum part of a profile with wood – 10 years provided that installation, use and maintenance shall be performed according to the instructions of the Guarantor;
 - other accessories from the Guarantor's catalogue – 2 years.

The Guarantor allows for individual agreement as to the guarantee period after preparation of the products according to the requirements set out by the Guarantor. For products that are not manufactured by the Guarantor, in particular window fittings and GORI coating systems, the Guarantor shall not provide his own guarantee of quality. The Buyer shall receive guarantee on the conditions set out in the document issued by the manufacturer.

3. For guarantee to be valid the Buyer must follow the instructions given in the technical and commercial documentation of the Guarantor and in guarantee.
4. The guarantee period starts from the date of delivery of the product, confirmed by a proof of delivery.
5. In the event of material or manufacturing defects precluding the sale of products free from defects in time specified in the Buyers terms of trade, the Buyer - upon inconclusive call to the Seller to repair defects in a period of at least 7 days - can repair the defected products on his own. The cost of the repair will be covered by the Buyer, who will thereafter charge the Seller.
6. Quality claims made by clients purchasing products from the Buyer are executed as follows:
 - a. the validity of the claim will be examined by the Buyer, who will send his representative or technician to the person making the claim
 - b. in case of minor defects that do not require changing Product parts, they will be removed by the Buyer, at his expense. Such defects will be documented by the Buyer (photographs and description)
 - c. if removing the defect requires exchanging a faulty part, then the Guarantor will supply the Buyer with spare parts needed for the repair free of charge, and the Buyer will perform the repair service
 - d. serial flaws or serious defects will be reported by the Buyer to the Guarantor, who will make the repairs, or will contract the repairs out to the Buyer, covering all the costs.
7. For the claim to be considered, the Buyer must submit, in a guarantee period, a protocol describing in detail defects as well as – on the Guarantor's demand – a photographic documentation of the defect. The protocol shall be drawn up at the presence of authorized representative of the Guarantor. Annexed to the protocol should be a copy of ADOP warehouse release or Shipper's Letter as well as the sales invoice.
8. The Buyer submitting the quality claim is obliged to keep the product in the proper condition. The Buyer shall allow the Seller to examine products involved in the complaint.
9. Claims concerning material or manufacturing defects covered by this Guarantee shall be presented to the Guarantor in writing, by fax or e-mail. The Guarantor may send his representative to examine the validity of the claim.
10. The Guarantor will investigate the claim within 7 workdays from the date of receiving the claim notification along with documents concerning the claim.
11. In case of absence of full documentation regarding the notified claim or required sales documentation, the Guarantor reserves the right to prolong the date of responding to the claim.
12. In case of admitting the complaint, the Guarantor shall, at his discretion, replace or repair defective products free of charge, covering the costs of transportation and labor, within 7 workdays of receiving the claim.
13. The Guarantor shall be liable for any direct and actual damage, limited to net value of the defective product, and excluding lost profits.
14. The Buyer may claim under this guarantee if the products were used properly by qualified personnel and in accordance to the product's intended purpose as well as according to the rules and guidelines contained in the technical and commercial documentation and catalogs of the Guarantor or the manufacturer.
15. The Guarantor reserves the right to reject the claim in case of the Buyer using parts that cannot be used with the Guarantors products.
16. Burden of proof relating that the presented requirements of the Guarantor were executed, rests on the Buyer.
17. The costs borne by the Buyer in relation to the claim shall be compensated with the Buyers liabilities towards the Guarantor for the delivered products.

Exclusions from Guarantee

1. Unless otherwise agreed, the Guarantee excludes products: mechanically or chemically damaged, as well as exposed to corrosive atmosphere categories 3, 4, 5 according to Annex 1.
2. Guarantee shall not cover cases of wear and tear or normal aging of the product, as well as in case of not keeping to the rules of processing and maintenance defined in the technical documentation of the product and set out in the technical approvals and product standards.
3. Guarantee shall not cover any defects arising as a consequence of events beyond the Guarantor's control, such as force majeure.
4. Guarantee does not cover defects in the products that are caused by:
 - improper storage or transport by the Buyer,
 - mechanical damage,
 - wetting,
 - corrosive action of chemical agents, such as acids and alkali or atmospheres corrosively aggressive (eg. water vapor, high contamination with sulfur oxides, carbon oxides, nitrogen oxides and dusts) able to cause negative changes to the material,
 - corrosive environmental agents able to cause negative changes to the material.
5. Guarantee does not cover furniture or elements powder coated in colors other than offered in the Guarantor's catalogue.
6. Guarantee does not cover damages caused by improper exploitation and irresponsible delays in executing repairs that can cause further damage.
7. Guarantee does not cover damages arising as a result of contact with materials producing galvanic vapor, acids or alkali and components exploited in an atmosphere of particularly high corrosivity - Category C5-M of PN-EN ISO 12944-2 norm – offshore areas with high salinity, coastal areas with high salinity, swimming pools, saunas, laboratory and chemical rooms etc.
8. Guarantee does not cover metal sheet bent after powder-coating or anodizing process, due to the fact that during bending discoloration, cracking or paint chipping may occur.
9. Guarantee does not cover wood imitating colors that may show a slight difference in the structure of wood imitation and do not retain the uniformity of the surface and its shades.
10. The Guarantor reserves the possibility of slight differences in tint of products' colors in case of delivering shipment in installments or in several shipments and do not consider such differences defects of products.
11. Guarantee does not cover defects in case of the purchase of products which are sub-standard, discounted or in any other agreed case. In such an event the Buyer shall be informed that products are not covered by guarantee.
12. The Guarantor shall be released from liability under guarantee, if defects were created for reasons other than inherent to the products.
13. The Guarantor shall be released from liability under guarantee in the event of the Buyer's non-compliance to guarantee.
14. Guarantee does not cover damage that results from improper installation or usage of system solutions with disregard to their technical documentation.
15. Products packaged or handled improperly, or stored in areas or at sites where a long-term moisture condensation occurs on their surface, shall not be covered by guarantee. High humidity and tight packaging or too close storing arrangement of the products in variable temperature are conducive to condensation of water.
16. The Buyer is not entitled to guarantee in the event of any modification of the product, interference in the product by unauthorized persons, any attempt to repair the product by unauthorized persons, and in the event of failure to make periodic overhaul required by the Guarantor.

The rules for use, maintenance and transportation of products

1. Examination of layers, including powder-coated / anodized, and classification of defects shall be made in accordance with the Guarantor's applicable system for assessment tolerances and guidelines Qualicoat / Qualanod.
2. In case of encased products paint layer repair can be done with use of renovation powder-coatings.
3. For anodized and foiled surfaces, where their decorative qualities and protection function are especially important it is required to submit such products to periodic cleaning and maintenance by a specialized service, and to preserve documentary evidence of the date of such maintenance. Cleaning and maintenance are required at least 1 time per year for corrosivity categories 1 and 2, and 2 times a year for corrosivity categories of 3,4 and 5 in accordance with Appendix 1 that is an integral part of this guarantee. Frequency of maintenance referred to in the preceding sentence also depends on the aggressiveness of the environment. Basic conditions of cleaning products are specified in Annex 2, also an integral part of this guarantee.
4. Products shall be used, maintained stored in normal weather conditions in terms of temperature, pressure and humidity and free from chemically active steams and fumes.
5. Products should be transported by covered, dry and clean means of transportation that prevent from any sort of damage.
6. The shipment should be protected from lime, cement and other alkaline building materials. Silicones, mass and glass putty, lubricants and coolants used in general mechanical engineering must be ph neutral and should not contain any substances harmful for plastic, rubber, paint or oxide coating.
7. Only professional safety tapes should be used for decorative surfaces during working, installation or transportation. Before deciding on the tape that shall be used, it is advised to try out its suitability and functionality. Safety tapes should be removed immediately after finishing the assembly, no longer than a month later. Moreover, exposing tapes to sun can cause chemical reactions leading to jointing the tape with decorative coating.
8. Salt and chemical de-icing products should not be used to remove ice near the products.

Annexes:

Annex 1: Categories of corrosiveness of atmosphere.

Annex 2: Cleaning and maintenance.

Annex 1: Categories of corrosiveness of atmosphere according to PN-EN ISO 12944-2.

Corrosiveness category	Examples of typical environments in a temperate climate	
	Outside	Inside
1 Very Low	Not applicable	Heated buildings with clean atmosphere, e.g. offices, shops, schools, hotels.
2 Low	Atmospheres with low level of pollution. Mostly rural areas.	Unheated buildings in which condensation may occur, e.g. warehouses, sports halls.
3 Medium	Urban and industrial atmospheres, moderate sulfur dioxide (IV) SO ₂ pollution. Coastal areas with low salinity.	Production rooms with high humidity and some air pollution e.g. food-processing plants, laundries, breweries, dairies.
4 High	Industrial areas and coastal areas with moderate salinity	Chemical plants, swimming pools, coastal shipyards and boatyards.
5 Very High (marine and industrial)	Industrial areas with high humidity and aggressive atmosphere. Coastal and offshore areas with high salinity.	Buildings or areas with almost permanent condensation and high pollution.

Annex 2: Cleaning and maintenance.

Professional guidelines for use and maintenance of offered products are shown in the leaflet included to the product or system catalogues and provide the basis for the proper maintenance and use of the product. The following are general rules for proper cleaning and maintenance of the anodized and powder-coated surfaces, as incorrect cleaning after installation is often the cause of defects in the coatings.

- **Cleaning and maintenance of powder coated and anodized surfaces**

1. Before beginning cleaning of the surfaces, the effect of used cleaning agents should be tested. The test should be performed on non-visible or non-decorative surfaces to eliminate possibility of damaging decorative surface.
2. Clean water should be used for cleaning. Small amounts of neutral or slightly alkaline cleaning agents may be added (e.g. for anodized surfaces COSMO CL-350.110 or for powder coated surfaces COSMO CL-360.110).
3. Cleaning may be more effective if soft, non-abrasive wiping cloth is used.
4. Temperature of the surface during cleaning should not exceed 25 °C.
5. The layer mustn't be cleaned with a stream of water vapor.
6. Detergents used for cleaning products should be attested for such usage.
7. It is not allowed to use detergents of unknown origin.
8. It is not allowed to use strongly acidic (pH lower than 3) or strongly alkaline (pH higher than 12) cleaning agents as well as surfactants that could cause chemical reactions with the product.
9. It is not allowed to use any abrasive cleaning agents, nor to clean the surfaces by rubbing. It is allowed to use soft cotton fabric intended for industrial cleaning. While wiping the cloth should not be pressed too firmly to the cleaning surface.
10. It is not allowed to use organic thinners containing esters, ketones, alcohols, aromatic compounds, glycol esters, chlorinated hydrocarbons etc.
11. Greasy and tar-like substances may be removed with petroleum solvents free of aromatic compounds. Remains of glue, silicone rubber, adhesive tapes should be removed the same way.
12. Detergents used for cleaning should be rinsed after no longer than hour. If it is necessary cleaning process may be repeated after 24 hours interval.
13. After each cleaning, the surface must be immediately rinsed.

- **Cleaning and maintenance of gaskets**

Gaskets are exposed to numerous harmful factors, such as: temperature changes, UV radiation, acid rains, etc. Gaskets play a significant role in the proper functioning of a window, therefore need to be adequately maintained. Neglecting proper care of gaskets results in faster deterioration. Gaskets should therefore be cleaned regularly (at least twice a year) using clean water, and after drying should be oiled with a silicone spray (generally available silicone sprays for car door gaskets).

1. Before beginning cleaning of the surfaces, the effect of used cleaning agents should be tested. The test should be performed on non-visible or non-decorative surfaces to eliminate possibility of damaging decorative surface.
2. Ambient temperature during cleaning should not exceed 25 °C.
3. The gasket mustn't be cleaned with a stream of water vapor.
4. Detergents used for cleaning products should be attested for cleaning gaskets.
5. It is not allowed to use any abrasive cleaning agents.
6. It is not allowed to use organic thinners containing esters, ketones, alcohols, aromatic compounds, glycol esters, chlorinated hydrocarbons etc.