

## PRODUCT GUARANTEE

**1. Guarantee system** Other View Lt. will ensure the highest quality of its products to the customers in all of its offers across all selling domains. The guarantee is effectively immediate from the date of product shipping from Other View Lt. to the customer.

### **2. Guarantee subject**

#### **Extruded profiles, lacquered**

- 2.1. The guarantee period for adherence of the paint layer is 2 years.
- 2.2. The resistance of the paint layer against UV radiation, discoloration and reduced glossiness is specified in the Qualicoat\*) license.

#### **Extruded profiles, covered with tape**

- 2.3. The guarantee period for adherence and colour of the decorative foil is 2 years.

#### **Shutter profiles with polyurethane foam**

- 2.4. The guarantee period for the adherence of the paint layer is 2 years.
- 2.5. The resistance of the paint layer against UV radiation, discoloration and reduced glossiness in accordance with the norm PN-EN 1396 and ECCA.
- 2.6. Possible deviation of colours for delivered profiles:  $\Delta E \leq 0.7$  in one delivery,  $\Delta E \leq 1.0$  in different deliveries – the testing method in accordance with EN 13523-3.
- 2.7. **Note:** In regard to its specific character and the way of placing the grains, the wooden-like colours can reveal in subsequent further deliveries, possible slight differences in the structure of the wood imitations and as such are not a subject of claim.

#### **Shutter profiles with polyurethane foam, covered**

- 2.8. The guarantee period for adherence and colour of the decorative foil is 2 years.

#### **Shutter boxes**

- 2.9. The guarantee period for adherence of the paint layer is 2 years.
- 2.10. Resistance of the paint layer against the UV radiation, discoloration and reduced glossiness in accordance with the norm PN-EN 1396 and ECCA.
- 2.11. Possible colour deviation of delivered boxes:  $\Delta E \leq 0.7$  in one delivery,  $\Delta E \leq 1.0$  in different deliveries – the testing method in accordance with EN 13523-3.

#### **Shutter boxes, covered**

- 2.12. The guarantee period for adherence and colour of the decorative foil is 2 years.

#### **End cups, lacquered**

- 2.13. The guarantee period for adherence of the paint layer is 2 years.
- 2.14. The resistance of the paint layer against UV radiation, discoloration and reduced glossiness is specified in the Qualicoat\*) license.

#### **End cups, covered**

- 2.15. The guarantee period for adherence and colour of the decorative foil is 5 years.

#### **Seals**

- 2.16. Brush seals: 2 years.
- 2.17. Rubber seals: 2 years.

#### **Steel and aluminium reels**

- 2.18. The guarantee period for reels: 2 years.

#### **Accessories for roller shutter production**

- 2.19. For all accessories for roller shutter production, the given guarantee period is 2 years.

#### **Electric accessories**

- 2.20. For the electric accessories 2 years of guarantee is given, calculated from the date of purchase.

#### **Motors**

- 2.21. Reel motors: 2 years.
- 2.21. Compact motors: 2 years, with documented inspections every six months.

### **3. The conditions for submitting the claim**

- 3.1. Defect of goods delivered by Other View Lt. may constitute a basis for quality claim, and also the responsibility of Other View Lt. only in case of stating that:
  - 3.1.1. It existed before releasing the goods.
  - 3.1.2. It existed after releasing the goods, but because of imminent cause in the goods (internal).
- 3.2. Any defect, that is subject to guarantee, must be submitted in writing to Other View Lt. by the customer.
- 3.3. The requirement for considering the claim is for the customer to submit any documentation regarding the purchase that will allow identification of the assortment, and to deliver it to Other View Lt. along with the filled in claim form.
- 3.4. The customer submitting quality claim is obligated to deliver to the guarantor the complete product, adequately protected in order to perform necessary inspection. The customer is also obligated to be careful, with respect to the nature of the product i.e.-
  - 3.4.1. Care for defective goods.
  - 3.4.2. Keeping the original package and product labels.
  - 3.4.3. Perform photographic documentation of the defect and attach it to the claim form.
  - 3.4.4. Keep the terms of submitting the claim stated in the section: "General rules of sale and delivery Other View".

***Sending incomplete product can prolong the time of guarantee consideration. In case the customer does not deliver the defective goods, it shall be considered as withdrawal of the guarantee claim and the claim shall be therefore considered unwarranted.***

- 3.5. The Seller reserves the right to request to deliver samples of claimed assortment from the customer.
- 3.6. Other View Lt. is obligated to issue a response within 14 days (excluding weekends and public/national holidays) from the date of receiving the claim notification accompanied with documents mentioned in art. 3.3
- 3.7. In case of absence of full documentation regarding the notified claim and/or required samples of assortment, Other View Lt. reserves the possibility to reject it or to call for complementation.

### **4. Guarantee validity** Guarantee is valid provided that the following conditions are met:

- 4.1. The roller shutter systems were produced professionally and in accordance with the directions enclosed in Technical Documentation, given by the Seller. Other View Lt. reserves the possibility to reject the claim in case of using the elements incompatible with the elements from Other View Lt..
- 4.2. Systems were made with high expertise and were regularly maintained using proper means, in accordance with the maintenance rules specified in art. 7.
- 4.3. Burden of proof with regards to the presented requirements were executed, rests on the party referring to Guarantee.
- 4.4. Possible defects of the goods are not releasing the customer from any obligation for due payment of the price in art. 1.4.

**5. Exclusions from Guarantee** The customer is not entitled to the rights of the guarantee in case of:

- 5.1. Stating mechanical damages not attributed to the seller.
- 5.2. Stating surface damages made as a result of:
  - 5.2.1. Not keeping the rules of processing and maintenance or ordinary obsolescence of the product, as well as resulting from its wear and tear.
  - 5.2.2. Contact with aggressive chemical or caustic agents.
- 5.3. Stating non-conformity to restrictions defined in technical approvals, product norms and technical documentation.
- 5.4. Arising defects as a consequence of independent from Other View Lt. factors, such as: natural disasters (volcanic eruptions, earthquakes, floods, hailstorm and others), wars, civil war, terrorist attacks etc.
- 5.5. Damages caused by improper assembly (connection) or exploitation of Roller Shutter and Gate Systems.
- 5.6. Irresponsible delays in executing repairs that can cause formation of further damages.
- 5.7. Colour difference, scratches, dents or other damages, which could have been seen and claimed before using in production – all of which cannot be subject to claim after usage.
- 5.8. Difference in tint if the tolerance is within the scope of  $\Delta E \leq 0.7$  in one delivery.
- 5.9. Difference in tint if the tolerance is  $\Delta E \leq 1.0$  in different deliveries – the norm of testing method in accordance with EN 13523-3.
- 5.10. Constant impact of the temperature above 70°C on the lacquered layers.
- 5.11. Damages arising as a result of contact with materials producing galvanic vapour (some metals e.g. copper, lead) or acids (some species of wood e.g. oak, nut).

**6. The rules for transportation, storing and assembly of elements for roller shutter and gates system.**

- 6.1. Roller Shutter and Gates Systems as well as the products made out of them can be used in normal weather conditions (without exposure to volatile liquids, fumes and dusts).
- 6.2. Profiles are necessary to store in dry, clean places and free from chemically active steams and fumes.
- 6.3. Profiles are necessary to transport in covered, dry and clean transportation means. During transportation profiles are necessary to protect from damages and harmful activity of weather conditions. The shipment should be placed on the transportation means tightly next to each other and protected from reciprocal shifting. Fastening the load with transportation belts should be prepared in a way that prevents profile damage.
- 6.4. The lacquered layers are not resistant to mechanical damage caused by sharp tools and abrasive materials.
- 6.5. The lacquered layers are susceptible to activity of organic thinners, concentrated alcohol, acids, alkalis and petrochemicals among other things. Therefore, the contact between the layer and the above mentioned agents is impermissible.  
It is particularly necessary to ensure protection against contact between the layer and lime, cement and other alkali building materials.
- 6.6. In order to avoid forming of defects on applied layer, it is essential to properly pack the details (wrapping in adhesive foil), as well as fixing them during transportation. Storing in improper conditions can lead to moisture condensation between the layer and packing foil, and as a result white milky spots may appear on the layer.
- 6.7. Seam sealing substances and other supplementary materials, such as mass and glass putty, lubricants and coolant agents used for cutting and drilling, glues, seam plasters, putties, adhesive tapes etc. that have contact with layer covered surfaces, must have a neutral pH (7) and cannot contain substances harmful to the applied paint or oxide layer.  
The influence of sunlight intensifies the toxicity of chemicals. Therefore, the aforesaid materials must be put to the test for usefulness of the specific layer before usage.
- 6.8. Leaving safety tapes on the surface of the decorative coating, especially when exposed to sunlight and high environmental temperatures, can cause chemical reactions leading to joining of the tape with decorative coating. The safety tapes should be removed immediately after finishing the assembly.

**7. Maintenance rules**

- 7.1. It is necessary to use clean water and soft wiping cloth for cleaning, mainly in the event of decorative surface.
- 7.2. The temperature during cleaning the layer cannot surpass room temperature and the environment temperature cannot drop below zero.
- 7.3. Water used for cleaning may be at the most warm. The layer must not be cleaned with a stream of water vapour.
- 7.4. Before approaching cleaning of the surfaces, the effect of the using agents should be tested. The test should be performed on non-visible surfaces. In case of finding undesirable effects, refrain from further continued use of the agent.
- 7.5. It is not allowed to use any abrasive washing agents, nor to clean the surfaces by rubbing. It is allowed to use soft cotton textile intended for industrial cleaning. When wiping, the cloth should not be pressed down too hard towards the cleaning surface.
- 7.6. It is not allowed to use organic thinners containing esters, ketones, alcohols, aromatic compounds, glycol esters, hydrocarbyl chloride etc.
- 7.7. It is not allowed to use detergents of unknown origin.
- 7.8. After each cleaning, the surface must be immediately rinsed with clean, cool water.
- 7.9. It is not allowed to use salt or chemical substances eliminating icing near the profiles.

**8. Customer's rights**

- 8.1. In case of consideration of the claim, Other View Lt. will repair the defective goods, and in case of impossibility of repair will deliver goods free from defects.
- 8.2. The guarantee repair exclusively covers defects resulting from the reasons residing in the sold products.
- 8.3. If not established otherwise, the Seller is responsible only up to the value of the defective goods.

**9. Final provisions**

- 9.1. The guarantor is exempt from obligation from title of Guarantee in case it appears, that the stated defects were born out of reasons other than residing in the sold product.
- 9.2. The Purchaser loses the guarantee rights in case the roller shutter systems were executed inconsistently with the documentation.
- 9.3. In matters not regulated with this Guarantee, the valid law regulations are applicable.

Date and Invoice no: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

OTHER VIEW