

## THANK YOU FOR CHOOSING THE WIŚNIEWSKI BRAND

Please note that only proper installation, operation, and maintenance ensure full satisfaction and safe and lasting product performance.

### I. GENERAL TERMS OF THE WARRANTY

- The guarantee is valid in the territory where the product of "WIŚNIEWSKI" Sp. z o.o. S.K.A. - hereinafter called the Producer - was purchased and applies to products purchased in outlets related to the Producer. The Producer's address is as follows: "WIŚNIEWSKI" Sp. z o.o. S.K.A. 33-311 Wielogłowy 153 Poland.
- The warranty liability is limited to product defects of products stored in roofed, dry and cool interiors, installed in normal environmental conditions. The warranty does not apply to losses in transportation effected by a Point of Sale, Client or third parties.
- The basis for warranty claims are purchase receipts with a completed warranty certificate (the warranty certificate is issued at the Point of Sale). In addition, for power operated gates / doors - upon submitting the completed gate / door report book and the acknowledgement of execution of regular and paid technical inspections issued by the Manufacturer or a service provider authorized by the Manufacturer.
- Complaints are submitted at the point of purchase.
- Complaints are submitted in writing promptly (no later than within 14 days) on the discovery of the damage or a failure resulting therefrom. Visible faults are reported prior to product installation. Use of a defective product is prohibited, as it may pose risk to the user and unduly increase the costs of repair. The Manufacturer is not liable for damages resulting from the use of a defective product.
- The Manufacturer is not liable for damages to the client's property other than the object under warranty.
- The complaint is considered justified only if it complies with applicable standards, seller's documentation requirements or other documents accepted by the BUYER and attached to a given order.

### II. WARRANTY PERIOD

The Manufacturer provides a warranty for proper functioning of the product within 2 years from the date of purchase, but no more than 2 years and 6 months from the production date, as indicated on the product information plate, provided the product is used for its intended purpose and installed in accordance with installation and operating instructions.

#### WARRANTY PERIOD - FURTHER PROVISIONS

- In case of MakroPro, MakroPro Alu and MakroTherm standard doors, the warranty for ropes and springs covers 25 000 cycles of operation over no more than 2 years and 6 months from the production date.
- In case of MakroPro INVEST and MakroPro Alu INVEST standard doors, the warranty for ropes and springs covers 22 000 cycles of operation over no more than 2 years and 6 months from the production date. In case of MakroPro 100 and MakroPro Alu 100 standard doors the warranty covers 100 000 cycles of gate operation, including for 22 000 cycles of rope operation over no more 2 years and 6 months from the production date.
- The warranty does not cover deformation of window panes in sectional doors (if they are not durable enough) due to weather conditions, i.e. temperature variations, humidity, etc.
- The warranty does not cover precipitation of window panels, glazed aluminium areas, aluminium profiles, and elements subject to increased wear due to their function and material properties (e.g. batteries, gaskets, etc.).
- The warranty for panes used in aluminium and steel joinery is provided for 5 years and covers the tightness of glass units, adhesion of multilayer panes (apart from the edging strip of 100 [mm] width from the edge of the glass pane and the openings). The warranty does not cover glass unit panes fractures caused by external, mechanical, or thermal factors.
- The warranty for steel and profile doors is provided for 5 years excluding the accessories (handles, door pulls, locks, inserts, self-closing mechanisms), where the warranty is for 2 years.
- The warranty for automatic devices for automatic aluminium doors is 12 months and is granted by the producer of the abovementioned automatic devices. The guarantee period can be extended only after a service agreement with the producer of the automatic devices is signed.

### III. THE PERIOD OF ANTICORROSIVE WARRANTY:

- 10 years for aluminium joinery coated with powder polyester paint - from the purchase date** (but no more than 10 years and 6 months from the production date):  
The warranty period is reduced where a product is installed in a strongly aggressive environment:
  - For elements installed indoors and outdoors in open, rural, inland areas (C2\* low corrosion risk) is 9 years.
  - For elements installed outdoors in urban inland areas or mild coastal areas (C3\* medium corrosion risk) is 8 years.
  - For elements installed indoors (swimming pools, chemical devices) or outdoors in industrial inland areas or urban coastal areas (C4\* high corrosion risk) is 5 years.
  - For elements installed outdoors in industrial areas of high humidity or high content of chlorides (coast) (C5\* very high corrosion risk) is 3 years.
  - For elements installed outdoors by the sea in temperate climate (C6\* very high corrosion risk) is 12 months.
  - Products used closer than 500 m from the sea coastline are excluded from warranty coverage.
- 10 years for elements of residential fences (gates, wickets, segments, posts) and industrial fences (sliding gates PI 95, double-leaf gates, wickets, segments, grating panels, posts) galvanized and coated with powder polyester paint - from the purchase date** (but no more than 10 years and 6 months from the production date),  
**5 years for industrial sliding gates PI130, PI200 galvanized and coated with powder polyester paint, or galvanized and painted with classic method - from the purchase date** (but no more than 5 years and 6 months from the production date).
  - The warranty covers product's corrosive resistance.
  - The fencing must be composed entirely and exclusively of the WIŚNIEWSKI products.
  - Changes in the colour of paint coating, power elements, locking accessories and hinges for gates and wickets, as well as plastic elements are excluded from extended anticorrosive warranty coverage and covered with a 2 year warranty.
  - The warranty is provided on condition that the product is installed according to installation and operating instructions and construction regulations, and used for its intended purpose.
  - The warranty covers all manufacturing defects and corrosion provided that products are not exposed to temperatures below -20°C and over +50°C, and installed in the temperature above -10°C.
  - The warranty takes effect if the product is used under normal environmental conditions without contact with aggressive substances.
  - Products used in highly corrosive environment (category C5 according to EN ISO 12944-2) are excluded from warranty coverage.
  - Cutting edges unsecured during production or installation (wire ends, opening edges, etc.) within 10 [mm] from a cutting edge are excluded from warranty coverage.
  - Products used closer than 500 m from the sea coastline are excluded from warranty coverage.

- 5 years for steel profile doors, coated with powder polyester paint - from the purchase date** (but no more than 5 years and 6 months from the production date).  
The warranty period is reduced if the product is installed in a highly aggressive environment:
  - For elements installed outdoors in industrial areas of high humidity or high content of chlorides (coast) (C5\* very high corrosion risk) is 3 years,
  - For elements installed outdoors by the sea in temperate climate (C6\* very high corrosion risk) is 12 months.
  - Products used closer than 500 m from the sea coastline are excluded from anticorrosive warranty coverage.
- 2 years for elements of residential fences (gates, wickets, segments, posts) and industrial fences (gates, wickets, segments, grating panels, posts) galvanized according to EN ISO 1461 - from the purchase date** (but no more than 2 years and 6 months from the production date)  
The warranty period shall be shortened if the product is installed in a highly aggressive environment:
  - For elements installed outdoors in inland industrial areas or urban coastal areas (C4\* high corrosion risk) is 15 months.
  - For elements installed outdoors in industrial areas of high level of humidity or high content of chlorides (coast) (C5\* very high corrosion risk) is 12 months.
  - For elements installed outdoors by the sea in temperate climate (C6\* very high corrosion risk) is 6 months.

### IV. WARRANTY SERVICES

- During the warranty period, all product material or workmanship defects are removed.
- The Manufacturer undertakes, at its option, to repair, replace, or reduce prices for defective products.
- The Manufacturer is not liable for the cost of defective products disassembly, installation, and transportation.
- All WIŚNIEWSKI products warranty and post-warranty repairs are performed by importers.
- The Producer undertakes to make a repair within 30 days from receiving a claim. The Product repair period can be extended, if it turns out necessary to replace subassemblies that the Producer has to obtain from sub-suppliers.
- If the product's repair requires work at heights over 2 m from the ground level, the claimant shall provide the servicing crew with safe access to the Product.
- The replaced parts become the property of the Producer or company providing the service, authorised by the Producer. The Producer grants a 12 months' guarantee for the new subassemblies from the date of completing the replacement.

#### Warranty services are not provided in the case of:

- Mechanical defects caused by inappropriate storage, installation or use of products.
- Installation performed by an unqualified person\*\* , inconsistent with installation and operating instructions or a failure to maintain products by the installation and operating instructions.
- Inappropriate operation, inconsistent with product installation and operating instructions or using defective products.
- Exposure to external factors such as: fire, water, salts, alkaline agents, acids, organic solvents containing esters, alcohols, aromas, ethylene glycol or chlorinated hydrocarbons and other aggressive chemical substances (e.g. cement, lime, abrasive and cleaning agents which cause material defects and scratches) or abnormal weather conditions, natural disasters and random events.
- Controller malfunctions caused by strong magnetic field generated by nearby power supply machines and radio transmitters.
- Modifications or structural changes made by the user or third parties not authorized by the Manufacturer.
- Repairs carried out by unqualified persons\*\* or unauthorized by the Manufacturer.
- Use of spare parts or auxiliary tools of other manufacturers without the Manufacturer's written consent.
- Failure to perform the activities stated in the installation and operating instructions and to be carried out by the user and at the user's expense.
- Installation of the opening gates in an environment of other class of corrosivity than C1, C2, C3 (according to EN ISO 12944-2 and EN ISO 14713).
- Deformation of a sectional door panels due to a difference in temperature indoors and outdoors.
- Installation inconsistent with building techniques and standards.
- Defects caused by inappropriate product storage.

### V. FINAL PROVISIONS

- The product is accompanied by the installation and operating instructions, the Warranty Certificate, and in case of power operated doors and gates - by gate/ door report books.
- The costs of out-of-warranty repairs are paid for by a party requesting the Manufacturer's technical service.
- Where a component is submitted for analysis at the supplier's facility, the time to handle the complaint may be extended.
- The guarantee for the product sold does not exclude, limit or suspend the purchaser's rights resulting from the regulations on the warranty for the defects of a sold product.
- Other product parameters, not mentioned in the Warranty Conditions, are specified in Price Lists for a given group of standard products.

\* - class of corrosivity in the environment according to EN ISO 14713,

\*\* - qualified person - person adequately instructed and trained, having knowledge and practical experience to ensure proper and safe installation.