

# WARRANTY

PLAST-SYSTEM FIDLER Sp. z o.o. hereinafter referred to as the Manufacturer, guarantees that its plastic WINDOWS and INSULATED GLAZED UNITS as well as STEEL WINDOWS are free from material and manufacturing defects.

## 1. Warranty scope and duration

The Manufacturer provides a 2-year warranty on all its products. The warranty covers all elements of windows and insulated glazed units except for optical defects and distortions, which are considered separately. The warranty shall not be recognised if the Buyer does not adhere to the Window Installation Instructions and Manufacturer's Cleaning Instructions during installation and use, or if the Product is used for other than its intended purpose. Use contrary to the intended purpose shall be construed as installing products in sectional garage doors.

## 2. Visual defects

The Manufacturer provides a 5-year warranty on plastic sheets used in its products regarding their resistance to UV radiation (yellowing) and declared light transmittance when exposed to moderate European climate. Any visual defects not visible after installing the Product in a sectional garage door shall not be considered.

### A. INSULATED GLAZED UNITS

Visual defects such as shade or colour changes, tarnishing, undulation or dents resulting from the embossing of the sheet shall be considered a valid complaint only if they are visible immediately after installation in a sectional garage door and removal of the protective film. The Product shall then be assessed in a vertical plane, at a right angle (90°) to the surface being examined, from a distance of 2 meters in natural light.

### B. STEEL WINDOWS

Surface protrusions on stainless steel frames, resulting from the manufacturing process, shall not be considered as defective.

### C. PLASTIC WINDOWS

The Manufacturer is not responsible for any differences in the colour shade of window frames. These differences may be caused by the physical properties of the materials used to make the frames. Products from different production batches may differ in colour, shade, structure, and gloss. Visible material joints resulting from injection processes may appear on plastic frames. The Manufacturer shall make every effort to ensure that, the Buyer receives goods of the same colour and without visible material joints in one delivery.

## 2.1 Fogging

Absorbing moisture from the air is a natural property of plastic sheets. The main reason for this is moisture diffusion caused by such factors as pressure, air humidity, temperature, and condensation point. Under the influence of these factors, plastics act as a membrane, and moisture penetration is unavoidable.

Variable temperature and weather conditions, such as increased air humidity, may lead to the condensation and deposition of steam inside the glazing. Such fogging is not permanent and should subside as atmospheric conditions stabilise. Therefore, this is not considered a product defect but arises from the technical properties of plastics.

## 2.2 Deformations of insulated glazed units

The deformation of plastic sheets used in the production of insulated glazed units is their natural property. SAN, PMMA and PC insulated glazed units exhibit linear expansion depending on temperature changes. Due to variable pressure conditions, convexities or concavities may appear on their surface. To prevent the insulated glazed units from jamming, the Manufacturer installs a spacer pin as a mandatory addition in the following cases:

- in glazed units with a surface area exceeding 0.55 m<sup>2</sup> and with a unit thickness of 21 mm or less,
- when two sheets with a thickness of 2.0 mm each are used, and for a total unit thickness of 22 mm,
- when 3.0 mm thick sheets are used in units exceeding 0.6 m<sup>2</sup> with a total unit thickness of 21 mm,
- in triple-glazed units, regardless of sheet thickness, if the surface area is over 0.55 m<sup>2</sup>,
- in insulated glazed units with a length exceeding 1.5 m, the Manufacturer independently decides on the quantity of installed spacer pins.

Upon Customer request, the Manufacturer may choose not to use spacer pins or change their quantity in the insulated glazed units. The Customer must inform the Manufacturer of such a request upon placing the order. In such a case, the Manufacturer is not liable for potential jamming of the insulated glazed units.

Plastic exhibit greater linear thermal expansion than glass and metals, and this should be considered when installing insulated glazed units in sectional doors. The linear thermal expansion coefficient for plastics is high at 0.07 mm/mb°C (compared to 0.009 mm/m°C for glass).

Temporary deformations may occur if insulated glazed units are installed in locations exposed to prolonged sunlight. Therefore, the Manufacturer does not recommend installing the Products on the south side.

In addition to linear expansion, the moisture content in the air causes an additional dimensional change of up to 0.5%.

Variability and differences in temperature and moisture content between the internal and external surfaces of the insulated glazed unit may result in temporary deformations (convexities or concavities).

## 3. Product assembly, storage and use

The Customer is responsible for the compatibility and matching of windows and insulated glazed units in sectional doors.

During Product installation, it is essential to consider the materials' typical properties like the expansion coefficient. Therefore, the products cannot be fitted rigidly in place — it is necessary to provide them with space for free movement, especially lengthwise.

Mechanical damage, including scratches or cracks caused by incorrect assembly and use, is not grounds for a complaint. Complaints shall only be considered if the annual door service check also includes verifying the correct functioning of the installed windows or insulated glazed units.

The glazing must not be exposed to aggressive agents such as solvents, abrasives, unsuitable cleaning agents, lime, cement or other construction debris.

During transport and storage of the Products, care should be taken to ensure that they are not directly exposed to weatherproofing. PLEASE NOTE: insulated glazed units must be stored vertically at all times.

It is recommended to install the insulated glazed units in the door within four weeks from Product delivery to the Customer. Additionally, the Man-

Manufacturer advises removing the protective film immediately after installing the sectional garage door at the installation site.

The recommendations for using our glazing are based on our best knowledge and do not release the Customer from the obligation to carry out their own tests.

#### 4. Installing windows

The pressure force to be used when installing screwed windows:

Pressure force		
No.	PLASTIC WINDOW SIZE	PRESSURE FORCE (Nm)
1	345670	1,5
2	336640	1,5
3	324490	0,9
4	344532	1,3
5	370680	1,5
6	203610	1,7
7	430770	1,5

Before installing windows in the garage door panel, please ensure that:

- the cut out in the garage door panel is suitable for the window to be installed,
- the window to be installed is correctly sized for the thickness of the garage door panel,
- the panel surface is smooth, and in cases where the embossing and/or texture on its surface exceeds 1.0 mm (0.5 mm for steel windows), additional sealing is applied.

All detailed information regarding the installation of screwed and snap windows is provided in the Window Installation Instructions.

#### 5. Cleaning insulated glazed units

Plastic sheet has low scratch resistance. Therefore, the Manufacturer would like to emphasise that improper cleaning may cause surface scratches. The warranty does not cover scratches resulting from cleaning.

Insulated glazed units must be cleaned according to the Manufacturer's Cleaning Instructions. The use of aggressive cleaning agents, tools with sharp edges (e.g. brushes, squeegees, and spatulas), or high temperatures may lead to the loss of warranty claims.

#### 6. Cleaning stainless steel windows

Always use a clean, soft and non-scratching cloth when cleaning stainless steel window frames. Stainless steel may be cleaned with commercially available products designed for this purpose. Using silver cleaners or products containing chlorides and hydrochloric acid is not recommended. Never apply cleaning agents directly to the surface when cleaning the frame, as these agents may permanently damage it. For instructions on how to clean insulated glazed units, see the paragraph No. 5.

#### 7. Insulated glazed unit dimensions — tolerances

Please note that when ordering plastic insulated glazed units, it is necessary to consider the tolerance in their overall dimensions, such as:

- the insulated glazed unit's total thickness is  $\pm 0.6$  mm,
- the insulated glazed unit's length and width to be considered when ordering is  $\pm 2$  mm.

Please note that the plastic sheets in the insulated glazed unit may be displaced relative to each other by up to 2 mm. This results from the production process and is not grounds for a complaint.

#### 8. Warranty procedure

The following documents must be submitted electronically when making a complaint:

- a filled-out Complaint Form describing the product defect or a detailed description of the product defect,
- photographs of the glazed units or windows subject to the complaint, which must show the defect and the entire product from both the internal and external sides of the door. The Manufacturer may also request additional photographic documentation if necessary,
- purchase invoice,
- order date,
- delivery date, and
- the date when the defect/damage was noticed.

The glazing to which the complaint relates must be sent to the Manufacturer's registered office by prior arrangement with the Manufacturer.

Where the damage or defect of the product is recognised as attributable to the Manufacturer during the complaint procedure, the Manufacturer shall deliver a new product to the Customer's registered office or another specified address at its own expense within 14 days from the date of acknowledging the complaint and informing the Customer accordingly. Consequently, the Manufacturer shall not bear any costs associated with replacing windows or insulated glazed units. In extraordinary cases, claims shall be handled on a case-by-case basis.

#### 9. Procedure in the case of goods damaged in transit

Where the Customer discovers that the delivered goods have damaged packaging (torn film or cardboard, dents in the cardboard, or other visible damage), the Customer shall draw up a cargo damage report for goods with visible damage, including the driver's signature, and send it electronically to the Manufacturer.

If such damage is noticed after the driver has left, the Manufacturer must be informed immediately and provided with the following information/documents:

- photos showing the damage,
- description and number of damaged packages,
- number of damaged goods,
- date of delivery,
- order number.

Place/Date.....,.....

# COMPLAINT FORM

## CUSTOMER DETAILS:

Company Name: .....

Name and Surname: .....

Address: .....

E-mail address: ..... Mobile No: .....

## SUBJECT OF THE COMPLAINT:

Purchase date: .....

Type of goods purchased: .....

Quantity: .....

Invoice Nr: .....

Total value of the goods: .....

## NOTICE OF COMPLAINT (description of defects and circumstances in which they occurred):

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When the defects were discovered: .....

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Signature