

SOLARLUX MANUFACTURER WARRANTY

LAST UPDATED MARCH 2021

SOLARLUX PRODUCTS STAND OUT
DUE TO THEIR EXCEPTIONAL QUALITY.
WE ARE SO CONFIDENT OF THIS
THAT WE ARE HAPPY TO MAKE THIS PROMISE:
10-YEAR WARRANTY.

ALUMINIUM

On highly weather-resistant, powder-coated surfaces or anodised aluminium profiles that have been pre-treated with Seaside (Qualicoat) to make them weatherproof and colourfast.

WOOD

On the surface quality of the finished wood elements and wood constructions through regular inspection and maintenance of the surfaces.

FITTINGS & IMPERMEABILITY

On the functionality of the door and window fittings as well as the declared impermeability of the systems to wind and water in each case.

Date & signature

A thick, solid grey horizontal bar intended for a signature.

I. VALIDITY

1. The following manufacturer guarantee is valid for doors and windows incl. fittings (hereinafter also called "elements") by the Solarlux company.
2. The scope of the warranty is within Germany.
3. Statutory warranty entitlements remain unaffected.

II. WARRANTY PERIOD

1. The guarantee begins on the date of delivery/collection, or upon issuance of our completion notification at the latest.
2. The manufacturer's warranty is valid for 10 years (one year is understood as 365 days).

III. SCOPE OF THE 10-YEAR SOLARLUX MANUFACTURER WARRANTY

Solarlux GmbH provides a manufacturer warranty for the warranty period noted under Point 2 only where all the requirements listed under Point 4 are fulfilled:

Doors and windows made from aluminium, wood or wood-aluminium, as:

fixed / revolving / tilt / turn-and-tilt / parallel slide-and-tilt / all-glass slide / slide-and-turn / slide / lift-and-slide / bi-folding door / zero-sliding element

- Highly weather-resistant, powder-coated surfaces or anodised aluminium profiles that have been pre-treated with Seaside (Qualicoat) to prevent unnatural colour changes and crack formation. Based on the GSB guidelines (international quality guidelines for the coating of aluminium components).
In terms of residual gloss, the minimum is the degree of gloss determined in accordance with DIN EN ISO 2813, which is at least 30% of the original value.
- The surface quality when coating the finished wood elements and wood constructions.
Subject to the condition that a regular inspection is carried out (for damage caused by hail, natural wood cracks, damage) as well as maintenance of surfaces, in compliance with the terms for wood elements.
- The functionality of the door/window fittings in regular inspections/maintenance by Solarlux in accordance with Clause 4, as well as cleaning and care of the moving components.
- The impermeability to wind and water of all systems designated as such. Subject to the condition that regular maintenance and care of all seals is carried out to prevent embrittlement.
- The guarantee remains valid as long as the usual stresses and loads, as outlined in the relevant technical norms and standards, are not exceeded. Where the product is used or applied in a manner that is not in accordance with the contract, the guarantee lapses in its entirety.
- In general, we guarantee free delivery of all parts bearing the following criteria in mind.

IV. PRECONDITIONS

The following are requirements for granting the 10-year Solarlux manufacturer warranty:

- Installation by the Solarlux company.
- A maintenance contract must be concluded with the Solarlux company. The maintenance measures and intervals are defined in the maintenance contract.

- The applied protective foil must be removed from the element two months after the completion notification at the latest.
- Wood elements must be installed in accordance with the coating groups (compliance with the Rosenheim coating groups table).
- Compliance with operation manual and care instructions.
The systems may only be maintained and cleaned using lukewarm water and never aggressive cleaning agents. The guarantee lapses if aggressive cleaning agents are used. In less corrosive environments, cleaning must be carried out every six months, and every three months in corrosive environments.
- Cleaning is to be carried out by the end customer and adapted to the local environment.
- Where the following risk factors - which play a part in increasing corrosion - are present, the element surfaces must be pre-anodized:
 - >> < 10 km from the coast or < 5 km from large rivers and estuaries.
 - >> Areas with higher emissions of chemical, fluorine-containing and gaseous substances and ore materials.
 - >> Proximity to water treatment plants, laboratories, crematoriums and animal fouling.

V. WARRANTY EXCLUSIONS

Damage caused by the following are excluded from the guarantee:

- force majeure, such as: wars, acts of terrorism, uprisings, natural disasters, epidemics, explosions, radioactivity.
- damage caused by fire, floods and mains water leakages.
- pest infestation
- violent or mechanical impacts.
- External influences such as environmental factors, gases and aggressive substances.
- Changes to the components of the element where not carried out by Solarlux.
- Damage or malfunction caused by improper or technically incorrect installation or by incorrect operation.
- Damage or malfunction caused by subsidence or deflection in the building or in parts of the building.
- Surface damage deliberately or negligently caused by the use of aggressive and abrasive cleaning agents or as a result of neglecting to carry out the necessary maintenance measures.
- Corrosion resulting from environmental factors such as use in close proximity to the sea (salty atmosphere) and an atmosphere polluted by heavy industry.
- Wood surfaces that are not cleaned regularly and inspected for damage (damage caused by hail, natural wood cracks, scratches, etc.), and immediately repaired.
- Changes to the coating on wood elements that are to be regarded as normal aging and that therefore cannot be recognised as grounds for complaint, such as a change in the colour of the coating and loss of lustre, change in colour due to a darkening of the wood, or a chalking quality in covering wood coatings.
- Change in the appearance of the surface resulting from a failure to carry out regular cleaning and maintenance.
- Normal adjustment work.
- Electrical and shading parts. In this case a 2-year warranty applies.
- Subsequent costs for damage caused as a result of one of the previously mentioned topics.
- Glass breakage is, after handover of the goods, fundamentally excluded from the guarantee, as are leakages and reductions in Ug value after 5 years as a result of possible gas build-up in the space between the panes.

VI. ASSERTING CLAIMS

Notification of defects must be submitted in writing to Solarlux promptly, and at the latest 10 days after the defect

becomes apparent and within the warranty period granted under Point 2.

VII. SERVICE IN A WARRANTY CASE

1. Solarlux reserves the right to inspect the defect on site by prior appointment, or to do so at the plant once it is returned.
2. If the inspection is carried out at the plant, Solarlux shall see to the temporary closure of door or window openings. The removal may only be carried out by Solarlux, except where Solarlux has issued written permission for another specialist company to carry out the removal.
3. In a valid guarantee case, Solarlux is responsible for providing a free replacement for components such as the ones described in Point 3, up to a max. of the original purchase price. The customer must pay the difference in the price of the element at the time of exchange. Delivery is free for the customer; defective components remain with the customer unless explicitly reclaimed.
4. Any further reimbursements, in particular wage or installation costs, are excluded. Third-party materials, additional expenses of any kind, and loss of rent cannot be claimed or acknowledged.