



# WARRANTY FORM

**FOR PRODUCTS MADE OF STEEL SHEETS BY BRATEX DACHY USED IN EUROPE VALID FROM 2016-03-09**

(the warranty card remains valid until the next issue)

By this document the company Bratex Dachy guarantees that during the warranty period the sheet metal shall not suffer from perforating corrosion due to oxidation (hence providing a functional warranty), and, depending on the product, the paint coat will not flake, deteriorate or become unevenly discoloured (hence providing a warranty of colour). The duration and scope of the warranty are specified individually for particular products used in environments of specific corrosion categories according to Table 1 and Table 2 below.

The warranty period starts from the date of sale of products by authorized distributor.

## WARRANTY CONDITIONS

This warranty applies to full-value products made of organic-coated metal sheets based on sheets galvanized with pure zinc or its alloys, and also applies to so-called 'alu' sheets made of aluminium-manganese-magnesium alloys intended for roofing, panelling of façade walls of buildings and the Struga gutter systems.

The responsibility of Bratex Dachy in respect to this warranty is limited to quality of the product itself and does not cover mechanical damage or damage caused by force majeure such as: fire, flood, hailstorm, gale, moss or algae growth, etc..

## THE WARRANTY DOES NOT COVER:

1. Corrosion on cutting edges of the sheets, called creep corrosion on sheet edges, which is a natural process in case of galvanized sheets under influence of external conditions.
2. Steady change in color intensity of the coating caused by natural aging of the material.
3. Change of aesthetics or properties of the product caused by accumulation of dust, moss and other pollution on the surface of sheets during use.

## ADDITIONAL RESERVATIONS OF THE SCOPE OF WARRANTY FOR METAL SHEETS USED ON ROOFS OR FACADE WALLS. THE WARRANTY DOES NOT COVER:

4. The protective varnish coat on the bottom side of the metal sheet and perforation corrosion of the bottom side of the sheet coated with a coat of protective varnish or of surfaces coated with a renovation varnish.

## THE WARRANTY IS VALID UNDER FOLLOWING CONDITIONS:

1. The purchased products were transported, stored, installed and maintained according to the dedicated installation manual and the "Technical recommendations on use of roofing system" developed by Bratex Dachy and available at the place of purchase as well as on the Internet website [www.bratex.pl](http://www.bratex.pl).
2. The product has been installed in Europe at an elevation of no more than 900 m above the sea level. If installed above this elevation, the warranty period is reduced by half.
3. The product made of steel sheets has been assembled with certified galvanized self-tapping screws with the minimum zinc coat thickness of 12  $\mu$ m or with stainless steel or aluminium screws for 'alu' sheets.
4. The roof, other surfaces covered with metal sheets or gutter systems are annually washed and professionally preserved without abrasive or aggressive agents (the buyer is obliged to maintain a record of the roofing system maintenance and present it to Bratex Dachy on request).
5. The roof, other surfaces covered by sheets or gutter systems are cleaned and maintained professionally every year, without the use of adhesive or aggressive agents. The Buyer is obliged to document the cleaning process, e.g. using a Roof System Maintenance Register.
6. The product is used in environment where conditions do not cause accelerated corrosion and where there are no factors effecting the product in a destructive way, such as: big amounts of chlorides in the air, chemical compounds, smoke, ashes, cement dust, animal droppings.

The functional warranty remains valid if after the colour warranty period (if any) and before the end of the functional warranty all damage of the paint coat, e.g. cracking, flaking, chipping, etc. are immediately safeguarded with a coat of paint in accordance with the Product Painting Instructions in the Technical Operating Guidelines of the Roofing System. This is a necessary condition for continued validity of the functional warranty.

## ADDITIONAL RESERVATIONS OF THE WARRANTY VALIDITY FOR METAL SHEETS USED ON ROOFS OR FACADE WALLS. THE WARRANTY REMAINS VALID WITH THE PROVISO THAT:

7. The slope of the roof or other surface with roofing is at least 12° (degrees), free drain of rainwater from the whole sheets surface is possible and there are no areas on the sheets where water or other pollution can accumulate.

## ADDITIONAL RESERVATIONS OF THE WARRANTY VALIDITY FOR METAL SHEETS FOR THE STRUGA GUTTER SYSTEMS. THE WARRANTY REMAINS VALID WITH THE PROVISO THAT:

8. The slope of the gutter is higher than 5mm/m.
9. For the Struga gutter system, free drain of rainwater is enabled so that water and other pollution can't accumulate on the surface of sheets.

## THE WARRANTY DOES NOT COVER DAMAGES CAUSED:

1. By inappropriate use of products.
2. In the result of mechanical or chemical damage made to the sheets or to the coating.
3. By storing and using of products near materials, which may cause corrosion or when contacting with copper, water including copper ions or materials, which may change electrical potential.
4. Improper transport, working, assembly or operation contrary to good roofworking practices, the applicable instructions of metal sheet assembly and the Technical Operating Guidelines of the Roofing System.
5. By contact of "aluminum" sheets with steel or copper sheets or liquids running through unsecured surface of such sheets.

## COMPLAINT CONDITIONS

All warranty claims shall be served within 30 days from the appearance of damage on the purchased product. Claims towards this warranty shall be served in writing against the claim confirmation of receipt at Bratex Dachy sp. z o.o. s.k., PL 39-200 Dębica, ul. Drogowców 7, Poland. The claim receipt date is the date on which Bratex Dachy actually receives the warranty claim. The language of communication for the claim depends on the country of the claim's origin. If the product has been installed outside of the European Union, the warranty claim and all other correspondence between both parties shall be in the Polish language.

The complaints will be investigated only if the Buyer provides all the following documents:

- original proof of purchase and purchase order for the product;
- all the necessary information and documents enabling the identification of product such as: class of product, full name of product, color symbol, type of surface, dimensions of damaged sheets or Struga gutter systems, number of sheets of Struga gutter system elements, full information about the authorized dealer from whom the product was purchased, number of authorized dealer's invoice (Bratex Dachy purchase invoice);
- original warranty form issued by Bratex Dachy with date adequate to the date of purchase of product subject to complaint, signed by the Buyer;
- inspection report (memo), photo documentation or on demand of Bratex Dachy – collected samples.



Bratex Dachy shall examine the claims within 60 days from the date of being served the claim in writing. If it is necessary to carry out an inspection of the product, it shall be completed within this period and Bratex Dachy shall decide to accept or reject the claim within 60 days from the date of inspection. If it is necessary to perform laboratory tests to determine the cause of defects, the claim examination period shall be extended by the time required to complete the tests and the Buyer shall be informed accordingly in writing.

If complaints will be considered justified, Bratex Dachy will decide whether to issue a full or partial refund in the following way:

- reapply the layer on damaged sheets on Bratex Dachy own expense;
- or provide the Buyer with new sheets or elements of Struga gutter system on Bratex Dachy own expense, in the same standard of color and layer, or in case the color or layer are no longer offered by Bratex Dachy, in the closest option available;
- or issue a financial refund onto bank account stipulated by the Buyer in currency stipulated in the invoice issued by Bratex Dachy to the Buyer or to an authorized dealer who participated in the transaction;

The warranty liability of Bratex Dachy is limited to the net amount on the sales invoice issued by Bratex Dachy for the product under claim. The recompense amount will be calculated with considering the number of years the roofing metal sheet or a Struga gutter system component have been used and the number of years remaining of its assumed life in the warranty period. The recompense amount will be deducted by the proportional value resulting from the ratio of the product's period of use to the colour warranty period or the functional warranty period (depending on the claim type).

The Buyer declares that they have read and understood the warranty terms and conditions, the applicable assembly instructions of the product and the Technical Operating Guidelines of the Roofing System and confirms the declaration by their signature.

This warranty obligation and all disputes which may arise from its performance are regulated by Polish laws. All disputes shall be settled by a court of law with the jurisdiction proper for the registered office of Bratex Dachy.

Bratex Dachy sp. z o.o. s.k., PL 39-200 Dębica, ul. Drogowców 7, NIP (VAT no.) 872-222-52-15, REGON 180008499, KRS 0000320498, T: +48 14 682 28 22, F: +48 14 68 09 323, www.bratex.pl, www.struga-rynny.pl

Date of purchase \_\_\_\_\_

Signature of Buyer \_\_\_\_\_

Table nr 1

Product class / Article	Product variety	Warranty of colour [yrs]	Functional warranty [yrs]
		Environmental corrosivity category*	Environmental corrosivity class*
		C1-C3	C1-C3
ALUMINIUM CALSS – roofing sheets	HYDRO POLYESTER STANDARD / POLYESTER STUCCO GRAIN MAT / CLEAN ALUMINIUM / TRANSPARENT	15	50
PRESTIGE CLASS – roofing sheets	SSAB GREENCOAT CERAMIC MATT 350	15	LIFETIME (NO TIME LIMITATION)
	SSAB GREENCOAT NOVA / NOVA MATT	15	50
	SSAB GREENCOAT PRO / PRO MATT	20	50
	SSAB GREENCOAT MICA	20	50
	SSAB PURAL MATT	20	50
	SSAB PUREX	15	40
PREMIUM CLASS – roofing sheets	SSAB POLIESTER STANDARD	10	30
	SSAB PREMIUM MATT	10	30
	VOESTALPINE COLOFER MATT / COLOFER VARIO	10	30
STANDARD CLASS – roofing sheets	POLYESTER STANDARD / POLYESTER COARSE GRAIN MAT	2	10
	GALVANIZED ALUMINIUM	NONE	10
GUTTER SYSTEMS Struga	SSAB GREENCOAT RWS	15	30

\* Acc. to PN-EN ISO 12944-2:2001 – see descriptions in Table 2.

Table nr 2

Corrosion category	Environmental corrosivity	Example environment
C1	Very weak	Indoor: heated building with clean air, e.g. offices, shops, schools, hotels.
C2	Weak	Outdoor: atmosphere with low concentrations of pollutants. Rural areas in general. Indoor: unheated buildings with possible condensation, e.g. storage rooms, sports halls.
C3	Moderate	Outdoor: urban and industrial atmosphere, moderate contamination with sulphur dioxide. Coastal areas with low salinity. Indoor: production rooms with high humidity and low air contamination, e.g. food processing plants, laundries, breweries, dairies.