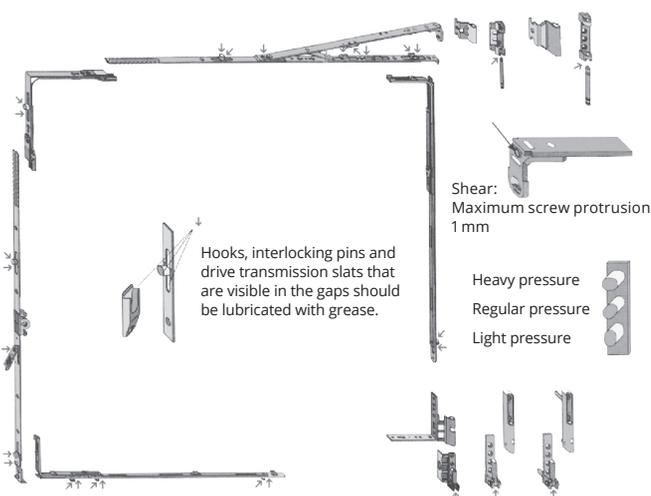


WARRANTY CARD

- DRUTEX S.A, as a producer (guarantor) of **woodwork** - wooden windows, balcony doors and outer doors, which are known as "products", guarantees high quality of the delivered products, according to the reference document.
- The producer renders warranty for its products for the period of:
 - 3 years for balcony windows and doors,
 - 2 years for outer doors,
 - 2 years lift and slide system HS.
- The guarantee period begins from the moment of the products' issue and reception. Any rights associated with the guarantee are valid only after the Receiver had settled all the charges to the Deliverer/Producer. This condition does not apply if product has been sold to a private Consumers, that are not running any business.
- In the warranty period the Producer binds himself to remove all the latent defects, which are invisible while the products' reception and which do occur in the usage or to replace the product on condition that it has not already been built in.
- The warranty covers those latent defects, which are result of the production- or material defects
 - wooden profiles- stability of the dimensions and forms and the durability of the profiles' construction connections,
 - window ferrules- durability of the ferrules'parts and elements which are important when it comes to the safety reasons,
 - glazing packages the density of the composite glasses made of Float and Termofloat glass, which are assembled in the windows in normal conditions of the dust and moisture infiltration into the inner part of the composite glass,
 - the durability of the varnish coat, however without the point 6k.
- The warranty does not cover:
 - any defects, due to appearance of which, the price has already been lowered,
 - any defects, which remain invisible after the assembly and which do not have any impact on the usage value (ex. frame's scratch),
 - scratches of the varnish coats after the products' have already been taken away,
 - cracks of window panes and scratches on the outer part of the glass surface, which appear after the products' reception,
 - any defects, which are a result of the products' pollution by the : paint, mortar, sand, assembly belt,
 - any defects, which appear during the transport-, storage- or lodge- process and which are carried out by the Buyer,
 - any defects, which appeared as a result of an incorrect assembly,
 - any changes in colours and other defects, which are a result of wood swelling. The swelling process is a consequence of the relative air dampness in therooms, which exceeds 70%,
 - frost penetration and steam condensation as well as results of those effects, which refer to the incorrect climatic conditions inside the room and an incorrect ventilation,
 - distortions of seals, defects of the roof gutter's drip and choked drips channel,
 - natural changes of the wood ,s colour, which appear under the stain coatings and which are a result of the solar radiation,
 - any defects, which are a consequence of the incorrect usage or conservation of the product (the usage of incorrect washing materials or sharp tools in the cleaning process),
 - any defects, which are a result of random events and natural disaster, such as: fire, strong wind, devastation, flood, etc.,
 - any defects, which are not connected with the normal usage of the products , that matches their purpose,
 - any defects of the ferrules , which occur due to their maladjustment. The adjustment of the ferrules should be carried out by the Buyer,
 - any other causes, which do occur due to the user's fault,
 - the shades of the wood under the transparent paints,
 - internal profile,
 - glass deflection (the double glass effect),
 - brewster's rings/fringes,
 - anisotropy – double refraction effect in glass,
 - wettability diversity of external glass surfaces depending on the prints of suction, rolls, labels used in the production of base glass as well as composite and single glass,
- shades of composite and single glass resulting from:
 - the application of raw materials and their various proportions in the production of base glass as well as composite and single glass,
 - glass thickness, type of coating, light conditions and the angle of view on their surface.
- the effects of thermodynamic phenomena (evaporation on woodwork inside and outside the room where the woodwork has been fitted).
- The warranty covers the products, which:
 - do not show any marks of planning or construction changes,
 - storage is carried out according to the requirements of PN-B-05000, which means that the storage should be organized in indoor, dry and ventilated spaces,
 - usage and conservation id carried out in a proper way,
 - packing , storing and transport in compliance with the binding norms,
 - the warranty covers products installed (or transported) up to 600 m above sea level. Above that altitude it is necessary to apply ESG glass and elements that compensate pressure in the chambers – e.g. capillaries.
- Warranty is rendered to products, which are assembled and used correctly and which do fulfill the following conditions:
 - spaces are regularly aired and do have a proper ventilation,
 - spaces, in which the relative air dampness does not exceed 70%,
 - the varnish coatings are maintained once or twice per year with the use of materials recommended by the producer, which means: cleaning milk (Sikkens). One should clean the windows by using warm water with mild washing materials.
- The assembly of the balcony windows/doors should be carried out after all the finishing work in the buildings have been completed (plaster work, painting, etc.). All defects, which occur due to the products' assembly carried out before the above mentioned operations are completed , are not covered by the warranty.
- Assembly shall be completed according to the manufacturer's instructions or applicable standards. We allow individual sealing solutions in the reveal (façade), which however must be done in accordance with applicable regulations and/or the manufacturer's instructions and architect's recommendations.
- The producer as a warranter reserves the right to assess the defects and to their categorization
- The latent defects should be submitted directly in the point of sale (known as Deliverer), in which the product was bought immediately after the defect appeared. All defects, which could be noticed before the products are assembled and built-in should be submitted immediately to the Deliverer before those operations are completed. The complaint should be lodged in a written form and should include the order's number, invoice's number and a description of the defect.
- Our service representative will examine the products and assess the relevance of the complaint within 14 days, starting from the moment when the complaint was submitted. He will repair all the accepted defects in the shortest possible time, which however should not take longer than 30 working days since the products' examination. The date can be changed due to very important objective reasons, such as: the type of the repair, atmospheric conditions, etc. The customer should be informed about the change. The Buyer bears all the costs of the complaint settlement when the complaint is unjustified.
- Guarantee card is issued by the agency of Supplier. The condition which makes it possible to benefit from the guarantee's powers is to submit a Warranty and an invoice to the service representative and to pay the Supplier the whole sum for the purchased products. Damaged, incomplete or illegible Warranty can be recognized as invalid.
- Warranty expires after the periods, which are determined in point 2. Buyer loses the guarantee right in every case when the assembly is arranged or when the products are used and maintained in such a way that is inconsistent with the tips determined by the producer.
- The warranty applies in countries where DRUTEX S.A. sold its products directly.
- Hereby warranty does not exclude, limit or suspend buyer's powers which result from the inconsistency between the good and the agreement.
- Protective package should be removed not later than 30 days of the purchase.
- Quality assessment of the powder-coated surface in accordance with QUALICOAT requirements.

ADDITIONAL REMARKS:

- cleaning products that cause scratches should not be used;
- windows should not be painted with paint or varnish;
- all dirt on the window, especially rust, soot, mortar, and so on., should be immediately removed;
- windows in their equipped with drainage slots which under no circumstances may be built up;
- in order to maintain the reliable and smooth functioning of the fittings, moving parts of the lock should be greased at least once a year with the use of industrial petroleum jelly.



USAGE, CARE AND MAINTENANCE INSTRUCTION

Maintenance of windows and balcony doors should be conducted at least once a year, to guarantee impeccable work. The following maintenance actions have to be performed:

- fittings elements that are responsible for safety should be regularly inspected. Proper fixing and wear should be controlled,
- all the moving parts must be lubricated or oiled,
- the cleaning and maintenance should be conducted by application of products that shall not affect the anti-corrosion coating of the envelope fittings.

