

Guarantee for products powder coated*

1. STACO Polska Sp. z o.o. provides a guarantee for the powder coating services offered and guarantees that the materials coated meet the technical requirements and standards.
2. The guarantee period for the adhesion of the paint coat starts on the date of delivery of the material from STACO Polska Sp. z o.o. to the buyer and is:
 - a) 2 years on aluminum , hot dip galvanized steel for indoor and outdoor use
 - b) 2 years on steel for indoor use
 - c) In case of non-galvanized steel material for indoor use the Contractor shall not provide the guarantee and the Ordering Party shall, on their own responsibility, order the Contractor to carry out the order without the right to claim under Guarantee and Warranty.
3. Resistance of the coating to UV rays, discoloration and loss of gloss is specified in the production card of the manufacturer IGP Company or any other equivalent card.

Guarantee Terms and Conditions:

- 1) Any defect that is subject to warranty must be reported in writing to STACO Polska Sp. z o.o. by the complainant within one week of its finding.
- 2) In order for the warranty claim to be accepted, the purchase documents must be submitted and supplied to STACO Polska Sp. z o.o. (invoice) to enable the identification of the products.
- 3) STACO Polska Sp. z o.o. undertakes to carry out the claim process within 14 days from the date of receipt of the claim.
- 4) This guarantee is valid if the following conditions are met:
 - a) **Compliance with the rules on transport, storage and installation of coated components**
 - i) Powder coatings are sensitive to, among other things, organic thinner s, concentrated alcohol, acids, alkalis and oil based compounds. Therefore, contact of the coating with the above mentioned agents is prohibited.

In particular, protection shall be provided against contact of the coatings with lime, cement and other alkaline building materials.

STACO Polska Sp. z o.o. standard is to pack the parts in stretch film. The materials are packed only to protect them from minor damages and dirt. The film does not protect the material for storage and transport.

* Only valid for gratings made in Poland

- ii) Immediately after receipt, the film must be unsealed in order to prevent condensation between it and the material. After transport, it should be removed as soon as possible especially if the temperature is high.
 - iii) Joint sealing compounds and other auxiliary materials such as glazing compounds and putty, lubricants and coolants for cutting and drilling, adhesives, joint mortars, putty, adhesive tapes, etc. which come into contact with the coated surfaces must be pH neutral and must not contain substances which could damage the paint applied. Sunlight increases the aggressiveness of chemicals. The above-mentioned materials must therefore be tested for suitability for the coating before use.
- b) **Regular and professional maintenance of the structure using appropriate means. Incorrect cleaning is often the cause of coating defects, therefore the following rules shall be observed:**
1. *Clean water should be used for washing, to which a small amount of neutral or slightly alkaline detergent can be added. Washing can be made more effective by using a soft non-abrasive fabric to wipe the surface.*
 2. *For general cleaning of powder-coated parts, use non-aggressive, neutral cleaning agents (pH = approx. 7)*
 3. *During washing the temperature of the coating shall not exceed 25°C.*
 4. *The temperature of the water and detergent mixture used for washing must not exceed 25°C. The coating must not be washed with a steam jet.*
 5. *Strongly acidic or strongly alkaline detergents and surfactants that may react with aluminum must not be used.*
 6. *Do not use organic solvents containing esters, ketones, alcohols, aromatic compounds, glycol esters, chlorinated hydrocarbons, etc.*
 7. *Do not use detergents of unknown origin.*
 8. *Greasy, oily and tarry substances can be removed from the surface to be cleaned using petroleum-derived solvents free of aromatic compounds. Dirt from residues of glue, silicone rubber, adhesive tape shall be removed in the same way.*
 9. *Do not use abrasive cleaners or clean the surface by friction or water jet from a high-pressure cleaner. It is permissible to use soft cotton cloths (or sponge) intended for industrial cleaning. When wiping, do not press the cloth too hard against the surface being cleaned.*
 10. *Detergents used for washing must not react with the cleaned surface for more than one hour. If necessary the washing process may be repeated after 24 hours.*
 11. *After each washing, the surface must be immediately rinsed with clean cold water to remove surface-active agents from the surface.*
 12. *The interval of cleaning should be determined according to the degree of soiling, but it is recommended to clean the details at least twice a year. In addition, it is the responsibility of the customer to keep full records confirming the cleaning of the surfaces covered by the guarantee during the whole guarantee period.*

- 5) In case the painted constructions are exposed to industrial emissions, chemical agents or humidity (swimming pools, laboratories, etc.) such information should be provided together with the order to STACO Polska Sp. z o.o. in order to choose the right technology.

It is the responsibility of the claimant to prove that the requirements outlined have been met.

- 6) The guarantee is voided:
- if mechanical damage is found,
 - in the event of damage to the surface caused by intentional acts or human error, noncompliance with the rules for processing and maintenance, erosion or simple "product ageing", contact with chemical agents, noncompliance with the limits defined in technical approvals and system documentation,
 - if defects arise due to factors beyond the control of the Contractor, such as natural disasters, etc.,
 - in the event of damage caused by improper use of aluminum structures,
 - in the event of irresponsible delays in repairs,
 - if the contracting party has failed to meet its financial obligations or to do so in time,
 - in the case of differences in color that could have been noticed and complained about before fitting these cannot be claimed after fitting,
 - in the case of shade differences compared to the paper samples of the RAL color chart used by the customer,
 - if the painted surfaces are subjected to temperatures exceeding 70°C on a continuous basis,
 - if the composite sections are exposed to temperatures above 200°C, if the composite sections are exposed to temperatures above 200°C,
 - if the product is immersed in water in a continuous manner,
 - in case of damage resulting from contact with materials generating galvanic vapours (some metals e.g. copper, lead) or acids (some types of wood e.g. oak, walnut).
- 7) Coated products may be used under normal weather conditions (no aggressive liquids, gases or dust). When the coated structures are installed in a rural environment, in an environment exposed to industrial emissions or in a place exposed to chemicals or humidity (swimming pools, laboratories, etc.) special coating rules apply.
- 8) The place of final acceptance of powder coated architectural elements is the construction site and therefore the possibility of damage to the coating during transport from the paint shop, storage and installation should be taken into account.
- 9) Store painted components in dry, clean rooms free from chemically active vapours and gases.
- 10) Varnished elements must be transported using covered, dry and clean means of transport equipped with air suspension. The profiles must be protected from damage and adverse weather conditions during transport. Load units should be placed close to each other on the means of transport and protected against shifting. Secure the load with transport straps in such a way that the profiles cannot be damaged.
- 11) Powder coats are not resistant to mechanical damage caused by sharp tools and abrasives.
- 12) After each washing, the surface must be rinsed immediately with clean water.
- 13) Do not use salt or chemicals to remove ice in the vicinity of profiles.

- 14) Warranty repairs only cover defects caused by the reasons inherent in the products sold.
- 15) The Guarantor will be released from liability under the guarantee if it turns out that the defects found were caused by reasons other than inherent in the products sold.
- 16) The buyer shall lose his guarantee rights if the aluminum structures are not made according to the catalogue or with the use of components not compliant with the system.
- 17) In case the seller finds a defect that cannot be repaired, the replacement of the products is carried out by STACO Polska Sp. z o. o. or an authorized entity.
- 18) In matters not covered by these terms and conditions, the provisions of the Civil Code shall apply.

STACO Polska Sp. z o.o.

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Niepołomice, 08.03.2022