

## THANK YOU FOR CHOOSING THE WIŚNIOWSKI BRAND

Note that only the proper assembly, servicing and maintenance ensure complete satisfaction with the product and its safe, long-lasting use.

### I. GENERAL WARRANTY TERMS AND CONDITIONS

- The warranty is valid in territory of the country, in which a product of WIŚNIOWSKI Sp. z o.o. S.K.A. was purchased - hereinafter referred to as the Producer and applies to the products purchased at the points of sale associated with the producer. Producer's address: WIŚNIOWSKI Sp. z o.o. S.K.A. 33-311 Wielogłowy 153, Poland.
- The warranty liability is accepted only for the defects caused by original material and workmanship defects of the product, the product stored and maintained in sheltered dry and ventilated rooms and the product installed in normal environmental conditions. The warranty does not include damage occurred during the transport performed by the Client.
- The proof of purchase and correctly and fully completed warranty card (the warranty card is issued by a Point of Sale), the doors reporting log\*\*\* and the confirmation of performance of periodical inspection from the grounds for filing the claims under the warranty.
- The warranty claims should be submitted to point of sale, in which the product was purchased.
- The warranty claim shall be filed in writing immediately (i.e. in 14 days) from discovery of the defect or the fault caused by a defect. All evident defects must be reported before installing the product. It is forbidden to use a defective product as it may pose a threat to safety of the User and unjustifiably increase the scope of the repair costs. The Manufacturer shall not be liable for any damage caused by use of defective or damaged products.
- The Manufacturer is not responsible under the warranty for damage in components of assets of the User or third parties other than the item covered by the provided warranty. The Manufacturer's liability is limited to the value of the defective goods covered by the claim.
- The grounds for any potential claims regarding the delivered goods may refer exclusively to the applicable standards, seller's documentation or other documents accepted by the BUYER, which form appendices to a given order.

### II. WARRANTY PERIOD

- Wiśniowski offers an extended care warranty programme covering sectional garage doors with the METRO and MOTO drives. In the case of the METRO drives, the total warranty coverage period is 5 years from the day of sale, no longer, however, than 5 years and 6 months from the date of manufacture, provided that all the terms and conditions are met. In the case of the MOTO drives, the total warranty coverage period is 3 years from the day of sale, no longer, however, than 3 years and 6 months from the date of manufacture, provided that all the terms and conditions are met. The terms and conditions of the EXTENDED CARE Warranty programme are available at <https://www.wisniowski.pl/en/extendedcare>. The Manufacturer grants a warranty for the proper performance of the METRO drive for a period of 5 years from the date of purchase, but the period shall not exceed 5 years and 6 months from the date of manufacture, provided that the drive is installed and used as intended and in accordance with the Installation and Operating Manual.

#### EXTENDED CARE WARRANTY

- Wiśniowski offers an extended care warranty programme covering sectional garage doors with the METRO drive. The total warranty coverage period is 5 years from the day of sale, no longer, however, than 5 years and 6 months from the date of manufacture, provided that all the terms and conditions are met. Terms and conditions of the EXTENDED CARE Guarantee programme are available at [www.wisniowski.pl/en/extended-care](http://www.wisniowski.pl/en/extended-care).

### WARRANTY PERIOD - ADDITIONAL PROVISIONS

- The warranty cover excludes elements subjected to natural wear and tear due to their function or properties of the material (e.g. fuses, batteries, seals, brush sealing, ring guards, roller shutter doors rails, bulbs, accumulators etc.).
- Warranty for ropes and springs is issued for the performance of:
  - 20 000 cycles in PRIME and UniTherm doors, UniPro series doors with torsion springs,
  - 10 000 cycles in Comforta doors with torsion springs,
  - 10 000 cycles in UniPro series doors with extension springs,
  - 20 000 cycles in UniPro SNP series doors with extension springs,
  - 22 000 cycles in standard design MakroPro INVEST,
  - 25 000 cycles in standard design MakroPro 2.0, MakroTherm doors, however for no longer than 2 years and 6 months from the production date.
- The Manufacturer grants the warranty for the proper performance of the METRO drive for a period of 5 years from the date of purchase, whereas the period shall not exceed 5 years and 6 months from the date of manufacture provided on the nameplate of the product, provided that the product is installed and used as intended and in accordance with the Installation and Operating Manual.
- The warranty for standard design MakroPro 100 and MakroPro Alu 100 doors is issued for the performance by the doors of 100 000 cycles, including 25 000 cycles for the ropes, however for no longer than 2 years and 6 months from the date of production.
- The warranty for the springs for MakroTherm XXL doors is issued for the performance of 15 000 cycles, the warranty for the ropes is issued for the performance of 5 000 cycles, however for no longer than 2 years and 6 months from the date of production.
- In the case of individual order the warranty for the springs in MakroPro 2.0, MakroPro Alu 2.0 and MakroTherm, MakroPro INVEST, MakroTherm XXL doors is issued for the performance of number of cycles determined in the order, however for no longer than 2 years and 6 months from the date of production.
- The warranty for the rails, i.e. the elements mounting the curtain of the roller shutter gate to the winding shaft is issued for the performance by the gate of 10 000 cycles, however for no longer than 2 years and 6 months from the date of production.
- The warranty for roller shutter gates is issued for the performance of:
  - 20 000 cycles for doors BR 100,
  - 10 000 cycles for garage shutter roller doors, however for no longer than 2 years and 6 months from the production date.
- The warranty for glazing in aluminium panels of sectional doors is issued for the period of 2 years. The warranty does not apply to cracking of the glazing caused by the external, mechanical or thermal impact.
- The warranty cover excludes deformation of glass in sectional doors (unless these are permanent deformations) resulting from the weather conditions - temperature differences, humidity etc.
- The discolouring of the glazing between the products manufactured under different production batches is allowed.
- The warranty cover excludes optical defects in the glazing and windows such as shadows, change of colour, fogging, corrugations, occurred as a result of extrusion or scratching of the panel. These defects will be accepted as claims only when clearly visible immediately after the installation of the doors, taking off the protective film and when visible in daylight - without using optical aids - viewed at 90° angle from the outside to the inside from the distance of 2 metres and which significantly negatively affect the general appearance of the doors.
- The warranty cover excludes elastic deformations of the panels of sectional doors and the profiles of roller shutter doors caused by the bimetal effect and resulting from the temperature difference between the external and internal side.
- The traces left on the panels of sectional doors or the profiles of roller shutter doors during their use are the result of natural wear and tear caused by their operation and are excluded from warranty cover.
- Condensation of aluminium profiles and the glass in the windows, aluminium glazing is a natural phenomenon and is excluded from warranty cover.
- The occurrence of „white corrosion” on galvanised elements, consisting mainly from zinc oxide/hydroxide (occurred as a result of storage or operation in long-term wet conditions) does not form the grounds for the claim.
- The warranty period is extended in the case of a repair by the duration of the repairs counting from the date of acceptance of the claim by the Manufacturer provided that the repair resulted from justified claim.
- The warranty period for the purchased spare parts installed after the original warranty period of the product, is 12 months from the purchase date. In the case of repair of a product involving such spare parts, the warranty covers exclusively these parts. The aforementioned parts shall become a property of the Manufacturer or a company providing maintenance services, authorised by the Manufacturer.

### III. CORROSION WARRANTY PERIOD:

The Manufacturer provides corrosion warranty for the period of 2 years from the purchase date, however for no longer than 2 years and 6 months from the date of production.

- The warranty is shortened when the product is installed in aggressive environment:
- The products used in C4, C5-I, C5-M\* environment and closer than 500 m from the sea shoreline are excluded from corrosion warranty.
- The products used in premises dedicated to livestock accommodation are excluded from corrosion warranty.
- The cutting edges not protected at the factory or made during the installation (rope ends, edges of the openings etc.) in the distance of up to 10 [mm] from the cutting line are excluded from the corrosion warranty.
- The warranty does not cover galvanised products, whose defects occurred during the use do not exceed 0.5% of their total surface.

### IV. TERMS OF WARRANTY FOR COATINGS APPLIED UNDER PAINTING AND VENERING METHOD

- The warranty covers the cases of the lack of adhesion of the paint, peeling of the coating, blistering and chipping.
- The warranty for the coatings applied under painting method is 18 months, covers the loss of shine and change of colour in accordance with the values of ΔE parameters defined:
  - for coatings on aluminium substrate in appendix no 7 to technical guidelines QUALICOAT [www.qualipol.pl](http://www.qualipol.pl)
  - for coatings on steel substrate in appendix no 1 to technical guidelines QUALISTEELCOAT [www.qualipol.pl](http://www.qualipol.pl)
- The loss of shine occurs proportionally to sun exposure, the possibility of occurrence of stains and discolouring (not covered by the warranty).
- The colour differences in the coat applied under the veneering method within the scope of the same pattern and the same shade smaller than 15% are not regarded as defects.
- Differences in the colour shades between different production lots and product details from different manufacturing processes can occur.
- It is normal for the paint coat to age, therefore colour variations between products made of various materials and painted using various technologies can occur.
- The warranty does not cover painted products, whose defects occurred during the use do not exceed 0.25% of their total surface.
- The warranty covers the coatings on the surfaces particularly important from the perspective of the appearance and functionality of the product. The particularly important surfaces do not include the edges, major recesses and secondary surfaces, suspension locations, non-painted surfaces, edges of the holes and technological cuts.
- The warranty does not include coatings, whose damage was caused by the impact of temperature in excess of 70°C on the painted surface.
- The warranty for the coatings is provided subject to meeting the conditions and terms of maintenance defined in the Installation and Operation Manual or as-built documentation delivered together with the product.
- All noticed damage of the coatings should be eliminated immediately by authorised persons.
- Assessment of paint coating is carried out according to guidelines QUALICOAT and QUALISTEELCOAT.
- Visual assessment of elements used outdoors should be carried out with naked eye from 5 m distance.

### V. WARRANTY SERVICES

- All documented product defects caused by identified material defects or manufacturing errors are remedied during the warranty period.
- The Manufacturer undertakes to repair a defective product or replace a product into new one - the method will be decided by the Manufacturer. The provision above shall not exclude a possibility of coming to agreement in other manner e.g. price reduction arrangements.
- The Manufacturer warrants that the repairs shall be completed within 30 days from filing the warranty claim. The product repair period can be extended in the case of a need to replace the sub-assemblies, which the Manufacturer has to obtain from sub-suppliers or because of unfavourable weather conditions at the place of handling the claim, which prevent the performance of a technological process required for repair purposes, in this case the repair period shall not be longer than 60 days from the date of filing the claim.
- If the product repair requires work at height above 2 m from the ground level, the claimant shall provide the service team with safe access to the product.
- If a defect of the paint coating is identified after the permanent installation of the product (cannot be disassembled), the Client may not demand the Guarantor to repaint the product, in such situation the Manufacturer in the case of justified claims shall perform the repairs on-site at the Client's using the renovation paints, which may differ from the original coating in terms of the shade and texture.

The warranty services shall not be provided in the event of:

- Removal or obliteration preventing the reading of the rating plate.
- Damage occurred as a result of incorrect transport, storage of the product, during the installation or as a result of using the products against their dedication.
- Damage resulting from intentional actions.
- Assembly carried out by incompetent person\*\*, in conflict with the Installation and Operation Manual or against the building practices.
- Damage of steel panels and aluminium profiles filled with a foam, which would occur as a result of long-term effect of temperature in excess of 70°C.
- Servicing the product against the Installation and Operating Manual or use of non-operational products.
- Exposure to external factors such as fire, water, salts, lyes, acids, organic solvents with esters, alcohols, aromas, glycol ether or chlorinated hydrocarbons, and other aggressive chemicals (e.g. cement, lime, abrasive and cleaning agents which result in material decrements or scratches) or substances of animal origin, as well as abnormal weather conditions, natural disasters or random incidents.
- Damage caused by direct impact of water jet (e.g. by high-pressure water sprinker).
- Interruptions in operation of a controlling device caused by strong electromagnetic field generated by located nearby power or radio equipment.
- Damage or faulty operation of electrical or electronic equipment occurred due to the reasons not attributable to WIŚNIOWSKI Sp. z o.o. S.K.A., and caused specifically by: atmospheric discharges, flooding, mechanical impacts, incorrect supply voltage or other external factors.
- Modifications or design changes made by the user or third parties unauthorised to make such changes by the Manufacturer.
- Repairs performed by incompetent persons\*\* or persons unauthorised by the Manufacturer.
- Use of spare parts or additional equipment of other producers than original parts of the Manufacturer, without a written consent of the Manufacturer.
- The failure to perform tasks envisaged in the Installation and Operation Manual that the product user is required to perform in-house at his own expense.
- The failure to perform a chargeable periodical inspection of the product as envisaged in the Installation and Operation Manual, confirmed by the entry in the warranty card, gate log or technical inspection performance report.
- Use of doors in the environments with the corrosion category other than C1, C2 or C3 (acc. to PN-EN ISO 12944-2:2018-02 and PN-EN ISO 14713).
- Use of the doors in higher humidity environment without using suitable protective technical resources envisaged by the Manufacturer.
- If the User does not agree to remedy the defect in a manner determined by the Manufacturer.

**In the event of determining the product defect that could have been reported in a form of a claim before its installation, the Manufacturer will not be required to incur the costs of disassembly and reassembly of the product at the facility, if the disassembly of the product is required to repair the defect.**

### VI. END NOTES

- The Installation and Operation Manual, Warranty Card and the Report Log, if required, are appendices to the product.
- The costs of repairing faults and defects not covered by the warranty are incurred by a party calling the Manufacturer's service department.
- If a component requires expert analysis by the vendor, the claim processing time can be extended.
- The warranty granted for the sold product does not exclude, restrict or suspend the rights of the buyer implied by statutory warranty for the defects of a sold product.
- The product parameters which are not defined in the Warranty Terms and Conditions are specified in the Price Lists for respective product groups in the standard manufacturing description.
- The generally binding legal regulations shall apply to the issues not regulated by these terms and conditions.
  - \* the category of environment corrosiveness according to PN-EN 12500 „Corrosion protection of metal materials. Risk of corrosion in atmospheric conditions. Classification, determination and assessment of atmosphere corrosiveness”, and according to PN-EN ISO 12944-2:2018-02 „Paints and lacquers - Protection of steel structures against corrosion using the protective paint systems - Part 2: Classification of environments”
  - \*\* competent person - a person provided with necessary manuals, properly trained, holding qualifications resulting from the know-how and practical experience, ensuring the performance of the assembly in a safe and correct manner.
  - \*\*\* applies to powered industrial doors, for which the doors log was provided