General Guarantee Conditions on the product range manufactured by Elmonter-Lighting

The manufacturer determines the period of warranty for 2 years from the date of issuing the invoice, but it is necessary to meet the following conditions:

- after installing a structure, to sign a protocol of correct installation and send it by e-mail (przeglady@elmonter.pl) to the manufacturer by the contractor within maximum 3 days after the assembly,
- once a year make an inventory of investment by the employee representing the investor, after which the protocol will be signed, dated and sent to the manufacturer with the signature of the authorized person,
- failure to achieve points above results in loss of warranty.

All products manufactured by Elmonter-Lighting are hot dip galvanized according to PN-EN ISO 1461.
The customer is obliged to inform the manufacturer about the product defects that have been detected during the use.

Complaints are dealt as soon as possible, but no longer than during 14 days.

Client who submitted the complaint, after the technical evaluation of the goods, will be informed in writing about the results of the checks and, where appropriate, about the way and date of defect removal.

The manufacturer is not liable for defects that are a result of improper use of the product, of modifications or repairs made on their own, which not previously agreed with the manufacturer and of external factors (eg. atmospheric conditions) that have not been agreed or that were not foreseeable.

Unloading, loading of the goods should be carried by using textile belts (limited to a minimum the possibility of scratching of the galvanized coating).

Buyer is responsible for informing the manufacturer about the wind zone, where the product will be assembled.

The Customer undertakes to use the product as intended.

Purchaser immediately after installation, will make the appropriate repair defects of galvanizing coating using formulations containing zinc.

White corrosion that can occur on galvanized commodity is a natural phenomenon does not constitute grounds for complaint according to PN-EN ISO 1461.

Goods from different deliveries may have differ color as a result of oxidation of zinc. After a few months, the differences disappear. This time may vary depending on weather conditions. At the customer's request for an additional fee we can make a powder painting galvanized elements.

The company Elmonter-Lighting is not liable for improper selection of individual elements constituting the whole structure.

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Warranty conditions for the galvanized surface

1. The guarantee is being granted for corrosion protection.

2. The structure will be operated in an atmosphere with corrosive load in accordance with EN ISO 14713-1:

No.	The type of the atmosphere	Category of corrosive aggressiveness	Guarantee period
1	Non- significant corrosion load	C1	**2 years**
2	Small corrosive load	C2	**2 years**
3	Moderate corrosive load	C3	**2 years**
4	Large corrosive load	C4	**2 years**
5	Very high corrosive load	C5;CX	**2 years**

4. Galvanized material after assembly will be marked in a permanent way in a prominent place so that could be identified with no obstacles.

5. The surface of the defective places shall not exceed the values specified in DIN EN ISO 1461.

6. The above guarantee we give only to the following conditions:

a) Purchaser immediately upon receipt of the construction will repair coatings damaged during storage, transport, installation and handling, in the following way:

- lesion site to clean to Sa 2 ½ of grade of cleanness (uniform surface, light gray, metallic without corrosion, dust, oil, moisture and grease) according to PN-EN ISO 8501 and will repair by painting with primer paint rich in zinc (eg. chloro rubber for priming, antirust zinc ie. "cynkofan" or other) to the total thickness of ≥100 microns,

b) storage, assembly and operation of the construction will take place in an environment with a degree of aggressiveness not greater than that specified in paragraph 1, specified by the principal,

c) structural components during storage will be stored on the pads so as to prevent contact with the substrate area and gathering on them precipitations and mechanical impurities, will be free access of atmospheric air to the galvanized surface,

d) zinc coatings damaged during assembly of the structure will be fixed immediately in accordance with paragraph a).
If to the implementation of this point the client wants to engage employees of Galvanizing Plant Śląsk in Kluczbork, this is the order after the adoption and can be made for a fee and the costs incurred of:
- Employee / s of Galvanizing Plant in Kluczbork – a principal will pay,
- Additional costs (mechanical devices, eg.: increases, or other similar devices) - a principal will pay,
- The cost of paint and accessories repair - a principal will pay,

e) All repairs must be documented. The place of repair has to be clearly indicated. Prepared repair documentation must clearly demonstrate / confirm the correct way to perform all operations in accordance with a),

f) Acceptance protocol issued after assmebly is also a document confirming that the controlled galvanized element has been proven and has no other non-repaired damage to the zinc coating,

g) copies of protocols of review and documentation of possible repairs will be given to the principal of service of hot-dip galvanizing and Galvanizing Plant in the extent to which the applicable.

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WARRANTY DOES NOT COVER:

- The cases of specific corrosive loads described in EN ISO 14713-1, such as chemical, mechanical, heat, and etc.

- Mechanical damage of the zinc coating resulting from reloadings, transport, storage and assembly outside the Galvanizing Plant, if the Purchaser has not made repairs in accordance with point. 6 d).

- Mechanical damage of the zinc coating caused by welding, cutting, reaming holes and any other design modifications after galvanizing causing damage to the zinc coating.

- Defects of zinc coating resulting from improper designing of the construction up to technology of hot dip galvanizing - as, among others, the emergence of the so-called. "Brown stains" resulting from pouring off the flux residues and acid from small joints, gaps, welding cavities eg. near the welded joints, confined spaces etc.

- Mechanical damage during operation.

- Appearance of the coating that is changed during operation.

- The cases of the creation of so-called white corrosion.

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