

WARRANTY TERMS FOR THE DECORAL COATING

MÄKELÄ ALU OY provides a five (5) year warranty for Decoral coating. The warranty covers products manufactured and coated by Mäkelä Alu Oy that have been treated with paints and films approved by Decoral Systems.

Mäkelä Alu Oy is not liable for any indirect damage or expenses under any circumstances. The warranty period for the Decoral coating may vary according to application, if so separately agreed.

More information on the suitability of the coating for different applications and conditions can be found on Decoral Systems' website.

WARRANTY COVERAGE

The warranty for Decoral-coated aluminium profiles applies to normal conditions of use. The warranty only applies to the visible Decoral-coated surfaces specified by the customer.

The warranty covers the following damage caused by weather:

- Coating that has detached from the profile surface
- Cracks and breakage in the coating
- Uneven or visible colour change due to aging

The warranty is conditional upon the proper and regular maintenance of Decoral-coated surfaces in accordance with the paint manufacturers' instructions.

WARRANTY/LIABILITY LIMITATIONS

The warranty does not cover

- Even colour changes
- Colour fading
- Changes due to dirt
- Changes in glossiness
- Uneven colour/fading due to uneven exposure to sunlight
- Damage caused during transport if there is no note of damage in the consignment note
- Minor damage near the cutting edges
- Mechanical damage caused during or after installation

The warranty does not cover any external damage (e.g. mechanical impacts, scratches, etc.) resulting from improper storage or maintenance, an accident, or other conditions beyond the supplier's control.

Mäkelä Alu Oy is not responsible for any damage to the coating caused by unusual weather conditions, exceptional conditions (e.g. maritime climate, swimming pools, etc.), abnormally high temperatures (above 50°C) or chemical substances, unless otherwise agreed with the customer.

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The warranty does not cover any damage to the coating caused by the use of surface protection tapes or any cleaning measures taken during possible installations or facade repairs.

Warranty-based liability will not apply if the customer is unable to show that it has carefully handled and maintained the paint surface and protected the paint surface from damaging effects and other external factors mentioned in these warranty terms.

STORAGE AND MAINTENANCE OF THE POWDER-COATED PRODUCT

Storing Decoral-coated products

Decoral-coated products awaiting installation or end use must be stored in covered facilities to protect the products from rain, sunlight and external impacts.

Maintenance of Decoral coating

The Decoral coating must be inspected and cleaned at least once a month: Wash the coating using a neutral (pH approx. 5–8) synthetic detergent and rinse with warm, clean water. Do not use mechanical methods that can damage the surface (steel wool, abrasive cleaners, etc.) Do not use strong alkaline or acidic detergents.

WARRANTY CLAIMS

The warranty period for Decoral-coated aluminium profiles starts from the date on which the product is delivered to the customer. The warranty may be exercised provided that the customer can provide a written document or other information which proves the origin of the product.

The warranty claim will be processed when the customer submits a written complaint to Mäkelä Alu Oy during the warranty period.

The product or part of the product repaired or replaced during the warranty period will remain under warranty until the end of the original warranty period. After the expiration of the warranty period, Mäkelä Alu Oy will not compensate for any damage/defects on the basis of these warranty terms.

Obtaining a refund for a product under warranty requires returning the product to Mäkelä Alu Oy, unless otherwise agreed.

Any disputes arising under these warranty terms will be primarily settled by negotiation. However, if the negotiations do not lead to a satisfactory outcome, the dispute will be finally settled by a “one man” arbitration procedure under the rules of the International Chamber of Commerce.

These warranty terms are subject to Mäkelä Alu Oy's general terms of delivery, Finnish laws and the NL01 terms.

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