

## TERMS OF WARRANTY FOR A POWDER-COATED SURFACE

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MÄKELÄ ALU OY provides a ten-year (10) warranty for powder-coating. The warranty applies to powder-coating carried out in Mäkelä Alu Oy's own processes using GSB-certified paints approved by Mäkelä Alu Oy.

Mäkelä Alu Oy will not reimburse indirect damages or costs under any circumstances. If separately agreed on a case-specific basis, the warranty period for powder-coating may be different from that mentioned above.

### WARRANTY COVERAGE

This warranty covers powder-coated aluminium profiles in general usage conditions. The warranty applies only to powder-coated surfaces that the customer has specified and approved in drawings as visible.

The warranty covers the following damage caused by the weather or climate:

- detaching of the coating from the profile's surface
- the cracking or splitting of the coating
- chalking (provided that this is not a separately agreed property of the paint)
- uneven or strong change caused by ageing colour.

In order for the warranty to be valid, the powder-coated surfaces must be cared for regularly and appropriately in accordance with the paint manufacturer's instructions.

### THIS WARRANTY DOES NOT COVER

The warranty does not cover

- an even change in colour
- fading
- changes caused by dirt
- changes to the gloss of the coating
- slower fading in shadowed areas in comparison to areas exposed to sunlight, and subsequent differences in colour
- damage caused during transportation, if there is no record of transportation damage in the consignment note
- minor damage in the immediate vicinity of the cut surfaces
- mechanical damage caused during or after installation

The warranty does not cover external damage (e.g. impact, scratches, etc.) to the product caused or initiated by incorrect storage, incorrect maintenance procedures, or an event or other matter which takes place outside of the supplier's scope of influence.

Mäkelä Alu Oy is not responsible for damage to the coating caused by unusual climate factors, exceptional conditions (such as a marine climate or swimming pool), exceptionally high temperatures (over 50°C) or chemical substances, unless otherwise separately agreed with the customer.

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In addition, this warranty does not cover damage caused by any protective tape used during installation or facade repair, or by cleaning procedures.

There is no obligation to uphold the warranty if the customer is unable to demonstrate that it has in all probability carefully maintained and cared for the painted surface and has protected the surface from the factors which may affect surface quality stated in these terms and conditions of the warranty, or from other corresponding external factors.

## **STORING A POWDER-COATED PRODUCT AND MAINTAINING THE POWDER COATING**

### *Storing a powder-coated product*

A painted product awaiting installation or end use which is still in its transport packaging should be protected from rain and sunlight and in a location where it is protected from external impact or other damage.

### *Maintaining the powder coating*

A powder-coated surface should be inspected and cleaned at least once every twelve months: Wash with a neutral, synthetic cleaning solution (pH approx. 5-8) and rinse with clean, lukewarm water. When cleaning, do not use any mechanical methods which damage the surface (steel wool, polishing, etc.) In addition, do not use any strongly alkaline or acidic detergents.

## **WARRANTY CLAIM PROCESSING:**

The warranty period begins from the date on which the powder-coated aluminium profiles are delivered to the customer. A warranty claim may only be submitted if the customer is able to present a written document or other piece of information which unequivocally states the origin of the defective product.

The damage will be examined as a warranty claim if the customer submits a written complaint about the damage to Mäkelä Alu Oy within the warranty period.

A product or product component that is repaired or replaced under warranty is also covered by the warranty for the duration of the remaining original warranty period. Once the warranty period ends, Mäkelä Alu Oy will no longer repair or replace damage/faults based on these terms of warranty.

Unless otherwise agreed, the defective products must be returned to Mäkelä Alu Oy in order to receive reimbursement for the defective product.

All disputes arising from the warranty terms and conditions will be primarily resolved through negotiations.

Should negotiations fail to reach an agreement that satisfies the parties, the dispute shall be resolved in accordance with the regulations of the International Chamber of Commerce using a single arbitrator.

Mäkelä Alu Oy's general terms of delivery, Finnish law and the NL01 terms of agreement will be applied to these warranty terms.

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