

The General Conditions of Guarantee for KAPEO Laser products made of stainless steel, galvanized or aluminium.

§1 General rules

1. KAPEO Laser, hereinafter referred to as the Manufacturer, guarantees to the Buyer that the product is free from material

and production defects.

2. A defect in material and workmanship is considered a defect causing the product to function in a manner inconsistent with the specification of the

Manufacturer. - the guarantee covers in particular: mechanical strength of products and corrosion resistance

of the coatings of elements covered with powder coated paint and elements made of stainless steel, galvanized or made of aluminium. - the guarantee covers damage and defects caused by the manufacturer, such as: cracking.

3. The Purchaser is considered to be the entity that purchased the product directly from the Manufacturer, whereby the Purchaser

may only be an entity running business activity. By making the purchase, the Purchaser declares that it has made a purchase in connection with his business activity.

4. The manufacturer is obliged to remove free of charge material and workmanship defects revealed during the guarantee period, on the terms set out in this document,

by repairing or replacing the product with a defect-free product. The manufacturer decides on the method of removing the defect.

5. The guarantee period is 10 years from the date of sale after detailed agreement with the Manufacturer

on the conditions of storage and operation of products for Environments C1, C2 and C3. In justified cases, the guarantee

period may be extended at the Purchaser's request. The extension of the guarantee period should be confirmed in writing

to be null and void.

§2 Material

Standard products can be made of zinc coated, stainless and acid resistant sheets.

1. Varnishing - aluminium alloys and stainless steel coated with powder method, polyester powders, epoxy powders and their mixtures. The thickness of the coating is between 60 µm and 120 µm. Durability of the coating depends on:

compliance with the rules of transport, storage, method of assembly, chemical environment in which the structure will be installed and maintenance.

2. Stainless/acid-proof sheet - sheet for general purpose, with good resistance to atmospheric corrosion, to many organic and inorganic chemicals according to PN-EN 10088 in grades 1.4016, 1.4301, and 1.4401. Use of stainless steel: constructions for mounting photovoltaic panels and others.

3. Aluminium alloys in grades EN AW-6005A, EN AW-6063, EN AW-1050 and EN AW-5754.

4. Environmental aggressiveness is determined on the basis of PN EN ISO 12944 :2001

§3 Aggressiveness categories

C1 very small inside: heated buildings with a clean atmosphere, e.g. offices, shops.

C2 small inside: buildings not heated in which there is condensation, e.g. sports halls, warehouses.

C2 outdoors: the atmosphere is slightly contaminated.

C3 average inside: production rooms with humidity and some air pollution, e.g. laundries, breweries, dairies.

C3 outdoor: urban and industrial atmospheres.

C4 large inside: chemical plants, swimming pools, repair yards.

C4 outdoors: medium salinity industrial and coastal areas.

C5-I very large (industrial) inside: buildings or areas with almost continuous condensation and large contamination.

C5-I outdoors: industrial areas with high humidity and an aggressive atmosphere

C5- L very large (sea). inside: buildings or areas with almost continuous condensation and large contamination.

C5-M outdoors: coastal and deep-sea areas.

§4 Detailed terms of the guarantee

1. The guarantee is valid provided that the product is used in accordance with its intended use, specifications and

the Manufacturer's manual, technical and environmental conditions.

2. Under the Purchaser's or third parties' guarantee, the Manufacturer is not entitled to a claim for compensation for

any damage resulting from the failure of the Product. Pursuant to the guarantee, it shall be the sole obligation of the Manufacturer is

to provide spare parts or repair or replace the Product with a non-defective Product in accordance with the terms of this guarantee.

3. The Manufacturer shall be liable to the Purchaser only for physical defects resulting from causes found in the sold

Product.

4. The category of corrosive aggressiveness of the atmosphere is determined based on PN-EN ISO 12944-25. For products made of stainless steel

and aluminium alloys, there is a guarantee according to §3 for a strictly defined

category of environmental corrosiveness - assuming that this category will not change during the guarantee

period. If the environmental corrosiveness category is increased, the guarantee period will be

shortened according to the current environmental corrosiveness category. In the event of a decrease in the environmental corrosivity category

the guarantee is not extended.

5. In particular, the manufacturer reserves to the validity of the guarantee the need to meet the following conditions:

Transport: The transport of products should be carried out by dry, covered means of transport in such a way that

the load is protected against shifting, mechanical damage and the influence of atmospheric conditions. Cargo units should be placed on the means of transport closely next to each other and secure against movement. The cargo should be fastened with transport belts in so as to prevent damage to the components. Products must be transported, stored and assembled in an environment

appropriate for the ordered products category of corrosive aggressiveness based on PN EN ISO 12944 :2001 - Storage of products made of stainless steel, aluminium alloys and varnished

products. The elements should be stored in dry, clean, ventilated rooms,

free from chemically active vapours and gases. Do not allow the products to get wet and damp. If

the elements get wet, immediately unpack the flooded packaging, spread the details until they dry and reassemble them in a room protected from precipitation. Products must be stored

on pallets, containers or specially designed bases (they should not lie directly

on concrete or ground). Storage in inappropriate (moist) conditions may lead to moisture condensation

between the surface of varnished elements made of stainless/acid-resistant

sheet and aluminium. Products made of stainless/acid-proof sheet metal, aluminium or varnished can be

protected with foil, which should be removed immediately after receiving the delivery. Leaving

protective foils on products made of stainless/acid-proof or varnished sheet for the time of storage at high ambient temperature and high isolation, it can lead to chemical reactions

leading to the bonding of the foil with the packed elements. As a result of this reaction, the foil cannot be removed

without damaging the surface of the products. During the storage and installation of the products, protection against contact of the

coatings with lime, cement and other alkaline building materials must be ensured.

§5 Protection and maintenance of zinc coated components

1. Immediately after receiving the structure, the Purchaser will repair the coatings damaged during the process of

transport, storage and assembly.

2. Storage, assembly and operation of the structure will take place in an environment with a corrosion aggressiveness category specified for a given guarantee period and a given zinc coating previously

agreed with the manufacturer.

3. During the period of storage before assembly, the structural elements will be stored on sleepers in a way that prevents contact with the ground, accumulation of precipitation

and mechanical impurities. Factory-packaged construction elements must not be exposed to moisture. If the

package gets wet, the elements should be unpacked and spread out until fully dry.

4. After the assembly of the structure is completed, the Purchaser will carry out a thorough review of the paint coatings,

stainless steel and aluminium profiles at its own expense. They will be fully maintained by cleaning the surface with neutral chemicals to remove residual dirt (chemical residues, grease, oil and other dirt that may cause accelerated corrosion

or damage to anti-corrosion coatings. After cleaning the structure, the Purchaser, in the event of detecting point corrosion, is obliged to remove corrosion with PELOX PLUS 3000. The Purchaser is obliged to send the report to the manufacturer within 6 months of making the purchase and immediately after

completion of assembly under pain of loss of the guarantee. Self-standing structures for mounting photovoltaic panels are building

constructions and are subject to building law. In connection with the above, the Purchaser will inspect the structure and maintenance

annually by cleaning and removing corrosion centres according to point and

passivation according to §6. The inspection must be carried out with the participation of at least one representative of the Purchaser and a technical

inspector under pain of losing the guarantee for the products. There is a possibility of paid participation

in the inspection of the Manufacturer's representative after informing him in advance about the planned date

of inspection and maintenance - at least 6 weeks before the inspection date. After the above inspection,

the Purchaser's representative is obliged to prepare a post-inspection report on the

inspection and maintenance work performed, supported by full photographic

documentation showing the condition of the installation before and after maintenance work, and submit the report to the manufacturer of the structure for the installation of

photovoltaic panels under pain of losing the guarantee. Points omitted from the report where corrosion points occur

may not be the subject of guarantee claims.

§6 Protection and maintenance of varnished elements.

The most common cause of defects in paint coatings are: mechanical damage (scratching, chipping) and washing. Therefore, the principles described below should be observed:

During assembly, do not allow scratches and bumps of the varnish.

When cutting elements to the appropriate size, use protective tapes (e.g. paint tapes)

Washing should be carried out at least twice a year.

For washing, use delicate fabrics that do not scratch the surface and clean water with proven detergent. Do not wash the coating with water vapour.

If you use any detergents other than water to clean the surface, check the effect of the means used for this purpose.

If undesirable effects occur, the use of the tested cleaning agent should be discontinued.

Do not use highly acidic or highly alkaline cleaners (including those containing detergents). Do not use salt or chemicals to remove ice in the vicinity of varnished products.

§6 Protection and maintenance of elements made of stainless, acid-resistant and aluminium sheets.

The method of processing and the proper selection of the grade for the prevailing weather conditions is an extremely

important factor that affects the quality of the surface during the exploitation process. The corrosion resistance of stainless steels

and aluminium can be maintained by cyclic cleaning of the surface and further improved by

chemical processes of surface treatment - pickling, passivation. The most common cause of the appearance

of "corrosion" traces is: contamination of the surface by particles of iron, black steel (splintering during cutting with a grinder,

welding), scratches that occur in the place of friction with a sharp element made of "soft" steel

with limited access to oxygen, improper storage, storage and transport, improper

selection of the steel grade for the atmospheric environment in which it is used. Steps of proceeding and maintenance

in case of signs of corrosion:

Mechanical cleaning - Clean areas with surface corrosion using abrasive cloth and wipe them with a dry clean cloth.

Dry cleaning - Apply a thin and even layer of PELOX PLUS 3000 chemical agent, e.g. with a brush. After approx. 5 minutes (depending on the chemical used)

wash off the chemical with a damp cloth. Rinse the cloth regularly in clean water or change to a new one. Pay special attention that no nearby components are splashed.

Then, wipe the wet surface dry with, for example, a paper towel.

Passivation - Cleaned dry surfaces should be preserved with a passivation agent

using a sponge or aerosol, so that a thin, even protective layer is formed. The above steps should be performed manually

without power tools. If there are other elements under the cleaned products and there is a risk of splashing

them when wiping them with a damp cloth, they should be covered with a thick painting foil. For cleaning stainless steel and aluminium DO NOT use: mortar removers or substances that contain hydrochloric acid, bleach, silver cleaners. Do not use carbon steel wire brushes,

steel cleaning wool, steel scrubbing pads. When using corrosive chemicals,

it is mandatory to use protective gloves and glasses.

§7 Loss of the Guarantee

1. The guarantee does not cover: damage resulting from random events (fire, flooding, etc.), mechanical

damage and resulting defects, in particular damage to protective coatings, cases of particular corrosion exposure of

products specified in PN-EN ISO 12944-2 standard (in these cases warranty periods should be agreed individually in writing),

thermal damage caused by cutting, welding, reaming holes and any modifications to structures made of stainless steel and aluminium, mechanical, thermal and chemical damage during operation,

damage resulting from the installation and operation of products in conditions or in a manner inconsistent with the Manufacturer's specification (exceeding the permissible loads, damage caused by weather conditions, etc.).

damage caused by the use of salt

and chemicals to remove icing near galvanized elements,

varnished, made of acid-proof/stainless steel or aluminium, damage caused by structural changes or use of products contrary to their intended purpose, damage

caused by the user's fault or ignorance, damage caused during transport using means of transport external to the Manufacturer,

failure to comply with the obligation to perform periodic maintenance inspections and failure to perform maintenance work

and/or failure to send a report to the manufacturer in accordance with §5 of the above guarantee conditions,

change (increase) of a strictly defined category of environmental corrosiveness at the time of preparing an offer for products. The category of corrosive aggressiveness of the environment will be included in the

offer for products along with the length of the warranty period. arrears of payments for products exceeding 90 days from the

invoice due date.

2. The guarantee does not cover normal operations, e.g. cleaning and maintenance and passivation.

§8 Implementation of the guarantee

1. Defects discovered during the guarantee period shall be removed free of charge by KAPEO Laser, in the shortest possible

deadline from the moment of submitting the complaint.

2. Defects or damages of the product revealed during the guarantee period should be reported to the Manufacturer

immediately, but not later than 7 days from the date of their disclosure.

3. The guarantee procedure is subject only to complete products, verifiable, free from defects and mechanical damage resulting from external factors.

4. The fulfilment of all following conditions shall be needed to accept a claim to be considered:

a. written complaint via e-mail containing: - name of the product, catalogue

number, date of purchase, WZ number or purchase invoice, - detailed description of damage to products and event environment

with additional information regarding the occurrence of product defects and the removal of the defective product,

and the environment in which it is stored and installed or with the help of a guarantee card (Annex 2).

5. The delivery of the completed guarantee book to the manufacturer (Annex 1).

6. After recognizing the guarantee claims, the manufacturer decides on the method of their implementation.

7. The Producer reserves the right to carry out an on-site inspection at the place of installation of the complained product.

8. The Producer reserves the right to suspend the warranty procedure in the event that the Purchaser is in arrears with

payments for invoices overdue for more than 14 days.

9. The detailed rights of the Purchaser and the obligations of the Manufacturer under the guarantee are specified in the Civil Code.

KAPEO Laser Sp. z o.o. retains the right to introduce structural changes aimed at improved functioning of the products without prior notification to customers.

ANNEXES:

1. Guarantee Book

GUARANTEE BOOK					
Inspection	Maintaining cleanliness (removal of sand, faeces birds, leaves)	Bolt pressure (M8 - 17Nm M10 - 33Nm)	Geometry (kept angles, flatness)	Date	Signature and stamp
12 months		-			
24 months		-			
36 months					
48 months					
60 months					

72 months					
84 months					
96 months					
108 months					
120 months					

Annex 2

GUARANTEE BOOK
Product type/part number
Purchase date
Invoice number
Number of items complained
Date signature of the complaining entity

