



SM SOLUTIONS
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GUARANTEE DOCUMENT

Dear Sir/Madam,

Thank you for your confidence when selecting our product and congratulations on the right purchase. Before using the purchased joinery please read the terms of the warranty and the principles of installation, operation and maintenance carefully. The guarantor hereby grants free guarantee for the elements of joinery purchased by you and set out in detail in the text of the order and on the Invoice /receipt with specified conditions listed below. The Guarantee does not exclude, does not limit or suspend your powers resulting from the provisions of guarantee for defects of the thing sold.

**Particulars about the
Purchaser:**

Order number:

**Date of
delivering/installation/
object of guarantee:**

The operator refitting:

SM Solutions

Notes:

I. GENERAL PROVISIONS

1. In order to provide the quality of products provided by himself, the Guarantor grants the Purchaser the guarantee on products provided by himself described in the text of the order and on the Invoice / receipt of purchase (hereinafter referred to in the content of guarantee document the "object of guarantee"), guaranteeing that these products are fit for

use in accordance with their normal intended use in residential facilities. The Guarantee covers production and material defects, which make it impossible to use the object of guarantee in accordance with its intended purpose. Liability under the guarantee covers only defects resulting from causes inherent in the object of guarantee.

2. The Guarantor means the salesperson: SM SOLUTIONS, Unit 16 Woodbine Business Park, New Ross, Co.Wexford.
3. The guarantee is valid in the territory of the Republic of Ireland.
4. The guarantee does not exclude, and does not limit or suspend the powers of the Purchaser resulting from the provisions of guarantee for defects of the thing sold. The Purchaser can exercise the powers under the guarantee for physical defects regardless of the powers resulting from guarantee.

II THE OBJECT OF GUARANTEE AND GUARANTEE PERIOD.

1. The Guarantor undertakes to remove the defects of the object of guarantee free of charge if these defects appear in the indicated guarantee document in the guarantee period.
2. The guarantee period is:
 - 2 years for windows and balcony door made of the profiles of Veka type and in case of the installation by the team authorized by the Guarantor the guarantee period is **5 years**;
 - 1 years for internal and external doors made of PVC and aluminium;
 - 1 year for additional fit-out such as: handrails, door closers, air supply devices, tendon locks, PCV sills and commercial goods i.e. meshes against insects, blinds, integral venetian blinds, roller shutters etc.
3. The guarantee period is calculated from the date when the object of guarantee was delivered to the Purchaser. If the Guarantor delivered the person authorized by guarantee a the thing free of defects instead of defective thing or made significant repairs to the thing covered by the Guarantee, the term of guarantee runs on again since the delivery of thing free from defects or return of the thing repaired (if the Guarantor listed the parts of thing, the term of guarantee shall apply again only to the part listed). In other cases the term of guarantee shall be extended by the time during which due to defect of the thing covered by the guarantee the person authorized by guarantee could not use it.

III. PROCEDURE OF FILING COMPLAINTS AND OBLIGATIONS OF PURCHASER.

1. Notification of defect should be made not later than within one month it appears.
2. Complaints must be made in writing at the point of sale, in which the object of Guarantee was purchased or in the premises of Guarantor. Filing the complaint should contain the particulars of the Purchaser to contact him (address, phone number), description of the defect, marking the defective thing and order number.
3. When filing a complaint you should produce a guarantee card and proof of the purchase of thing.
4. The Purchaser, at the time he receives the object of guarantee, should receive it in terms of quality and quantity as well as the obvious unfitness for use in accordance with the normal intended use.

IV OBLIGATIONS OF GUARANTOR

1. In case of any defect of guarantee during the guarantee period, they will be removed at the expense of the Guarantor within 12 weeks from the date of filing the complaint made in writing.
2. Removal of defect shall be by repairing the defective thing. In cases where the repair is impossible, the Guarantor shall provide the Purchaser with the thing free from defects.
3. Instead of making the repair of the defective thing, the Guarantor can deliver the thing free from defects to the Purchaser.
4. In view of technological progress, in the period of the validity of guarantee design changes of individual components of the object of guarantee can take place. In connection with it the Guarantor reserves the right to replace such element with another one, in case the element which must be repaired or replaced with at least the same quality and fulfilling the same functions.

V. GUARANTEE EXCLUSIONS

1. The guarantee does not cover mechanical:

- damage of the object of guarantee arising during and as a result of improper transport performed by the Purchaser on his own,
 - damage of the object of guarantee arising in time and as a result of improper installation performed by the Purchaser on his own or by the team unauthorized by the Guarantor,
 - damage as a result of one`s own reworks of the object of guarantee, or resulting from the repairs carried out by persons unauthorised by Guarantor,
 - caused by improper, i.e. incompatible with the manual, use of the object of guarantee,
 - as a result of force majeure such as flood, earthquake, hail, hurricane,
 - as a result of burglary,
 - caused by deliberate action by the Purchaser or third parties,
 - caused by the instability of walls in the holes, in which joinery was installed,
 - elements of the hardware of locks, resulting from their natural mechanical wear, if the damage is not due to the causes inherent in the thing sold,
2. The Guarantee does not cover either:
- scratches of panes and frames of joinery, and during the sale the Purchaser should check whether the things purchased by him are free from such damage,
 - soiling of panes and frames of joinery with plaster mortar, lime, paints, adhesives or similar substances,
 - defects of panes allowed by the standard PN\B-13079,
 - mechanical damage of panes, cracks due to incorrect, i.e. incompatible with the manual, use of the object of guarantee or for other reasons than the ones inherent in the thing sold,
 - damage of the object of guarantee due to the lack of proper maintenance (compatible with the manual provided by the Guarantor), or using improper detergents,
 - damage of the object of guarantee as a result of external factors such as fire, salts, leaches, acids and other chemicals to which - in accordance with the manual provided by the Guarantor - the object of guarantee should not be subjected,
 - minor deviations from vertical and horizontal position of individual elements of the joinery installed , if the deviations are within the standards and do not make the use of the object of guarantee impossible in accordance with its intended use,
 - natural phenomena taking place on the surface of panes such as sweating (taking place in damp rooms with insufficient ventilation) or interference (reflection of light on the pane),
 - structural changes made by the Purchaser without the consent of Guarantor,
 - Installation incompatible with the rules of building practice and manual,
 - use of the object of guarantee incompatible with the rules of the use of windows / doors,
 - removal of product from the place of original installation (indicated by the Purchaser) and re-installation in another place,
 - colour of the glass as a feature of insulating glass, which is independent from the Guarantor,
 - Untightness of windows/doors resulting from the wind power with the pressure above 1900 Pa,
 - regulatory action of the clamp force of leaf described in the manual.
3. The Guarantee, besides the obligation of Guarantor indicated in the guarantee document, does not cover the obligation to remedy any damage, which is the result of the defectiveness of the object of Guarantee. This does not exclude, does not limit or suspend powers of the Purchaser to seek the rights granted to him by the relevant provisions of law.

VI. MANUAL OF TRANSPORT, STORAGE, INSTALLATION, MAINTENANCE AND USE.

1. Transport and storage.

- Transport and storage of the object of guarantee must be in a vertical position using suitable spacers protecting against scratches. Due to the heavy weight, it is necessary to use appropriate stands with a stable structure and adequately durable clamping belts and clamps.
- Storage and transport of the object of guarantee should protect it from direct sunlight, mechanical damage and from the effects of other aggressive factors (chemicals, high temperature etc.) and from the adverse weather conditions, in particular moisture.
- In case of installation provided for in a later period, protective film should be removed at the latest up to 3 months of the date of the receipt of windows/doors.

2. Installation

- Installation should be carried out in accordance with the recommendations of Guarantor and preferably the entity authorized by him. Given the variety of the construction of walls, in case of installation carried out on

one's own or by the entity not authorised by the Guarantor, the Guarantor recommends that the method of installation should be agreed with him.

- In case of a prior removal of the protective film, the object of guarantee should be secured at the time of installation and finishing works in particular windows and doors.
- Installation should be carried out in accordance with the project, rules of building practice and OH&S, after a prior verification that the object of guarantee has a size which is appropriate to the holes in which it is to be installed.
- Windows/doors must be protected from soiling using the mounting foam, mortar adhesives, etc. and hardware components against excessive dust.
- After installation, check the cleanliness of hardware, and in case of soiling clean and lubricate them.
- After installation adjust the hardware.
- Immediately after the installation of joinery, remove the protective film (negligence of this operation can result in permanent damage of joinery).
- Use mounting anchors or dowels as the mounting material. It is recommended to install using dowels. The dowel hole is drilled in the frame from the inside and dowel is inserted from the same side. Before dowelling operation the window to be set and fixed with blocks, then they are removed and the dowel is protected by the plug.
- The distance between the dowels should not exceed 70 cm. The distance from weld spots, corners of solid pillars etc. should be at least 15 cm. Large windows can also be fastened in the lower part. Setting the window must be mechanical. Foams, adhesives or the like are not considered as mounting material.

3. Maintenance.

- **You should regularly check whether outflow ducts placed in the bottom frame of the door frame are clear and the light of the window / door.**
- **To maintain a reliable and light operation of hardware lubricate them using machine oil or petroleum jelly at least once a year.**
- **The seals should be wiped with petroleum jelly at least once a year in order to keep the appropriate elasticity and flexibility, conditioning among others, the tightness of the window / door.**
- **Curing and cleaning agents cannot contain acids, bases, resins, which affect the anti-corrosion coat of hardware.**
- **Since the windows/doors purchased are completely tight, frequent ventilation of rooms to prevent excessive moisture is necessary.**

4. Keeping the object of guarantee clean.

Cleaning the installed joinery should be carried out in accordance with the following instructions:

- wash the soiling of pencil, rubbing the aluminium, felt tip pen, fats, chalk, rust, soot and gum using Cosmoclar N,
- wash the soiling of bituminous mass, fuel oil, impregnating agents for wood, putty, adhesive and resin using chemical cleaning agents (they cannot be corrosive or scrubbing agents),
- wipe the soiling of suspension paint, linseed oil putty, nitro lacquer, chalk in flakes and water glass using a dry cloth,
- wash the soiling of plaster, wood stain, lime mortar, touche ink and cement mortar with water,
- wash the soiling of wax and wax crayons with hot water,
- after each washing of windows /doors check whether the outlet ducts are clear.

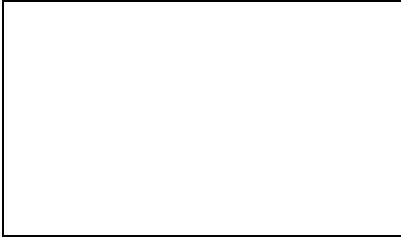
Attention ! For the aforementioned soiling use only suitable for a hard PVC chemical cleaning and polishing agents. Do not scrape the surface of profiles and panes! In case of any doubt the Guarantor recommends that the method of cleaning the object of Guarantee should be agreed with him.

5. The object of guarantee should be protected against:

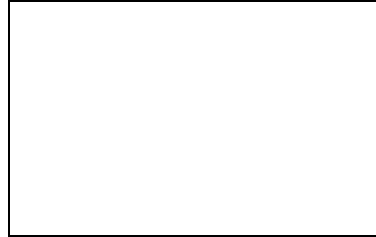
- hot objects (i.e. heaters, irons, kettle with boiling water etc.),
- sharp objects, which can damage the window/door,
- cleaning agents, which can cause scratches,
- chemical corrosive agents and other which can destroy the profiles panes, seals or hardware,

- Painting the surfaces of profiles with paints, lacquers, curing agents, and conservation agents intended for other purposes.
6. Any additional information should be addressed to the Guarantor or his authorized representatives.

Signature and stamp of Guarantor



Signature and stamp of authorized installation team



Signature of Customer

