

THANK YOU FOR CHOOSING THE WIŚNIEWSKI BRAND

Note that only the proper assembly, use, servicing, and maintenance ensure complete satisfaction with the product and its safe, long-lasting use.

I. GENERAL WARRANTY TERMS AND CONDITIONS

- The Warranty shall only be valid in the country of original purchase of the covered product from WIŚNIEWSKI Sp. z o.o. S.K.A. – hereinafter referred to as the Manufacturer – and shall apply to products purchased at points of sale affiliated with the Manufacturer. Manufacturer's address: "WIŚNIEWSKI" Sp. z o.o. S.K.A. 33-311 Wielogłowy 153, Poland.
- The warranty liability is accepted only for the defects caused by the original material and workmanship defects of the product, if stored and kept in roofed, dry, and ventilated rooms, and installed in normal environmental conditions. This Warranty does not cover any damage caused during shipping and transport by the Ordering Party.
- The basis for valid warranty claims is the proof of purchase and a properly filled out Warranty Sheet (the Warranty Sheet form is issued by the Point of Sale).
- The warranty claim shall be submitted to the point of sale where the product was purchased.
- The warranty claim shall be submitted in writing immediately upon discovery of a defect or fault caused by such defect (no later than within 14 days of the above). Any evident defects must be reported before installing the Product. The use of defective products is prohibited, since it can result in a safety hazard to the User and unreasonably increase the repair costs. The Manufacturer shall not be liable for any damage caused by the use of defective or damaged products.
- As part of the warranty, the Manufacturer shall not be liable for any damage to any property of the User, other than the item covered by this warranty.
- The validity of any potential warranty claims concerning the supplied products may only refer to the applicable standards, the seller's documentation or other documents accepted by the BUYER and constituting attachments to the given order.

II. WARRANTY PERIOD

The Manufacturer shall grant the warranty on proper product operation for 2 years from the date of purchase, no longer, however, than 2 years and 6 months from the date of manufacture provided on the nameplate of the product, and provided that the product is installed and used as intended and in accordance with the Installation and Operating Manual.

PRODUCT WARRANTY PERIOD – ADDITIONAL PROVISIONS

- The warranty shall not cover parts subject to natural operating wear due to their specific function or material characteristics (e.g. batteries, gaskets, brush seals, etc.).
- Warranty on glass panes used in aluminium and steel joinery shall be granted for a period of 5 years and shall apply to the tightness of glazing units, loss of transparency, and maintenance of adhesion of multi-layer glass units (apart from the edge strip 100 mm from the edge of the glass and the edges of the openings). The warranty shall not cover the cracking of glass caused by external, mechanical or thermal factors.
- Differences in colour shades between products from different production lots are permitted.
- Deformation of glass which was treated by thermal hardening is permitted.
- Warranty on steel profile doors and the CREO aluminium doors with sidelights and toplights shall be granted for a period of 5 years, excluding hardware and accessories (i.e. handles, hinges, locks, lock cylinders, door closers, anti-panic levers, etc.), which are covered by a 24-month warranty.
- Warranty on the residential DECO aluminium doors and NOVA doors with sidelights and toplights shall be granted for a period of 2 years.
- The warranty period for automatic operating units for joinery, electric actuators for windows, and electric locks shall be 12 months. The warranty period can only be extended upon conclusion of a service agreement with the original equipment manufacturer (OEM). If the warranty is granted directly by the OEM installing the equipment, the OEM shall issue a separate Warranty Sheet.
- The warranty period for the remaining, additional electrical equipment of the door shall be 24 months.
- The warranty period shall be extended by the time of repair covered by the warranty, which is from the moment of acceptance of the warranty claim by the Manufacturer until completion of the warranty repair, and provided that the repair results from a valid claim.
- The warranty on any spare parts installed after the original warranty period of the product which is outfitted with them expires, shall be 12 months from the date of purchase. Once the product has been repaired with the use of such parts, the warranty shall apply to those parts only. The ownership of parts removed for repairs is transferred to the Manufacturer or to the Authorised Service Agent.

III. CORROSION WARRANTY PERIOD:

a) 10 years on aluminium joinery powder-coated with polyester paints – from the date of sale (for a period no longer, however, than 10 years and 6 months from the date of manufacture):

- The warranty period is shortened if the product is installed in aggressive environments
- Components installed outdoors in inland urban areas or mild coastal environments (C3* moderate corrosion hazard): 8 years.
- Components installed indoors (swimming pools, chemical equipment) or outdoors in inland industrial areas or urban coastal environments (C4* high corrosion hazard): 5 years. The 5-year warranty on products installed in a C4* environment is granted if requested upon ordering. The warranty period shall otherwise be 2 years.
- Components installed outdoors in industrial areas with high humidity or high chloride content (coast) (C5-I* very high corrosion hazard): 3 years. The 3-year warranty on products installed in a C5-I* environment is granted if requested upon ordering. The warranty period shall otherwise be 18 months.
- Components installed outdoors in seaside areas in temperate climate (C5-M* very high corrosion hazard): 12 months. Warranty on products installed in a C5-M* environment is granted if requested upon ordering. Otherwise, products installed in C5-M environments shall not be covered by the corrosion warranty.
- Products operated within 500 m of sea coastline shall not be covered by the corrosion warranty.

b) 4 years on joinery with coatings applied by DECOR thermal printing or by film coating – from the date of sale (for a period no longer, however, than 4 years and 6 months from the date of manufacture)

- The warranty shall only cover components used in environments from C1 to C3.
- Products operated in C4, C5-I, and C5-M environments, as well as within 500 m of sea coastline, shall not be covered by the corrosion warranty.

c) 5 years on steel joinery powder-coated with polyester paints – from the date of sale (for a period no longer, however, than 5 years and 6 months from the date of manufacture).

- The warranty period is shortened if the product is installed in aggressive environments:
- Components installed outdoors in inland urban areas or mild coastal environments (C3* moderate corrosion hazard): 4 years.
- Components installed indoors (swimming pools, chemical equipment) or outdoors in inland industrial areas or urban coastal environments (C4* high corrosion hazard): 2 years and 6 months.
- Products operated in C5-I and C5-M environments, as well as within 500 m of sea coastline, shall not be covered by the corrosion warranty.

d) 5 years on seamless steel doors – from the date of sale (for a period no longer, however, than 5 years and 6 months from the date of manufacture).

- The warranty period is shortened if the product is installed in aggressive environments:
- Coated and coated sheet components installed outdoors in inland urban areas or mild coastal environments (C3* moderate corrosion hazard): 4 years.
- Galvanized sheet components, not coated, installed outdoors in inland urban areas or mild coastal environments (C3* moderate corrosion hazard) shall be excluded from warranty cover.
- Products operated in C4, C5-I, and C5-M environments, as well as within 500 m of sea coastline, shall not be covered by the corrosion warranty.

e) 4 years on NOVA doors – from the date of sale (for a period no longer, however, than 4 years and 6 months from the date of manufacture).

- The warranty period is shortened if the product is installed in aggressive environments:
- Coated and coated sheet components installed outdoors in inland urban areas or mild coastal environments (C3* moderate corrosion hazard): 3 years.
- Products operated in C4, C5-I, and C5-M environments, as well as within 500 m of sea coastline, shall not be covered by the corrosion warranty.

f) Corrosion warranty on hardware and accessories, as well as electrical equipment:

- Products installed in C1, C2, C3 environments: 24 months.
- Products installed in C4, C5-I, and C5-M environments shall not be covered by the corrosion warranty.

IV. WARRANTY TERMS AND CONDITIONS FOR POWDER COATS, DECOR THERMAL PRINTING COATS, AND FILM COATS

- The warranty shall cover cases of paint adhesion loss, surface peeling, blistering, and chipping.
- Warranty on varnish coats shall cover cases of loss of gloss and colour change according to the values of the ΔE parameter specified in Annex no. 7 to the QUALICOAT technical guidelines available at www.qualipol.pl (the warranty period shall be 1.5 years). The warranty shall not cover coated hardware, such as: handles, pulls, cover plates, and lock cylinders.
- The loss of gloss is directly proportional to sunlight exposure, with possible spotting and discolouration (not covered by this warranty).
- Differences in the DECOR coat within the same model and the same colour shade smaller than 15% shall not be considered as a defect.
- Differences in colour shades of the DECOR structure on the lining and profiles resulting from the change of structure on the pigment film are permitted.
- Interruptions or blurs of the DECOR structure in places where the plane deflects on door lining are permitted.
- Differences in colour shades between products from different production lots and elements of products made using different manufacturing technologies are permitted.
- Differences in colour shades between colours applied in the DECOR technology and colours of film coatings with the same name, e.g. Golden Oak, are permitted.
- Differences in the colour shades between the door frame and leaf lining are permitted.
- In the case of varnishing the thermally insulated, or so-called warm, profiles (with a thermal break), the varnish coat on the thermal break may be of lower quality and properties, which is not considered as a defect.
- The warranty shall not cover any coated elements that show defects which occurred during use and do not cover more than 0.25% of the entire surface area of the given element.
- Mechanical damage on the surface of the hardware (pulls, handles, cover plates, lock cylinders) which occurred due to normal use shall not be covered by the warranty.
- The warranty shall cover all coats on surfaces critical from the point of view of product appearance and operation. These critical surfaces do not include: edges, large recesses and secondary surfaces, suspension points, bare surfaces, hole edges or manufactured cut edges.
- The warranty shall not cover any coats damaged by exposure to temperatures over 70°C.
- The warranty shall be granted for paint coats if their maintenance requirements and conditions have been followed as defined in the Installation and Operating Manual or as-built documentation delivered with the product.
- Any coat damage discovered shall be immediately removed by competent persons.
- Paint coats are evaluated according to the QUALICOAT guidelines.
- Visual inspection of components operated outdoors shall be performed with the naked eye from a distance of 5 m, whereas in the case of components operated indoors – from a distance of 3 m.

V. WARRANTY SERVICE

- Any documented defects of the product shall be removed within the warranty period if caused by material or manufacturing defects.
- The Manufacturer shall repair the defective product or replace the product with a new one at their own discretion. The above provision does not exclude any right to other goodwill arrangements, e.g. price reduction arrangements.
- The Manufacturer undertakes to complete the repair within 30 days from the date of filing the warranty claim. The Product repair period may be extended if the components that the Manufacturer reasonably needs to replace are supplied from a third party or if adverse weather conditions where the warranty claim is processed make it impossible to carry out the technological process required to complete the repair – in such case, the repair period shall not exceed 60 days from the date of filing the warranty claim.
- In situations in which product repair should require work at heights above 2 m from ground level, the claimant shall provide the service team with safe access to the Product.
- If defects are found in the paint coat following permanent installation of the product (which renders the product immovable), the Customer shall have no right to require the Warrantor to repair the defects by repeating the powder-coating process; if the claim is found to be valid, the Manufacturer shall complete the repair on site using renovation paint coating, which may vary in shade and texture from the original powder coat.

The warranty service shall not be provided in the following cases:

- The product nameplate has been removed or defaced and thus rendered illegible.
- Damage caused due to improper product shipping, transport, handling, storage, installation or usage against the intended use.
- Intentional damage.
- Installation performed by an incompetent person**, against the Installation and Operating Manual or against the principles of good construction practice.
- Improper servicing of the product or servicing it against the Installation and Operating Manual or use of a defective product.
- Coating damage due to negligent maintenance or failure to comply with paint coat maintenance requirements and conditions as defined in the Installation and Operating Manuals or the as-built documentation delivered with the product.
- Exposure to external factors such as fire, water, salts, lyes, acids, organic solvents with esters, alcohols, aromas, glycol ether or chlorinated hydrocarbons, and other aggressive chemicals (e.g. cement, lime, abrasive and cleaning agents which result in material decrements or scratches) or abnormal weather conditions, natural disasters or random incidents.
- Disturbances in the operation of the control device caused by strong electromagnetic fields from nearby power or radio equipment.
- Damage to or malfunction of electrical equipment beyond any reasonable control of WIŚNIEWSKI Sp. z o.o. S.K.A., in particular caused by: lightning, spilled liquids, mechanical shock, incorrect power supply voltage or other external factors.
- Design modifications or changes made by the user or third parties without authorisation from the Manufacturer.
- Repairs by incompetent** persons or persons without the Manufacturer's authorisation.
- Use of non-genuine spare parts or additional equipment from other manufacturers without the prior written consent from the Manufacturer.
- Failure to perform the actions provided for in the Installation and Operating Manual and required to be performed by the user on their own and at their own expense.
- Failure to perform the paid periodic service inspection as required in the Installation and Operating Manual, confirmed with a record in the Warranty Sheet or with a Technical Inspection Report.
- Whenever the User fails to accept the Manufacturer's choice for the remedy of defects.

If a defect is found before installation of the product and is eligible for a warranty claim, the Manufacturer shall not be liable for any costs of the removal and subsequent installation of the product, if required in order for the defect to be removed.

VI. FINAL PROVISIONS

- The product is enclosed with the Installation and Operating Manual and the Warranty Sheet.
- The costs of repairing faults and defects not covered by the warranty are charged to the Claimant.
- If a component requires expert analysis by the vendor, the claim processing time may be extended.
- The warranty granted for the sold product does not invalidate, restrict or suspend the rights of the buyer provided for in the regulations on statutory liability for defects in sold goods.
- The product parameters which are not defined in the Warranty Terms and Conditions are specified in the Price Lists for respective product groups; see standard finish descriptions.
- To all matters not regulated in these Warranty Terms and Conditions, the general provisions of the law shall apply.

* Environment corrosiveness according to PN-EN ISO 12944-2:2018-02 "Paints and varnishes. Corrosion protection of steel structures by protective paint systems. Part 2: Classification of environments".

** A competent person is an individual with access to all the necessary instructions and manuals, who has been adequately trained, and with qualifications resulting from their knowledge and practical experience, able to ensure proper and safe assembly and installation.