

## WARRANTY CARD

1. JUSTART, with its registered office in Łódź, as a manufacturer of rolling doors and aluminum window displays, subject to the provisions of item 2 of the Warranty Card, provides a warranty for its products:
  - rolling gates/grilles – 2 years
  - aluminum store displays – 2 years
2. Complaints should be submitted in writing by e-mail to the address given below:
  - email: [serwis@justart.pl](mailto:serwis@justart.pl)
3. The warranty period shall be counted from the date of receipt of the product from Justart.
4. The condition for the complaint to be considered is the full payment of the amount due for the delivered goods.
5. In the event of an unjustified complaint call, the customer will be charged with the costs of complaint handling incurred by the manufacturer.
6. In the event of installation of grille/gate or store display elements, i.e. guides, lack of an inspection flap in the ceiling, covering the aluminum profile, etc., the customer shall provide Justart's service technician at the customer's own expense with free access allowing for repairing the door or store display.
7. All manufacturing or material defects covered by the warranty will be remedied within 14 days from the date of notification, with the proviso that the time for remedying more complex defects may be extended.
8. The warranty does not cover damages resulting from:
  - use of the product for purposes other than those intended,
  - improper handling, changes in the power supply system by changing the order of power supply, as well as adjustments, replacement of elements with non-original ones,
  - external factors (paints, varnishes, chemicals, abrasive cleaners, scrapers, etc.),
  - incorrect maintenance and cleaning (i.e. not in accordance with the maintenance instructions provided below),
  - design changes and repairs carried out by unauthorized persons,
  - incorrect finish (e.g. with a furniture board) interfering with the elements of the gate or display,

- natural wear and tear of components, wear of rolling elements, aging of seals, etc.
9. The warranty does not cover mechanical damage and cracks occurring during operation and defects acceptable in accordance with applicable standards. During the operation of gates and store displays, abrasions and scratches (especially from improper cleaning) may appear on the surface of the armor, glass and profiles. Such damage cannot be the basis for a product complaint.
  10. The guarantee shall only apply to damages to the subject matter of the agreement and falling under Justart's liability and shall be limited to the reimbursement of the value of the products sold. The manufacturer is not responsible for other costs caused by a product defect.
  11. Justart at its own discretion decides on the method of removing the defect.

#### **ADDITIONAL REMARKS**

- a. Remove the protective film and self-adhesive labels up to 3 weeks after the installation of the roller shutters or gates.
- b. Do not use abrasive cleaning agents.

#### **Glass cleaning – general instructions**

- a. Use a clean cloth soaked in water.
- b. Use branded glass cleaning solutions and follow all instructions.
- c. Remove cleaning solutions immediately with a clean, soft and dry cloth.
- d. Use a 50:50 alcohol-water or ammonia-water solution, then rinse with warm water.
- e. Wipe the glass dry with a clean, soft cloth or a suede or cellulose sponge.

#### **Precautions**

- a. Avoid abrasive or highly alkaline cleaning agents.
- b. Do not use petroleum products, i.e. petrol, diesel fuel or lighter liquids.
- c. Hydrofluoric and phosphoric acids have a corrosive effect on the glass surface and should not be used.
- d. Protect the surface of the glass from sprayed drops or leaks of acids and cleaning agents used to clean metal frames, bricks or masonry, as well as from weld spatters.
- e. The edges of laminated glass and glazed units must be protected from contact with all cleaning solutions and other materials.
- f. Do not use hard brushes, razor blades or other objects that could scratch the glass.

- g. Immediately remove all construction materials from the glass, i.e. concrete, fire retardants, paints.
- h. Each time clean a small area of glass with a clean cloth and frequently check it for damage.

The manufacturer recommends performing periodic paid inspections of the gates. The first inspection is recommended after 2 years of use, and subsequent inspections are recommended once a year. This will allow early detection of malfunctions of the gate and possibly avoid more serious damage.