

# GUARANTEE FOR HOME ROLLING SHUTTERS

## ROLKA S.A.



ROLKA S.A. thanks you for the trust you have shown in us for the purchase of these aluminium rolling shutters.

All our products are fully compliant with national and European legislation, and stand out for their high-quality construction, which is ensured through ongoing quality controls. However, if you have any problems whatsoever, please contact our company's headquarters directly:

ROLKA S.A.  
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### 1) WARRANTY BOND

ROLKA S.A. hereinafter, 'the Producer' guarantees the good construction, operation and quality of the construction materials in the home rolling shutters (doors and windows) which it produces.

### 2) TERMS OF WARRANTY

This warranty is valid under the condition of good installation as set out in the *installation instructions* and under the condition of proper use and maintenance of the product in accordance with the *use, maintenance and safety instructions* which accompany the product, and according to the restrictions set out herein.

If any defect appears in the product (malfunction, fault etc.) within the warranty period, the Producer – on condition that proof of payment (invoice, receipt) and this warranty document can be provided- is liable for every defect appearing in the operation of the product, provided that this defect originates from the production process of the item, and is obliged to:

- repair the product or its faulty part thereof.
- In the case where repair is delayed beyond the stipulated time in each instance, the consumer is entitled to request replacement of the product with a new one of equivalent value and quality, or to cancel the contract.

### 3) WARRANTY DURATION

This warranty is valid throughout Greece.

Due to the composite nature of the product, the warranty time periods differ depending on the part of the shutter.

1. The shutter's white aluminium materials (boxes, guides, terminal profiles, slats and profiles) and slats of white or coloured aluminium polyurethane made by the Producer, and anything relating to the chemical composition, mechanical properties, shape and surface treatment (any filiform corrosion resulting from poor spraying) have a **5-year warranty** which begins on the issuance date of proof of dispatch or sale of shutter.

*The warranty does not cover the aluminium parts sprayed in permanent colours in cases where the consumer selects a colour of his own liking in a paint shop of his choice, since in such a situation the Producer operates as the client's agent and cannot himself guarantee the electrostatic powder or other types of surface treatment to be undertaken by third parties and selected by the client.*

2. The electric motor (plain or with handcrank), has a warranty bond for **5 or 7 years** which begins on the issuance date of proof of dispatch or sale of shutter, depending on the construction company of the motor, and in accordance with the terms, instructions and conditions of the company producing the motor. This warranty bond can be found attached to this document.
3. The mechanical parts – the shutter's accessories (pulleys, caps, tape coilers etc.) – as well as any electronic parts (e.g. remote control, receiver) have a guarantee of **2 years** which begins on the issuance date of proof of dispatch or sale of shutter.

*This warranty does not cover batteries (in the case of remote control).*

### 4) LIMITATIONS OF LIABILITY

The warranty does not cover damage, loss or wear and tear which the product incurred, either directly or indirectly:

1. Due to inadequate or incorrect fitting. The Producer does not install the rolling shutter and is therefore not liable for incorrect fitting. Installation is undertaken by the purchaser's or contractor's qualified technician – aluminium-



maker, who must comply with the installation instructions that come with the shutter. Once the work of installation begins, it is taken that the product has been checked and has been accepted unreservedly.

2. When damage to the product has resulted from any cause after it has been delivered by the producer to the purchaser or the third person chosen by the purchaser (e.g. conveyer, contractor, fitter etc.).
3. Due to problems relating to the construction of the building where the shutter is placed (such as decay or damage to the construction) at any time during and after the installation.
4. Due to any intervention or modification whatsoever made to the product by the client, either deliberately or through negligence.
5. Due to use not compliant with the specifications of the specific shutter type (e.g. industrial use of home shutters) or due to use in an environment or for an application not envisaged or recommended by the constructor.
6. Due to power surges, power cuts or faults in the power supply of the client.
7. Due to water leaking in through any cause and in any way, the Producer being exempt from the terms of the warranty for all electrical parts.
8. Due to the use of parts and replacement parts that are not the Producer's or recommended by him.
9. Due to fault, damage, defect or accident resulting from the purchaser failing to comply with the Producer's Instructions for Use and/or Maintenance and/or Safety which come with the product (indicatively, but not restricted to: poor use, use that exceeds the limits set out in the instructions for use, incorrect handling or operation of the shutter in a way which is not compliant with the instructions described in the user manual, exerting excessive strain on the shutter, inadequate maintenance/care, placement of an immovable object during the forward movement of the slats, support of objects in closed slats, the addition to the shutter's axis of any further weight such as a child hanging on the edge of the slats, etc.).
10. Due to extreme events, accidents and disasters beyond the control of the construction company which include (but not restricted to) fire, floods, public disturbances etc, earthquakes, bomb attacks, terrorism etc.
11. Finally, the warranty does not cover any further damage of wear and tear incurred by the product resulting from its continued use, even if it has been confirmed as faulty.

The Producer is under no obligation to repair the product or faulty part free of charge should it be proven that the damage originates from one of the aforementioned causes. However, the Producer may undertake to repair the product provided the client defrays the corresponding material and labour costs.

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