

1. Scope of warranty

1.1 The warranty extends exclusively to the **Salux® Long Life** product line, including the **Long Life Bio Line®** variant.

1.2 Unless otherwise stipulated, this warranty completes the sales agreement and the general terms and conditions of business.

1.3 The warranty only applies to sheets sold in Europe.

2. Warranty information for SALUX® Long Life profile sheets

2.1 From type 2.0 on, our **SALUX® Long Life** profile sheets are guaranteed for 20 years for accuracy of fit and UV resistance.

2.2 We guarantee increased heat resistance up to a maximum of 78 °C (compared to a standard PVC sheet) for products in the **SALUX® Long Life** line provided that our storage and processing guidelines are observed.

2.3 It is possible for the durability (transparency, yellowing and mechanical resistance) of the products to be impaired over the years due to the effects of weathering, in particular natural UV radiation. The **SALUX® Long Life** product line consists of a special plastic blend with improved durability compared to a standard PVC profile sheet.

2.4 **SALUX® Long Life** retains a high degree of light transmittance during the warranty period.

Clouding on the top of the sheet caused by natural UV radiation over time is a normal process and is unavoidable. This creates an additional anti-glare effect that has no negative impact on the functionality of the plastic profile sheets. Salux GmbH guarantees that the light transmittance is a maximum of 10% lower after 5 years, a maximum of 20% lower within 10 years and a maximum of 40% lower within 20 years from the time of delivery. Measurement is taken according to DIN 5036 from cleaned, scratch-free samples.

2.5 The change in the yellowness index ΔYI of the **SALUX® Long Life** plastic sheets will not be > 15 after 5 years, not > 20 within 10 years and not > 25 within 20 years compared to the initial value. Measurements are taken according to ASTM 1925 from cleaned, scratch-free samples.

2.6 From type 2.0 on, the **SALUX® Long Life** plastic profile sheets are guaranteed for 5 years against hail impact (max. hailstone diameter 15 mm; max. impact speed 60 km/h).

3. Warranty conditions

The manufacturer's warranty does not apply if damage occurs due to improper use.

SALUX® Long Life - sheets

- must be stored, transported, processed and installed in accordance with our storage and processing guidelines
- must not be adversely affected by fastening and sealing elements

- must not be exposed to heat sources

- must have a ventilated construction and must not be shaded (risk of heat accumulation)

- must not be scratched.

4. Warranty cases

A complaint within the meaning of this warranty will be considered

- if it transpires despite verifiable consideration of all warranty conditions (Item 3) during the warranty period
- if it is reported in writing within 8 days after detection of the damage
- if a copy of an invoice is submitted which indicates the buyer's name and address, the date of purchase, the full product name and quantity
- if the person making the complaint submits a larger test sample that includes the production code as well as relevant photos and an exact description of the defect (filled out claim form)
- if the buyer (end consumer) agrees to an inspection on location by Salux GmbH or an agent authorised by Salux GmbH if said inspection is necessary

5. Warranty services

5.1 After a thorough examination and for a legitimate complaint, we will provide the buyer with free material replacement ex-works as follows.

If we are unable to provide replacement material, the buyer will receive a reimbursement of the purchase price in accordance with the gradation.

5.2 All other claims are excluded; in particular the buyer's option of revoking the agreement.

Gradation	
Time period as of date of purchase	Percentage material replacement of the quantity found to be defective
up to 5 years	100%
in 7.5 years	70%
in 10 years	50%
in 15 years	30%
up to the 20th year	15%

5.3 Further claims, such as transport, disassembly and reinstallation, are explicitly excluded.