

1. Scope of warranty

1.1 The warranty covers all geometries and standard weights of SALUX® twin-wall sheets from the 1st LIFE LINE and Eco Life Line product series with a thickness of 4 mm to 6 mm and UV protection on one or both sides.

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 period

Salux GmbH grants a warranty for weather resistance for a period of 10 years from delivery.

Breakage caused by hailstorm is warranted for 2 years.

3. Warranty information

3.1 Transparency

The twin-wall sheets retain a high degree of light transmittance during the warranty period.

Salux GmbH guarantees that the degree of light transmission is not lower than

a) a max. of 10% after 5 years and a max. of 15% after 10 years for clear sheets and

b) a max. 15% after 5 years and a max. 20% after 10 years for coloured sheets than on delivery.

Measurement is taken according to DIN 5036 from cleaned, scratch-free samples.

3.2 Yellowing

Compared to the initial value, a change of the yellow index ΔYI will not be

a) > 15 after 5 years or > 18 within 10 years for clear twin-wall sheets, nor

b) > 20 after 5 years or > 25 after 10 years for transparent coloured twin-wall sheets.

Measurements are taken according to ASTM 313 from cleaned, scratch-free samples.

3.3. Breakage caused by hailstorm

Salux® Twin-Wall Sheets will not suffer any breakage resulting from hail impact during the 2-year warranty period. There is only breakage caused by hail if the surface of the products was penetrated in a consistent and repeated manner by hailstones.

This warranty against breakage by hail impact is subject to a simulation test based on ISO 6603; in this test, a specimen with a specified weight falls from a set height onto the weathered side of the multi-wall sheets (equivalent to a hailstone with a 15 mm diameter at an impact speed of 16 m/s). If this test causes holes at various places on the surface in less than 5 to 10 tests, the complaint is denied.

4. Warranty conditions

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

SALUX® - Twin-Wall Sheets

- must be stored, transported, processed and installed according

to our storage and installation instructions,

- must not be adversely affected by fastening, connecting or sealing elements,

- must not be exposed to any chemicals or treated with unsuitable cleaning agents that can damage polycarbonate material,

- must not be exposed to heat sources or be thermally reshaped or welded,

- must only be exposed to weathering on the UV protected side; both sides must not be exposed to weathering unless both sides have UV protection

- must not be scratched.

5. Warranty cases

A complaint within the meaning of this warranty will be considered

a) if it arises during the warranty period, despite verifiable consideration of all warranty conditions (item 4)

b) if it is immediately reported in writing within 8 days after detection of the damage,

c) if a copy of an invoice is submitted that indicates the buyer's name and address, the date of purchase, the full product name and quantity,

d) if the person making the complaint submits relevant photos, the production code of the sheets and an exact description of the defect (after prior agreement even a piece of the sheet that has been found to be defective),

e) if the buyer (end consumer) agrees to an inspection on location on the part of Salux GmbH or an agent authorized by Salux GmbH if said inspection is necessary.

6. Warranty services

6.1 After a thorough examination and if the complaint is legitimate, we will provide the buyer with free material replacement ex works as follows.

Gradation	
Time period as of date of purchase	Percentage material replacement of the quantity found to be defective
up to 5 years	100%
in the 6th year	75%
in the 7th year	60%
in the 8th year	45%
in the 9th year	30%
in the 10th year	15%

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

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

6.3 Further claims such as transport, disassembly and reinstallation for instance are explicitly excluded.