

1. Scope of warranty

1.1 The warranty covers all geometries and standard types of SALUX[®] PVC profile sheets from the **CLASSIC LINE** and **BIO LINE[®]** brands. Exceptions to this warranty are indicated separately and accordingly.

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 PVC transparent sheets SALUX W / SALUX W-HR / SALUX Strong / SALUX Frost / SALUX Prisma and SALUX Hall Construction

2.1 Our product range from Type 1.2 onwards is guaranteed for 10 years for accuracy of fit, light transmittance, weather resistance and flame retardancy.

2.2 The legal warranty period applies to the other product types (< Type 1.2).

2.3 As time passes, the durability of the products may be affected by climatic conditions, particularly by natural UV radiation.

2.4 Light transmittance of the products indicated in 2.1 will be a max. of 12% less than the initial value after 5 years and a max. of 25% less than the initial value after 10 years.

2.5 Breakage caused by hail impact

The warranty against hail impact breakage is shown in the following table for the conditions specified there. The hailstone diameters and their impact velocity are indicated. There is only breakage caused by hail impact if the surface of the product is penetrated in a consistent and repeated manner by hailstones. A warranty case must be conclusively verified by official data from the local weather service (date, location, size of hailstones, wind speed). Should this information not be verifiable, the complaint will be rejected.

SALUX [®] Product	5 years	next 5 years
WHR from type 1.2	20 mm ϕ / 70 km/h	15 mm ϕ / 60 km/h
Hall profile	25 mm ϕ / 78 km/h	15 mm ϕ / 60 km/h
Prisma	20 mm ϕ / 70 km/h	15 mm ϕ / 60 km/h
Strong from type 1.2	40 mm ϕ / 98 km/h	25 mm ϕ / 78 km/h
FROST from type 1.4	25-30 mm* ϕ / 78-85 km/h	15 mm ϕ / 60 km/h

*Provisional, not yet verified value

3. Warranty information for PVC profile sheets SALUX W-opak / SALUX WS / SALUX WS-P / SALUX Metallic / SALUX WBS and WBS II

3.1 We provide a 10-year warranty for fitting accuracy,

dimensional stability under heat as well as weather and flame resistance for our coloured PVC profile sheets from Type 1.2.

3.2 The legal warranty period applies to the other product types (< Type 1.2).

3.3 As time passes, the durability of the products can be affected by climatic conditions, particularly by natural UV radiation.

3.4 Breakage caused by hail impact

We grant a 5-year warranty against hail impact breakage for the product groups SALUX[®] WS Premium and SALUX[®] Metallic. The conditions are shown in the following table.

There is only breakage caused by hail impact if the surface of the product is penetrated in a consistent and repeated manner by hailstones.

A warranty case must be conclusively verified by official data from the local weather service (date, location, size of hailstones, wind speed). Should this information not be verifiable, the complaint will be rejected.

SALUX [®] Product	5 years	next 5 years
WS Premium	15 mm ϕ / 60 km/h	-
WS Metallic	15 mm ϕ / 60 km/h	-

4. Warranty conditions

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

SALUX[®] PVC profile sheets

- must be stored, transported, processed and installed in accordance with our storage and processing instructions
- may be adversely affected by fastening or sealing elements
- may be exposed to heat sources
- must have a ventilated construction and may not be shaded (risk of heat accumulation)
- must not be scratched.

5. Warranty cases

A complaint within the meaning of this warranty will be considered

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

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.

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, are explicitly excluded.

Gradation		
Time period as of date of purchase	Percentage material replacement of the quantity found to be defective	
	Warranty for light transmittance	Warranty for hail impact resistance
up to 5 years	100%	100%
in the 6th year	75%	50%
in the 7th year	60%	40%
in the 8th year	45%	30%
in the 9th year	30%	20%
in the 9th year	15%	10%