

## **WARRANTY TERMS OF AS SAKU METALL UKSETEHAS**

### **1. General terms**

1. AS Saku Metall Uksetehas provides a 2 (two) year warranty for its products, covering potential construction, manufacturing, and material defects. Torsion springs for sectional doors are covered by a 2 (two) year warranty or up to 15,000 cycles, whichever comes first. The MFZ Ovisor automation systems used in AS Saku Metall Uksetehas' products have a 1 (one) year warranty.
2. The warranty period begins upon delivery of the product to the buyer. A valid proof of purchase, such as an invoice or receipt prepared according to the requirements, serves as the warranty document.
3. The warranty is valid only if all the conditions outlined in this document are adhered to.
4. Consumers retain additional rights as provided by applicable laws, alongside the rights granted by this warranty.

### **2. Warranty Coverage**

1. A product defect occurs when the product does not meet the technical specifications outlined in the Order Confirmation or fails to comply with European Union standards. The warranty covers design, manufacturing, and material defects, along with damages resulting from these defects, provided they are reported in writing within the specified timeframe.
2. The warranty includes: visible surface defects detectable from 1–2 meters when the light falls from behind; defects in design, manufacturing, and materials that result in product damage. Such issues must be reported in writing to AS Saku Metall Uksetehas' official representatives or resellers AS Saku Metall Uksetehas' products who are involved in the maintenance and repairs. The warranty covers the repair costs for these defects and related damages.
3. AS Saku Metall's authorized representatives or resellers will arrange and perform repairs for warranty-covered defects. Any downtime caused by defects and subsequent repairs will be added to the warranty period.

### **3. Warranty Limitations**

1. The warranty is valid only if the product is installed, used, and maintained in accordance with the product's installation, user, and maintenance manuals.
2. Maintenance performed during the warranty period must be documented in a completed maintenance log. This log can either be a free-form document with fixed dates or a log form provided by the manufacturer as part of the warranty conditions.
3. Tasks specified in the maintenance and user manuals are chargeable services.
4. The warranty does not cover defects or damage caused by components, materials, or parts added to the product that do not comply with the installation and user manuals.
5. Improper installation or maintenance voids the warranty. Warranty coverage for installation applies only if the product was purchased with installation services from the manufacturer.
6. Environmental factors, such as temperature fluctuations, wind, structural shifts, or air pollution (dust, etc.), are excluded from warranty coverage.
7. Condensation on the interior side of doors or windows is excluded from the warranty, as it is influenced by room humidity and microclimate. Temporary condensation is normal in high-humidity areas, such as bathrooms or basements, and during cold weather or poor ventilation.
8. Failure to maintain the product voids the warranty. For example, the warranty does not cover adjustments to torsion springs, door latches, locks and other accessories.

9. Damages caused by reckless use, unforeseen circumstances, or force majeure (e.g., fire) are excluded from the warranty.
10. The warranty does not cover corrosion resulting from damage to the paint or surface coating.
11. Glass breakage after installation is excluded from warranty coverage, as AS Saku Metall Uksetehas cannot control factors affecting it. Examples include:
- Mechanical shock to the glass, which may be due to:
    - Careless handling, storage and/or transport of glass by the customer; transport or storage of glass in a horizontal position. The glass must always be transported, stored and lifted vertically.
    - Impact to the glass with a soft or hard object.
  - Mechanical pressure to the glass, which may be due to:
    - Flexural load on the glass during the sinking of the building
    - Spot load on the edges of the glass
    - Structural deformation
  - Uneven heating of the glass (temperature difference of 40 °C is dangerous for glass that is not toughened), which may be due to:
    - Shadows falling on the glass, resulting in high-temperature variations
    - Installing a film, aluminium foil, self-adhesive profile, etc. on a whole insulated glass unit or a part of it
    - Abnormal heating of the glass when Venetian blinds or roller blinds are installed behind the glass unit, leaving no adequate air gap.
  - Vibration, which may be due to:
    - Vibration caused by the noise of airplanes, heavy vehicles or explosions
    - Impacts, shocks, especially on careless opening or closing the window or door
12. Normal wear and tear or minor defects that do not affect product functionality, such as surface scratches, are excluded from warranty coverage.
13. Consumable items, such as batteries electric filament lamps for door automatics, etc. and also the torsion springs for liftable doors that exceed their rated cycle life, are not covered by the warranty.
14. Seals, gaskets, locks, and other accessories are covered by a 2-year warranty from the date of handover.
15. Locks and fasteners removed from doors by the buyer are not covered by the warranty.
16. The warranty is invalid without a valid purchase receipt or invoice and these warranty terms.
17. The warranty period is suspended if payment obligations are not met.

#### **4. Measures to be taken upon becoming evident of defects**

If you discover a defect in the product during the warranty period, please proceed as follows:

1. Verify that you have followed all instructions and conditions outlined in this document and ensure that your warranty documentation is accurate and complete.
2. Notify in writing the official representative of AS Saku Metall Uksetehas or reseller of AS Saku Metall Uksetehas' products involved in maintenance and repair within 14 days, or within two months for consumer sales. The manufacturer's contact email is [info@sakumetall.ee](mailto:info@sakumetall.ee).
3. AS Saku Metall or its reseller will assign a qualified employee to inspect the product as soon as possible, but no later than 5 working days after receiving the written notice.
4. Provide the representative with proof of purchase and the completed Reclamation Form.
5. The representative will assess the defect, identify its cause if possible, and document it in the Reclamation Form.

6. If the inspection reveals no defect and the product is deemed compliant, you will be responsible for covering the inspection costs as invoiced by the manufacturer. Disputes will be resolved under Estonian law.

7. Warranty verification and repairs must be carried out exclusively by AS Saku Metall Uksetehas' official representatives or authorized resellers of AS Saku Metall Uksetehas' products.

8. Warranty repairs will be conducted during regular business hours (Monday to Friday, 9:00 to to 17.00). Representatives or resellers may charge additional fees for work performed outside of these hours.

## 5. Manuals Required for Warranty

Installation, usage, and maintenance must follow the manuals provided by AS Saku Metall Uksetehas or the product manufacturer. These manuals are part of the warranty conditions.

Manuals are available at: <https://sakumetall.ee/uksetehas/en/documents-and-manuals/>

## 6. Product's details

Product Name.....

Purchase Order No. ....

### 6. Contact Information

**AS Saku Metall Uksetehas**

**Production and Project Sales**

Address: Põrguvälja tee 25, Rae vald, Harjumaa 75306 Estonia

Email: [info@sakumetall.ee](mailto:info@sakumetall.ee)

PRODUCT MAINTENANCE LOG			
Object Address:		Order Number:	
Object Owner:		Contact Person: Phone:	
Customer (Company):		Contact Person: Phone:	
Service Provider (Company):		Contact Person: Phone:	
Product / Location:	Performed Maintenance Work:	Date of Work:	Work performed by: