

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.
2. Torsion springs for sectional doors are covered by a 2 (two) year warranty or up to 15,000 cycles, whichever comes first.
3. The MFZ Ovitor automation systems used in products assembled by AS Saku Metall Uksetehas are covered by a 1 (one) year contractual warranty for business customers. For consumer customers, this warranty period does not limit their statutory right to make claims arising from the automation system's lack of conformity with the contract within the period prescribed by law.
4. The warranty period begins upon delivery of the product to the buyer. The warranty is based on a duly issued document evidencing the purchase (invoice, contract or order) and a maintenance log recording maintenance performed during the warranty period.
5. This contractual warranty applies subject to compliance with the warranty terms to the extent that a breach of the relevant term is connected with the defect or damage identified. These warranty terms do not limit the statutory rights of a consumer buyer.
6. 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 covers surface defects that are visually noticeable from a distance of 2 metres when the light falls from behind, provided that AS Saku Metall Uksetehas' official maintenance and repair representative or reseller has been notified in writing. The warranty covers the cost of repairing such defects and the resulting damage to the product.
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. The Customer must ensure that the product is inspected and maintained regularly at the intervals specified in the product-specific operating and maintenance instructions, taking into account the intensity of use and the operating environment. In the case of intensive use, high dust or moisture levels, an aggressive environment or other conditions more severe than normal,

maintenance must be carried out at the shorter intervals specified in the instructions. Failure to perform maintenance excludes warranty coverage only for a defect whose occurrence or worsening is causally related to the failure to perform maintenance.

4. Tasks specified in the maintenance and user manuals are chargeable services.

5. The warranty does not cover defects or damage caused by repairs, adjustments, alterations, drilling, welding or changes to automation settings that have not been approved by AS Saku Metall Uksetehas, or by the use of non-original parts, materials or components that are incompatible with the product or do not comply with the installation and operating instructions. This exclusion applies only to the extent that such action is causally related to the occurrence or worsening of the defect or damage.

6. The warranty does not cover defects arising or caused during improper installation or maintenance. Installation is covered by the warranty only where the product was ordered from the Manufacturer together with installation.

7. The warranty does not cover changes in the characteristics of the product caused by environmental effects such as temperature fluctuations, wind, movement of building structures or air pollution, including dust.

8. The warranty does not cover temporary thermal expansion, contraction, deflection or warping of metal door leaves, frames, panels or other metal components, or any resulting temporary change in the smoothness of door movement, seal compression or operation of the hardware, where caused by direct sunlight, uneven heating of surfaces, differences between indoor and outdoor temperatures, high or low temperatures or rapid temperature changes. These phenomena are the natural physical behaviour of metal products resulting from their material properties and do not in themselves constitute a product defect.

The warranty also does not cover impediments to door operation caused by snow, ice, frost, condensation, moisture or other external environmental effects accumulating on the door, threshold, seals, locking mechanism or other moving parts. The Customer must keep the area required for operating the door and all moving parts clear of snow, ice and other obstructing material.

Normal adjustment or reconfiguration required due to temperature or seasonal conditions is maintenance work and is not covered by the warranty.

This exclusion does not apply where the deformation or malfunction does not subside after the temperature and operating conditions have returned to normal, exceeds the permitted tolerance specified in the product's technical documentation, or results from the product's lack of conformity with the contract or defective installation performed by AS Saku Metall Uksetehas.

9. The warranty does not cover condensation forming on the interior surfaces of doors or windows, including temporary or periodic condensation. Condensation may occur due to indoor humidity, indoor microclimate, insufficient ventilation, cold weather, or other differences in temperature and humidity.

Condensation is more likely to occur on the surfaces of metal doors, metal profiles, and metal components (including lock cases, lock cylinders, handles, and surrounding covers) due to their higher thermal conductivity, which facilitates moisture formation on the surface. Such condensation does not constitute a manufacturing or material defect and does not give rise to a warranty claim.

10. The warranty does not cover changes in the characteristics of the product caused by failure to maintain the product. For example, the warranty does not cover adjustment of sectional-door torsion springs, door closers, door locks or other equipment.

11. Damages caused by reckless use, unforeseen circumstances, or force majeure (e.g., fire) are excluded from the warranty.

12. The warranty does not cover corrosion resulting from damage to the paint or surface coating.

13. 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

14. Normal wear and tear or minor defects that do not affect product functionality, such as surface scratches, are excluded from warranty coverage.

15. 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.

16. Seals, gaskets, locks and other accessories are covered by a warranty of no more than 2 (two) years from the date of delivery to the buyer.

17. These warranty terms do not apply to locks and hardware procured or installed by the Customer or removed from doors that have previously been in use.

18. The warranty does not cover water ingress, moisture damage or related adjustment, sealing or repair work where caused by unevenness, differences in level, settlement or reverse slope of the doorway, threshold, floor or external surface, inadequate rainwater drainage or any other construction-related circumstance independent of the product and its installation.

The external surface outside the door must have a sufficient and continuous fall away from the door. The levels and falls must ensure that water reaching the door and the surface in front of it drains away from the door and does not collect in front of the door or in the corners of the doorway or enter the building.

19. The lower corners of the doorway and the contact surface of the door seal must be level and even across the entire width of the door, without depressions, raised areas, steps or reverse falls. Unevenness of the substrate must not prevent the bottom seal from bearing evenly or cause water to collect in the corners of the doorway.

The Customer is responsible for the proper preparation of the doorway, floor, threshold and external surface and for rainwater drainage, unless the relevant work forms part of AS Saku Metall Uksetehas' contractual scope under an agreement between the parties in a form capable of being reproduced in writing.

20. The warranty does not cover defects or damage arising after installation as a result of alteration, finishing, settlement or deformation of the floor, threshold, doorway, external surface or building structure. Nor does the warranty cover subsequent adjustment or sealing of the door where required as a result of such work or changes.

21. Unless expressly stated otherwise in the product's technical description, door seals are not designed to act as drainage or as a permanent water barrier where water is directed against the door or allowed to collect in front of the door or in the corners of the doorway.

22. In relation to a business Customer, AS Saku Metall Uksetehas may suspend performance of its contractual warranty obligations if the Customer has an overdue debt to AS Saku Metall Uksetehas. Performance of the warranty obligations will resume after the debt has been paid in full. The period of suspension does not extend the warranty period unless the parties agree otherwise in a form capable of being reproduced in writing.

This clause does not limit the statutory rights of a consumer Customer or the liability of AS Saku Metall Uksetehas for a product's lack of conformity with the contract to the extent that such liability may not be limited by law.

23. Normal adjustment, reconfiguration and maintenance of the product are not covered by the warranty. Adjustment or configuration is covered only where it is required because a product supplied by AS Saku Metall Uksetehas does not conform to the contract or because installation performed by AS Saku Metall Uksetehas was defective.

If the reason for the required adjustment cannot be determined when the claim is submitted, the visit will initially be treated as an inspection of the alleged defect. If the inspection identifies a defect that must be remedied free of charge under the warranty or applicable law, the necessary adjustment will be performed for the Customer free of charge.

If the inspection shows that the adjustment is not required because of the product or installation work of AS Saku Metall Uksetehas, the Customer will be informed of the price of the adjustment work or the basis for calculating it before paid work begins. Paid work will be performed after the Customer has given consent.

The reimbursement of travel and inspection costs is governed by the provisions of these warranty terms concerning reimbursement of the costs of inspecting a claim.

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. AS Saku Metall Uksetehas or its reseller must be notified of the defect in writing without undue delay. A business Customer must submit the notice no later than 14 days after discovering the defect unless otherwise agreed in the contract. The statutory notification periods apply to a consumer Customer. The manufacturer's email address is info@sakumetall.ee.

3. AS Saku Metall Uksetehas or its reseller will review the written notice and contact the sender as soon as possible, but no later than within 5 working days. A written complaint from a consumer Customer will be answered in writing within 15 days of receipt. If the complaint cannot be resolved within that period, the consumer will be informed of the reason for the delay and given a new reasonable response deadline. Where necessary, the parties will agree separately on the time for an on-site inspection, taking into account the nature of the defect, the location and accessibility of the site and the availability of the required specialists.

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 inspection of the alleged defect shows that the product and the installation work performed by AS Saku Metall Uksetehas comply with the requirements and that the cause of the defect or damage is independent of the product and its installation, the claimant must, to the extent permitted by law, reimburse the reasonable and documented costs of the inspection.

A consumer Customer will not be charged for the initial inspection of a reported defect. If the inspection shows that the defect is unrelated to the product or installation work of AS Saku Metall Uksetehas, any subsequent visit, measurement, expert assessment or other service may be charged only if the consumer was informed in advance that the service would be chargeable and of its estimated cost, and consented to ordering it. To the extent permitted by law, this restriction does not apply to a claim based on information known to be false or submitted in bad faith.

Reimbursable costs may include travel, transport, working time, measurement and expert assessment costs and the cost of materials used during the inspection. Where possible, the claimant will be informed of the terms of a chargeable inspection before the visit or before additional measurements or an expert assessment are ordered.

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. A defect covered by the warranty will be remedied for the Customer free of charge. Work performed outside normal working hours or repair work not covered by the warranty may be chargeable if the Customer has been informed in advance and the parties have agreed that the work will be performed.

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/>

5. Contact Information

AS Saku Metall Uksetehas

Production and Project Sales

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

Email: 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: