

GUARANTEES

After payment in full, our products will benefit from the following guarantees.

Powder coating guarantee:

- The powder coating applied is guaranteed for 10 years against blistering, flaking, peeling and corrosion. In seaside areas, this guarantee is reduced to 5 years for those products installed less than 500 metres from the coastline and the guarantee is excluded for all products installed less than 50 metres from a coastline. The effects of natural ageing such as: tarnishing, colour loss, chalking, etc. are not covered by the guarantee.

Accessory guarantee:

- The following cast aluminium accessories: hinges, plates, pivots, guides, and opening stoppers are guaranteed for 10 years against any manufacturing defect. All other parts (locks, electric strikes, other usable parts, etc.), as well as automated parts are guaranteed for 2 years.

Manufacturing warranty:

- The proper performance of mechanical parts is guaranteed for 10 years.
- This warranty is only applicable if the proper conditions of maintenance as recommended in these terms and conditions have been respected in full.
- This warranty is limited to pure and simple exchange in our factories or by our client of those parts recognised as defective, without any compensation of any nature whatsoever being requested and notably costs for labour, disassembly, reassembly, installation and removal, immobilisation, shipping costs, or any other prejudice, etc.
- Defects due to the following causes are excluded: improper storage by the client, improper handling before, during or after installation, installation which fails to comply with rules of the trade or our technical specifications, improper use of the product, knocks or scratches occurring during installation or assembly of the product, normal wear and tear and any external event which abnormally damages the product.
- Triggering the guarantee does not lead to an extension of its term of validity.
- We hereby reserve the right to modify our products without notice.
- To be admissible, any claim based on hidden defects of sold products, likely to be covered by this warranty, must be made by recorded delivery letter with acknowledgement of receipt by the latest 8 days following appearance of said defects, accompanied by all necessary supporting documents.
- Maintenance conditions: products should be maintained using clean water, with neutral detergent, excluding any alkali, acidic or abrasive detergent, and then wiped down with an absorbing cloth such as a chamois leather. This maintenance should be undertaken at least four times per year when installed in a maritime environment; at least three times per year in an industrial or urban environment; at least twice per year in a rural environment and at regular intervals immediately following installation.