Warranty Certificate

Issued on: _____

Buyer: _____

Contract no.: _____

Seller: _____

Place of business address: _____

Signature and stamp
Buyer

Signature and stamp
Seller

This Warranty Certificate makes an integral part of the Sales-Purchase Contract.

QFORT UK Limited
QFORT House
Thorpe Industrial Estate
Crabtree Road
Egham
TW20 8RN

E: contact.uk@qfort.com

Introduction

Thank you for choosing us to be your partner for providing insulating glass joinery products. You have made the choice for the quality and seriousness of a reputable brand. QFORT products offer a 10-year warranty, under conditions of normal use and proper maintenance thereof. Please refer to , the instructions for use and maintenance available on the website www.qfort.co.uk.

Warranty Terms

The warranty shall be valid only if the storage, transportation, mounting, adjustment and maintenance of the hardware is performed in a systematic manner, according to the instructions for use and maintenance.

Additional Provisions

Interventions during the warranty period are performed only in the territory of the country from which the product was purchased. The warranty is granted from the date of receipt of the products by the Buyer, indicated on the transport document or invoice, and covers only the defects in material or workmanship, provided that the product is properly stored by the Buyer, adequately installed and not impacted in any way.

The Buyer shall be solely responsible for installing the product in accordance with all safety and environmental regulations, in compliance with the mounting instructions provided by the Seller.
The Buyer shall communicate or provide to the end user any information regarding the proper use of the product and its operating characteristics. Failure to comply with such obligations, which lead to a defect in the product, shall void the warranty and shall exempt the Seller from any liability in respect of any defect of the product.

The Seller warrants that the product is in accordance with the laws of the United Kingdom and has no material and construction defects.
The Buyer must check the products immediately upon receipt and, should there be apparent defects, shall provide written details to the Seller, within 7 days of delivery. Products not challenged by this deadline shall be deemed accepted by the Buyer, and for these products only hidden defects can be reported, which shall be communicated to the Seller through a detailed nonconformity report, on the day of their discovery, but no later than 60 days after receipt thereof.

Should the Buyer discover defects that do not allow the use of the product or which considerably limit it, the Seller shall, under the warranty, have the sole obligation to provide, at its discretion, the repair or dispatch of the product for replacement, excluding any liability for direct or indirect damage, including against third parties, individuals and/or property. The Seller shall not be held liable to the Buyer or to subsequent users for any loss of production, profit, use or any other consequence, economic or indirect, of any other nature. The costs related to the disassembly and assembly of the product provided by the Seller, necessary to remedy the defect, shall be borne by the Buyer.

The products challenged during the warranty period shall be at the Seller's expense; at the Seller's request, they shall be returned to the same. If it so desires, the Seller may inform the Buyer to destroy the defective products that have been replaced. As soon as the Seller has communicated in writing the repair or replacement of defective parts, the latter shall become the Seller's property.
If sufficient evidence is presented to prove that the products are defective, all costs for the transport and analysis thereof shall be borne by the Seller. Otherwise, the costs shall be borne by the Buyer or shall be re-invoiced to the same.
In any case, the maximum liability of the Seller shall not exceed the contract price for the products that have proved to be defective.

Storage and transport

Proper storage is required so that the parts are protected against adverse weather conditions, in particular against humidity and direct sunlight. Windows and doors must be transported vertically, inclined between 0-10 degrees, using suitable spacers to prevent scratches, on stable supports, using fastening belts equipped with sufficiently strong locking systems and stored under transport protection (boxes or pvc).

Exceptions to Warranty

The warranty does not apply to:

- damage during transportation, improper storage, handling, mounting problems, misuse, exceeding performance limits, as well as for any other causes not attributable to the Seller and when the consequences are derived from incorrect or incomplete information provided upon the order confirmation;
- the mounting or use of the product without complying with the instructions, construction rules or technical rules applicable depending on the place of mounting;
- transportation in inappropriate conditions, organised by the Buyer;
- instability of the support structure for the mounting of products;
- interference with the product without the written authorisation of the Seller in this respect;
- use of the product in non-compliance with its destination;
- negligence in the use of the product by not complying with our instructions for use and maintenance, especially those regarding the hardware, which must be cleaned and lubricated at least once a year;
- the action of external factors on the product, such as fire, chlorine, acids, cleaning products and other chemicals;
- product repairs performed by unauthorised persons for this purpose;
- use of spare parts that have not been approved in writing by the Seller;
- force Majeure events;
- the mounting of the product by the consumer or by any another person not authorised for this purpose, mounting that makes it impossible or difficult to use the product; in the case of electric revolving shutters - in a way that makes it impossible to completely retract the electric cable, especially if the corrugated hose for masking the electric cables is missing;
- the warranty does not cover mechanical damages to the glazing of the product (determined by hitting the product), including the cracks caused by usage, as well as glass imperfections (scratches, bubbles, stains, etc.), those permitted according to the norms applied by the manufacturer which appear in the Catalog of Salesman's Products;
- the warranty does not apply to elements that wear out with time (for example: changing the appearance of gold/coloured handles or accessories);
- the warranty does not include the obligation to repair the damages, whatever they may be, caused by the inability to use the product according to its destination or in connection with this impossibility;
- this Warranty does not apply to changes in the shade of the profiles, caused by the effect of intense UV radiation;
- condensation on both exterior sides of the thermal insulating glazing is not considered a flaw and doesn't make the object of the warranty;
- the warranty does not apply to water infiltration between the carpentry and the wall;
- the deformation of the profiles that falls within limits of to 4mm and which does not affect the functionality of the product;
- if the deformation falls within the limits of these tolerances and the product is functional, it does not constitute a defect and is not subject to the warranty;
- the differences in shade between the PVC and aluminum elements of the same product of the same color do not constitute a defect and are not subject to the warranty;
- scratches related to carpentry, thermally insulated glass, accessories (roller shutters, window sills, insect screens, handles, etc.) notified after signing the Reception Document are not subject to the warranty.

The warranty automatically terminates when, without the Seller's consent, any interventions or amendments are made.

In the case of complaints made during the warranty period, the Buyer shall make available to the Seller the following documents: warranty certificate, tax invoice, together with a copy of the bank transfer (receipt, fiscal

receipt, copy of bank transfer), the partnership or the sales-purchase contract, the dealer's technical document and the non-compliance report, accompanied by photographs proving the challenged defects.
The non-conformity of the products shall be repaired according to the provisions of the Law no. 449/2003 regarding the sale of products and the warranties corresponding to them.
The resolution of any complaint subject to the warranty will be carried out within a reasonable time. Through the minutes of finding - finalizing the complaint, by mutual agreement, the parties may set the period for the amicable settlement of complaints.
The warranty period for goods replacing non-compliant goods is extended by the period from the date on which the defect / non-compliance was claimed in writing to the Seller until the date on which it was remedied.
If the non-compliance is remedied for goods replacing non-compliant goods, the period of time provided for in the commercial sustainability guarantee shall begin to run from the date of the replacement.

Deformations of the safety glass according to the standard SR EN 12150-1 + A1 do not constitute a defect.

The warranty does not cover: accidental destruction, force majeure events (for example, earthquake), misuse of products / equipment that have undergone unauthorised changes, failure to comply with the instructions for use.

Corrosion resistance classes

The EN 1670:2007 standard, regulates the requests for corrosion resistance of the hardware for doors, windows, closing elements and curtain walls, according to the classes below.

Examples of usage conditions corresponding different classes of corrosion resistance

Resistance to corrosion	Conditions of use
C0 - undefined corrosion resistance	No specific conditions of use when there is no defined corrosion resistance
C1 - low resistance	Indoor use, in dry and warm environments
C2 - moderate resistance	Indoor use in environments with condensation risks
C3 - high resistance	Outdoor use with occasional or frequent rain or dew
C4 - very high resistance	Outdoor use in very severe conditions
C5 - exceptionally high resistance	Outdoor use in exceptionally severe conditions requiring long-term protection of the product

Roto hardware, used for QFORT products, is part of class 5 of corrosion resistance, which is appropriate for all coastal areas from the temperate areas. Above these, there still has to be given greater importance to periodical hardware maintenance and care.

The warranty is offered on a limited basis to products installed in:

- properties located within 3 miles of the seashore
- coastal areas in tropical regions
- swimming pools / due to high amount of chlorine gas
- granaries and stables due to the large amount of ammonia gas
- Accoya timber due to the organic acids used in impregnation
- industrial installations

The warranty remains valid if the following conditions are met:

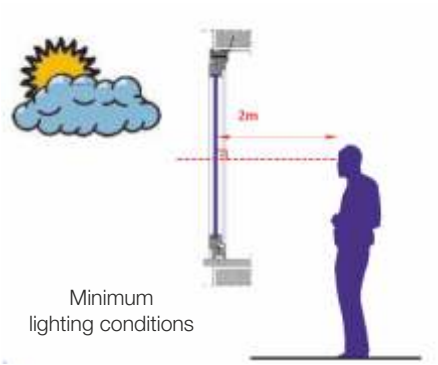
- hardware is oiled every 12 months at a minimum

In the case of powder coated aluminium frames:

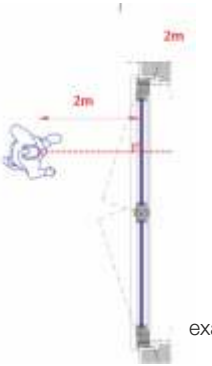
- the window frames externally are washed with soap and water every 4 weeks at a minimum

Glass Analysis Methods

The glazed area must be observed directly (not in reflection), from a distance of about two meters, in a frontal position from the inside to the outside, with diffused light, without a prior highlighting of defects. Defects shall be taken into account for each area and as a whole. The remaining area shall be considered an external area. Glass examination should not take more than 20 seconds.



Minimum
lighting conditions



Minimum
examination distance

Definitions

Edge of the insulating glass pane: the surface of the non-visible insulated glazing package, the waterproofing/ sealing place, hidden by the casement.

Perimeter of the insulating glass pane: the peripheral area of the glass pane, which extends from the four sides visible inwards, on a width of about 10 % of the size of the insulating glass pane.

Central area of the insulating glass pane: the part remaining out of the glazed area, whose size represents approximately 80 % of the visible area.

Bubbles, dots, spots: inclusions in the glass mass; depending on the size, they are considered defects if exceeding 2 mm; they are considered acceptable defects if their size ranges between 0.5 and 2 mm in the quantities indicated in the table and are not considered defects those whose sizes are smaller than the ones indicated above.

Scratches: superficial scratches of the glazed area; scratches larger than 15 mm in length are considered defects; acceptable defects are considered the small-sized ones and in the quantities indicated in the table.

We can thus exclude as a defect:

- the elements that do not fall into the visual field (the junction line of the spacer bars, the markings made on the spacer bars);
- the elements perceived under particular conditions of brightness;
- the elements viewed from close up the elements observed from the outside.

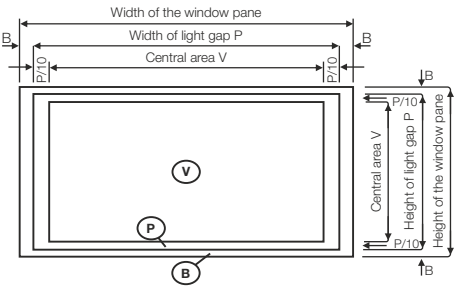
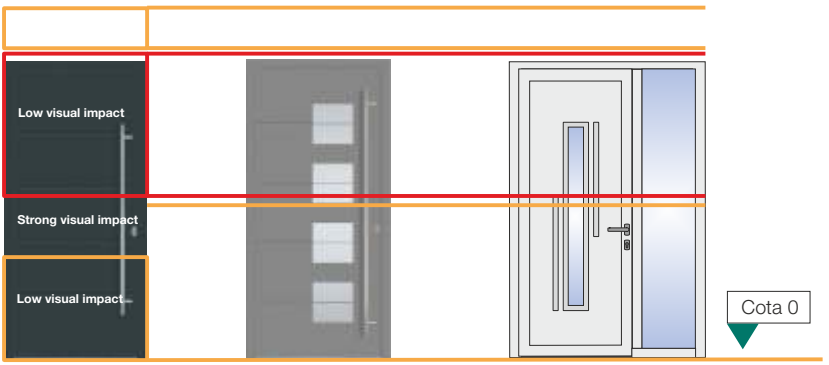


Table with the limits of acceptance for the category of acceptable defects, adapted to the types of insulating glass produced by QFORT.

Area of the insulating glass pane	Types of defects	Maximum tolerable quantity for the insulated glazing package	
		With 2 monolithic panes	With stratified panes or 3 monolithic panes
EDGE (sealing area)	Defects that do not extend beyond the sealing area are allowed, provided they do not affect the glass resistance.		
PERIMETER (10% external)	Bubbles, dots, spots	maximum 4	maximum 6
	Scratches	maximum 60mm	maximum 90mm
	Grey stains	max 1 per dimension < 3 cm^2	
CENTRAL VISUAL AREA	Bubbles, dots, spots	maximum 2	maximum 3
	Scratches	maximum 30mm	maximum 45mm
TOTAL	The total amount of defects in the perimeter area and in the central area shall under no circumstance exceed the limits provided for the peripheral area.		

Standard look - painted products

Each panel should be seen from a distance not lower than 1m from eye height, without using visual aids.



Flaw in the painted area	Strong visual impact area (>900mm and <2000mm) maximum allowed limits	Low visual impact area (<900mm and >2000mm) maximum allowed limits
Chips in the paint	▪ A superficial chip with <= 1mm in diameter/ surface. ▪ 2 chips <= 1 mm diameter / Surface at minimum 750mm between them	▪ A superficial chip with <= 2mm in diameter/surface. ▪ 2 chips <= 2 mm diameter/ Surface at mínimum 750mm between them
Scratches	A superficial scratch – less than 10mm length	A superficial scratch – less than 15mm length
Impurities in the paint	▪ A particle of dirt <= 1 mm (diameter or length) ▪ More dirt particles <= 1 mm (diameter or length) at minimum 750mm between them	▪ A particle of dirt <= 1.5 mm (diameter or length) ▪ More dirt particles <= 1.5 mm (diameter or length) at minimum 750mm between them
Unclear color	When checking the width of the paint with the electrometer we obtain less than 50 µm	When checking the width of the paint with the electrometer we obtain less than 40 µm
Orange peel	When checking the width of the paint with the electrometer we obtain less than 50 µm	When checking the width of the paint with the electrometer we obtain less than 40 µm

Other optical effects that do not constitute defects

Interference phenomena (coloured spots), multiple reflections on a dark background, birefringence on the tempered glass and condense formation on the internal or external side of the insulated glazing package, are physical phenomena not correlated with the quality of the insulated glazing area, and, therefore, shall not constitute defects.

The presence of traces, fingerprints, adhesive residues is allowed only during the condensation phenomenon; if they persist after the glass area has dried, then they shall constitute a defect.

Thermal shocks in insulated glazing

Insulated glazing is sensitive to thermal shocks, caused by a pointwise overheating on portions of the component glass panes.

A difference of about 40º between various points on the insulated glazing area causes the emergence of a crack and finally the breaking of the glass pane.

According to the specialty rules, the minimum distance between a heat source, such as, for example, central heating, radiators, convectors, light sources and insulated glazing must be at least 30 cm.

Special construction conditions, such as front blinds, revolving shutters, awnings can generate differences in temperatures and, consequently, thermal shocks due to partial shading of the window pane.

This effect can also occur by painting, for example by applying images, stickers, which contain predominantly dark colours.

These effects are due to poor use and do not fall within the responsibility of the Seller.

Stars by QFORT Window and Balcony Door	ALUMINIUM	**6Stars - 6Stars View - 5Stars - 5Stars Invisible** Window	ALUMINIUM	**5Stars CA**	**QFORT Warranty [years]**
Colour stability structural paint[1]	10
Colour stability matt paint[1]	10
The durability of the chemical cover of the surfaces (anodized)[1]	5
Color stability in sublimated profiles (wood imitation)[1]	5
Deformations	5
Paint adhesion[2]	5
HARDWARE	
Functionality[3]	5
Corrosion[4]	5
INSULATING GLAZING	
Condense formation between insulated glass panes[5]	10
AVERAGE LIFETIME	50

Exceptions

[1] Natural color fading, caused by sun exposure doesn't make the warranty object; also the fading caused by cleaning the surfaces with harsh chemical solutions or rough materials/objects, don't make the object of warranty. Not applicable for bruises and/or scratches.

[2] Parts mounted in areas with high salinity are subject to limited warranty with conditions.

[3] The panic doors use benefit from a 2-year functional warranty in terms of hardware, regardless of colour.

[4] The hardware on parts mounted in areas with high salinity is subject to limited warranty with conditions.

[5] The thermal-insulated glazing with interior/applied grills, as well as glazings with venetian blinds have a 2 years warranty aginst condensation between the glass sheets.

Stars by QFORT

Window and Balcony Door | ALUMINIUM | **5Stars C16 - 5Stars View**
Panic door | ALUMINIUM | **5Stars C16**

	QFORT Warranty [years]
Colour stability structural paint[1]	10
Colour stability matt paint[1]	10
The durability of the chemical cover of the surfaces (anodized)[1]	5
Color stability in sublimated profiles (wood imitation)[1]	5
Deformations	5
Paint adhesion[2]	5
HARDWARE	
Functionality[3]	10
Corrosion[4]	5
INSULATING GLAZING	
Condense formation between insulated glass panes[5]	10
AVERAGE LIFETIME	50

Exceptions

[1] Natural color fading, caused by sun exposure doesn't make the warranty object; also the fading caused by cleaning the surfaces with harsh chemical solutions or rough materials/objects, don't make the object of warranty. Not applicable for bruises and/or scratches.

[2] Parts mounted in areas with high salinity are subject to limited warranty with conditions.

[3] The panic doors use benefit from a 2-year functional warranty in terms of hardware, regardless of colour.

[4] The hardware on parts mounted in areas with high salinity is subject to limited warranty with conditions.

[5] The thermal-insulated glazing with interior/applied grills, as well as glazings with venetian blinds have a 2 years warranty aginst condensation between the glass sheets.

Baby I'm home by QFORT Entrance door	ALUMINIUM	**5Stars**[3]	**QFORT Warranty [years]**
Colour stability structural paint[1]	10
Colour stability matt paint[1]	10
The durability of the chemical cover of the surfaces (anodized)[1]	5
Color stability in sublimated profiles (wood imitation)[1]	5
Deformations	5
Paint adhesion[2]	5
HARDWARE	
Functionality	2
Corrosion[4]	2
INSULATING GLAZING	
Condense formation between insulated glass panes[5]	10
AL PANEL	
Modifying the appearance of the panel[1,7]	2
AVERAGE LIFETIME	50

Exceptions

[1] Natural color fading, caused by sun exposure doesn't make the warranty object; also the fading caused by cleaning the surfaces with harsh chemical solutions or rough materials/objects, don't make the object of warranty. Not applicable for bruises and/or scratches.

[2] Parts mounted in areas with high salinity are subject to limited warranty with conditions.

[3] Entrance doors for commercial/industrial use benefit from a 2-year functional warranty for the entire assembly.

[4] The hardware on parts mounted in areas with high salinity is subject to limited warranty with conditions.

[5] The thermal-insulated glazing with interior/applied grills, as well as glazings with venetian blinds have a 2 years warranty aginst condensation between the glass sheets.

[6] The Elite entrance doors benefit from a 5-year warranty.

[7] Mechanical damage to the panel glass or cracks during use is not covered by the warranty.

Paysage by QFORT Sliding system	ALUMINIUM	**5Stars** Lift and slide system	ALUMINIUM	**6Stars**[5] Folding system	ALUMINIUM	**BiFold**	**QFORT Warranty [years]**
Colour stability structural paint[1]	10
Colour stability matt paint[1]	10
The durability of the chemical cover of the surfaces (anodized)[1]	5
Color stability in sublimated profiles (wood imitation)[1]	5
Deformations[2]	5
Paint adhesion[2]	5
HARDWARE	
Functionality	5
Corrosion[3]	5
INSULATING GLAZING	
Condense formation between insulated glass panes[4]	10
AVERAGE LIFETIME	50

Exceptions

[1] Natural color fading, caused by sun exposure doesn't make the warranty object; also the fading caused by cleaning the surfaces with harsh chemical solutions or rough materials/objects, don't make the object of warranty. Not applicable for bruises and/or scratches.

[2] Parts mounted in areas with high salinity are subject to limited warranty with conditions.

[3] The hardware on parts mounted in areas with high salinity is subject to limited warranty with conditions.

[4] The thermal-insulated glazing with interior grills, as well as glazings with venetian blinds have a 2 years warranty aginst condensation between the glass sheets.

[5] The sliding system with drainage gutter doesn't make the object of the warranty if the beneficiary hasn't respected the conditions regarding the connection to the sewer system and hasn't done teh proper hydro-insulation of that area, this leading to the water infiltration into the floor.

Panorama by QFORT Sliding system	ALUMINIUM	**Panorama 7Stars**[5] Sliding system	ALUMINIUM	**Panorama 5Stars**[5]	**QFORT Warranty [years]**
Colour stability structural paint[1]	10
Colour stability matt paint[1]	10
The durability of the chemical cover of the surfaces (anodized)[1]	5
Deformations	5
Paint adhesion[2]	5
HARDWARE	
Functionality	5
Corrosion[3]	5
INSULATING GLAZING	
Condense formation between insulated glass panes[4]	10
AVERAGE LIFETIME	50

Exceptions

[1] Natural color fading, caused by sun exposure doesn't make the warranty object; also the fading caused by cleaning the surfaces with harsh chemical solutions or rough materials/objects, don't make the object of warranty. Not applicable for bruises and/or scratches.

[2] Parts mounted in areas with high salinity are subject to limited warranty with conditions.

[3] The hardware on parts mounted in areas with high salinity is subject to limited warranty with conditions.

[4] The thermal-insulated glazing with interior grills, as well as glazings with venetian blinds have a 2 years warranty aginst condensation between the glass sheets.

[5] The sliding system with drainage gutter doesn't make the object of the warranty if the beneficiary hasn't respected the conditions regarding the connection to the sewer system and hasn't done teh proper hydro-insulation of that area, this leading to the water infiltration into the floor.

Discret by QFORT Shading System	Venetian Blinds	**QFORT Warranty [years]**
Deformations		2
Colour stability		2
Functionality		2
AVERAGE LIFETIME		10

Discret by QFORT Shading System	Exterior revolving shutters	**QFORT Warranty [years]**
PROFILE (BOX, TRACE, LAMELLA) WHITE/FILM-COATED PVC		
Weatherproofness and cracks on the surface of PVC profiles[1]		2
Colour stability[1]		5
Decor film adhesion		5
PROFILE (BOX, TRACE, LAMELLA) ALUMINIUM		
Deformations		2
Colour stability[1]		5
Paint adhesion[2]		5
Functionality		2
AVERAGE LIFETIME		10

Exceptions

[1] Natural color fading, caused by sun exposure doesn't make the warranty object; also the fading caused by cleaning the surfaces with harsh chemical solutions or rough materials/objects, don't make the object of warranty. Not applicable for bruises and/or scratches.

[2] Parts mounted in areas with high salinity are subject to limited warranty with conditions.

No Buzz by QFORT Insect screens	**QFORT Warranty [years]**
Deformation of profiles	2
Colour stability profilelor	2
Colour stability sitei	2
Functionality	2
Corrosion	2
AVERAGE LIFETIME	5

Exceptions
Any defects produced during mounting and operation, which do not derive from manufacturing, are not covered by warranty (scratches, blows, broken/cut screen).

Accessories	**QFORT Warranty [years]**	**Average lifetime**
Windowsills	2	15
Electromagnetic counter-plate	2	10
Fingerprint/keyboard access system	3	15
Alarm sensors	2	20
Electric revolving shutters	5	15
Roller shutters motorization for models S&SO RS100 and Oximo WirFree RTS (engine, panel and battery installed only together)	7	15
Electric blinds	2	20
Electric windows	2	20
Electric Panorama	2	20
Solar panels blinds	2	15
Solar panels revolving shutters	2	15
Remote control	2	15
Ventilation grilles	2	20
Door LEDs	2	20
Digital viewfinder	2	20
Transformer	2	10
Free passage system	2	10

Exceptions
The installation of electrical and electronic components must be done by qualified personnel in compliance with the electrical diagram and the connection to the correct voltage.
Any defects produced during mounting and operation, which do not derive from manufacturing, are not covered by warranty (scratches, blows).

QFORT®

www.qfort.co.uk