

Inovision Guarantee and Warranty Certificate

Shutter Product Range

A. Products Included:

- BlockOut Sliding Stacking
- BlockOut Sliding Folding
- BlockOut Sliding
- BlockOut Hinged

B. Our Products are Guaranteed as follows:

- 25 Years Fit for Purpose (**In respect of the design criteria**)
- Minimal to no **light penetrating** the product, more than any other shutter system.
- Acts as a **security** barrier, preventing direct access
- Able to withstand typical **weather conditions**.
- Minimal **dust** penetration under normal weather conditions
- Product will be supplied as a **Fit for Purpose** application according to Inovision's Quality & Performance Standards

Note that our Guarantee is subject to Our Product Warranty Conditions

C. Inovision Warranty:

1. Product Design

- **Weather Impact:** Not Designed to be **weather-resistant**. For optimal performance, we recommend taking additional protective measures during severe weather conditions
- **Light Penetration:** Designed to prevent light from entering creating an optimal light barrier
- **Security:** Designed as an additional security barrier with specific design features increasing the safety factor of the product.
- **Dust Penetration:** Designed with additional sealing options to prevent excessive dust penetration

2. Material & Workmanship

2.1. Aluminium Profiles: 25 Year warranty

- Against breakages

2.2. Powder Coating: Up to a 15-year warranty with a colour variation of 15% throughout warrantee period

- Powder coating warrantee period are determined by geographical location and exposure to external elements as set out within Powder Coating Guideline Criteria

2.3. Hardware – Fixed Plastic Components: 10-year warranty:

- Against breakages
- Discolouring more than 15% from original finish

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- 2.4. Hardware - Moving Plastic Components: 5-year warranty:
 - Against breakages
 - Discolouring more than 15% from original finish
- 2.5. Hardware – Metal Components: 10-year warrantee
 - Against breakages
 - Against corrosion
- 2.6. Sealing hardware, Locks and Handles: 1-year warranty against:
 - Breakages
 - Discolouring

3. Conditions, Limitations and Exclusions

- 3.1. Aluminium:
 - Aluminium has been coated by an approved and certified coater
 - Correct powder coating process have been followed according to industry standards
 - Cleaning of profiles after installation as per coating industry guidelines
- 3.2. Product Installation:
 - The Installation Warranty is Issued and Held by the Installer and not Inovision
- 3.3. Compliant Installation:
 - The warranty is valid only if the product is installed by a qualified or certified installer. This ensures that the installation meets the manufacturer's standards.
- 3.4. Support Structures:
 - The structural compliance of the structure to which the product is fastened or fixed to does not form part of Inovision's Warrantee and needs to be Approved by an Industry Component Person
- 3.5. Intended Use:
 - The warranty covers the product only when used as intended. Misuse, improper handling or using the product in ways not specified by Inovision will void the warranty in place.
- 3.6. Maintenance Requirements:
 - Applicable maintenance procedures required annually as per the maintenance and care guidelines. This includes regular cleaning, servicing, and any specific maintenance tasks necessary for the product's longevity to be able to function as intended. Any Maintenance carried out by uncertified installers will result in the Warranty falling away
- 3.7. Environmental Conditions:
 - The product is designed to operate within specified environmental conditions. Damage caused by exposure to extreme temperatures, humidity, or chemicals is not covered.
- 3.8. Location of Use:
 - Geographical location compliance based on the geographical location of use, with certain geographical areas being linked to specific product terms due to exposure to the elements. For example, for coastal areas due to saltwater exposure compared to inland areas.



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3.9. Exclusions:

- This warranty does not cover wear and tear, cosmetic damage, break-ins or damage caused by natural disasters.

4. **Product Modifications:** Any modifications or alterations to the product voids the warranty.

5. **Repair vs Replacement:**

- Labour Costs: Inovision will not be liable for any labour costs for the replacement of defective components unless otherwise agreed between both parties in a case-by-case basis.
- Transportation Cost: Inovision will not be liable for any transportation costs unless otherwise agreed between both parties in a case-by-case basis.

6. **Transferability:** This warranty is not transferable and applies only to the original purchaser.

7. **Claim Process:**

- Complying with the conditions and limitations, all claims need to be directed directly to Inovision for claim to be investigated and processed.
- All claims will be processed and investigated in a case-by-case basis
- All claims need to be sent by the Purchaser of the product.
- No 3rd party claims will be accepted.
- Latest Contact Information for Inovision will be on its website: www.inovisionfd.com