

WARRANTY STATEMENT

Duco Projects

Duco Projects provides 10-year warranty cover on Duco system materials covering potential defects in materials and surface treatment, applicable from the date 3 months after delivery or from the date of installation, whichever is the sooner. For motors and for components subject to wear as a result of movement, however, this warranty is limited to 1 year. This warranty is only valid for building projects in European countries (other countries upon request only) and provided normal use and maintenance have been observed. This warranty is on a sliding scale, reducing by 10% a year (e.g.: during the third year 80% of the claim will still be covered by this warranty).

This warranty covers the supply of replacement parts on site to be fitted by the installer, or in the event of defective surface treatment, substantiated costs for pre-treating and recoating the material in question. This warranty relates exclusively to the product itself, not to its installation: accordingly, dismantling and assembly costs are not covered by this warranty.

Duco Projects' maximum liability will be exhausted with the resupply of the defective component or complete system. Under no circumstances can Duco Projects be held liable for any other tangible or intangible loss, including consequential losses. A repaired or resupplied product is covered for the remainder of the warranty period.

The following surface treatment defects are covered:

1. **If powder coating was used:**
 - a. Loss of adhesion (class 2 per ISO 2409), flaking, cracking, blistering
 - b. Corrosion
 - c. Chalking in excess of rating 4 measured in accordance with ASTM standard D4214-89 against a cleaned surface
 - d. Discolouration in excess of the values set out in the Qualicoat Delta E table; colour discrepancies in the event of incorrect supplies are excluded
 - e. Loss of gloss: this refers to Qualicoat specifications (version 01/09/2009), Article 2.13 "Natural weathering test"
2. **If anodising was employed:** corrosion

The structure may exhibit originally bare-metal edges of saw-cuts, drilled, punched and milled holes performed during assembly in our plant and/or during the original installation. These are finished in our plant, and require likewise to be finished during installation, observing standard practice and in accordance with the guidelines and requirements for aluminium façade sections by Aluminium Center Belgium and VMRG (edition current at the time of application). A natural oxide coating will form on these bare-metal edges, the colour of which can be described as "grey-white".

Main exclusions from warranty:

1. Wilful, intentional damage or damage caused by gross misconduct
2. Damage as a result of transport to, handling at and storage at the construction site, damage brought about by fire (temperature above 80 °C), war, riot or natural disasters

3. Failure to report the damage within 8 days at the latest after any defect has been established
4. Damage to material which has been distorted or bent after the surface treatment coating was applied
5. Assorted damage to surface treatment coating as a result of:
 - contact with liquids or materials to which the coating is not resistant, such as lime, cement, sealant, solvents, etc.
 - normal ageing as well as wear and tear resulting from abnormal use
 - causes of mechanical origin, including distortion and/or movement of the support surface
 - damage attributable to one or more galvanic pairs caused by application and/or alloys which are not compatible with the substrate
 - major and heavy thermal shocks or impacts
 - friction by blunt objects or items
 - damage that does not affect the aesthetic appearance of the product
 - injudicious water management in the design
 - If anodising was employed: corrosive atmospheric conditions including location in at-risk areas (such as coastal areas up to 10 km from the sea, industrial areas with air-polluting plants etc.); this exclusion may only be waived subject to an express endorsement by Duco Projects (applying an anodising application that complies with Qualanod class 25 could be sufficient to enable warranty cover to be offered nonetheless).
 - failure to carry out normal maintenance. Normal maintenance means:
 - At least twice a year or at least four times a year if located in an area subject to corrosive atmospheric conditions, or if there are sections on which rain does not fall: proof of cleaning requires being available for submission at any time
 - Remove loose dirt first using a brush or vacuum cleaner before washing down. You can then remove the remaining dirt using a cleaning agent and warm water (special cleaning products are available from the installer). Always rinse off after cleaning.
 - Avoid cleaning in bright sunlight: if water with tensioactive agents dries off rapidly it can leave stains behind. Never use solvents such as petrol, acetone etc., nor must you use strongly alkaline or acid products, or harsh abrasives such as sandpaper, scouring sponges, etc.
6. Structures which have not been installed in accordance with Duco Projects assembly and installation instructions
7. Structures which have not been built exclusively with genuine components (including fasteners for assembling Duco Projects materials to one another) sourced from Duco Projects
8. Damage to the surface treatment coating less than 3% of the visible surface per façade section and/or not visible from 3 metres.
9. Warranty will be void if the contractor fails to fulfil his payment obligations towards Duco Projects or fails to do so promptly. Duco Projects reserves the right to exercise recourse from third parties

Bart Debusschere
General Manager

Veurne, October 1, 2021
For and on behalf of Duco Projects
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