

# PIRISTEEL PRODUCT WARRANTY

- Rainwater systems
- Roof safety products

1.6.2020

## GENERAL TERMS

This warranty is in force as a supplement to Piristeel Oy's current terms of delivery. In the event of conflict between this warranty and our terms of delivery, this document will prevail. In the event of conflict between different language versions of the warranty, the original Finnish warranty terms will be applied.

This warranty is valid in the areas listed in Table 1 under normal conditions for atmospheric-corrosivity categories C1–C3. The warranty is applied to the products defined in Table 2.

**TABLE 1. COUNTRIES COVERED UNDER THE WARRANTY**

The Netherlands	Slovakia
Belgium	Slovenia
Latvia	Finland
Lithuania	Denmark
Poland	The Czech Republic
Romania	Ukraine
Germany	Estonia

**TABLE 2. WARRANTY PERIODS OF PISKO PRODUCTS**

Warranty category	End product	Coating warranty	Technical warranty
Pisko Superior	Supraflow rainwater systems	25	50
Pisko Premium	Pisko rainwater systems	20	50
Pisko Pro	Powder-coated Pisko roof safety products	15	50

## COATING WARRANTY

Piristeel Oy provides the following guarantee: the coating will not flake off, crack or peel off the product, and there will be no significant unevenness in its colour. This coating warranty is valid for damage covering more than 5% of the product's surface.

## TECHNICAL WARRANTY

Piristeel Oy guarantees that, with the limitations mentioned in this document, no rust-through caused by oxidation will occur in the powder-coated or paint-coated products during the warranty period.

- Rainwater systems refer to paint-coated parts of rainwater systems manufactured by Piristeel Oy.
- Roof safety products refer to powder-coated ladders, roof walkways, snow guards, safety equipment and fastenings related to them, manufactured by Piristeel Oy.

The warranty period starts from the day on which the product is delivered to a customer of Piristeel Oy or a location designated by the customer.

## WARRANTY TERMS

- This warranty is valid for products that are installed, used, maintained and inspected in accordance with Piristee Oy's instructions for their installation, use and maintenance, valid at the time of purchase, as well as these warranty terms.
- The warranty does not cover any defects in the product that occur after the risk has been transferred from Piristee Oy to Piristee's customer. The warranty does not apply to damage caused during transport or by incorrect or imprudent storage, installation or other handling of the product, for example.
- The warranty is not valid if the installation is supplemented with products/parts/components not supplied by Piristee Oy.
- The warranty does not apply to backside coating or corrosion caused by damage to the backside coating (rainwater systems).
- The warranty does not apply to any corrosion originating from pipe interior.
- The warranty does not apply to products that are damaged as a result of chemical or mechanical stress.
- The warranty does not apply to cut edge corrosion that starts from a hole or unprotected cut edges on products.
- The warranty is only valid for products that are used at elevations less than 900 metres above sea level.
- The warranty does not apply to products that are installed less than 200 metres from the sea shore.
- The warranty does not cover damage that is caused by continuous exposure to temperatures of over 60 degrees Celsius.
- The warranty does not apply to a product that is in constant contact with water, mortar, wet wood or soil, for example, or the surface of which may be affected by corrosive chemicals and steam, condensation water or ash, wet cement, cement dust or manure.
- The warranty does not apply to products that are used together with fastenings and/or sealants that are unsuitable for the products with regard to their corrosivity category.
- The warranty does not apply if the product's paint coating is damaged during work or use in a way that weakens the product's quality and the contractor or owner of the building fails to have the product properly repainted. The implementer of the repainting is responsible for the durability of the repainting.
- The warranty does not apply to products that have not had the dirt and other substances accumulating on them properly cleaned every year.
- The warranty does not apply to products that have not been professionally inspected and undergone annual maintenance, including the appropriate documentation. Any repainting required must be carried out in conjunction with annual maintenance.

## CONDITIONS FOR REIMBURSEMENT

If a claim is justified by virtue of this warranty, Piristee Oy will implement one of the following measures at its own discretion:

- A price reduction that may be a part of the price or the full price, taking the damage to the product and the product's age into account.
- Repairing the product by repainting the damaged product or a part thereof.
- Replacing the product with a new product delivered to the buyer free of charge.

The reimbursement measures required above will be carried out by using the range of products available at the time of reimbursement, which may mean that the product's shade of colour, coating or model may deviate from the original product.

- The replacement or repair of the product or a new finishing treatment will not extend the warranty period provided in the original warranty.
- Piristee Oy's cost liability pursuant to this warranty is limited to the invoiced value of the damaged products.
- This warranty does not cover any direct, indirect or consequential loss or damage caused to the buyer by a defect in the product.
- This warranty is granted only to direct customers of Piristee Oy who provide their customers with their own warranties according to the nature of their operations and thereby process any claims from their own customers independently.
- A claim must be accompanied by
  - Documents that identify the product, such as the order number and a copy of the invoice or other purchase document.
  - A description and appropriate image material related to the guaranteed product(s).
  - Documentation of any professional inspections and maintenance performed.
- Any claims concerning the warranty must be presented to Piristee Oy in writing within two months of the deviation being found, and the deviation must be found before the end of the warranty period in all cases.

## SPECIAL TERMS

This warranty is subject to the laws of Finland. Any unresolved disputes, conflicts and claims concerning the warranty will be resolved in the District Court of Seinäjoki. The warranty is valid for the products listed in this document that were sold by Piristee Oy after 1 June 2020.

