

Alumex Group

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Dear Sir,

WARRANTY CONDITIONS – ALUMEX PLC: ALUMINIUM EXTRUSION – ARCHITECTURAL RANGE

This warranty is provided by Alumex PLC and is applicable to Aluminium Extrusions purchased directly from the Company or through an authorized dealer. The warranty subjected to the terms and conditions outlined herein are effective from the date of purchase of the goods by the customer under their respective name.

Alumex PLC is committed to delivering high-quality aluminium extrusions for your projects, subjected to the following warranty terms and conditions. This warranty is complementary to your statutory rights and is non-transferable. Any transfer of rights requires prior written consent from Alumex. The validity and enforcement of this warranty statement require the signature and seal of an authorized signatory of Alumex PLC. It comes into effect upon project completion and an on-site visit by our technical officers, who will compile a technical report adhering to Alumex Standards. A separate resolution will be applicable for projects outside of Sri Lanka

1. Scope of Warranty:

The Company warrants that the Products are free from defects in material and workmanship under normal use and service. The warranty includes the repair or replacement of any defective extrusions, as determined by the Company.

2. Conditions for Warranty Claims:

To be eligible for warranty service, the following conditions must be met:

- 2.1 The Customer must provide proof of purchase, including the date of purchase and the place of purchase.
- 2.2 The Product must have been stored, handled, and installed in accordance with the Company's guidelines and industry standards. Visit www.alumexgroup.com
- 2.3 The warranty claim must be submitted in writing to the Company within 07 days of discovering the defect.
- 2.4 It is the project owner's responsibility to inform Alumex PLC of the project's location and request Seaside certification for projects exposed to sea breeze, particularly for those situated within a 5-kilometer radius of the sea.

3. Exclusions from Warranty Coverage:

This warranty does not cover the following:

- 3.1. Normal wear and tear.
- 3.2. Damage caused by accidents, misuse, abuse, negligence, or improper handling.
- 3.3. Damage caused by environmental factors such as exposure to extreme temperatures, saltwater, or chemicals.
- 3.4. Damage caused by improper installation/fabrication or use of the extrusions, including improper load-bearing applications.
- 3.5. Damage resulting from acts of nature, fire, floods, earthquakes, or other similar events.
- 3.6. Variations in color, finish, or texture that are within industry standards or natural variations.
- 3.7. Willful or negligent causation of the warranty case.
- 3.8. Damages caused by improper handling, cleaning, or maintenance.
- 3.9. Damages caused by non-Alumex systems or non-approved components.
- 3.10. Negligence or Absence of regular maintenance – Refer Alumex Care guide – www.alumexgroup.com.
- 3.11. Any modifications, alterations, or fabrication of the extrusions that are not explicitly approved by the Company in writing will void this warranty.
- 3.12. Usage of wrong accessories impact on product performance and durability will not liable by Alumex PLC
- 3.13. Any kind of physical damage for the product before fabrication need to report immediately to Alumex PLC in writing
- 3.14. Bi Metallic Corrosion or Galvanic Reactions on the products due to installation of non-recommended metal accessories in the fabrication work.
- 3.15. All assembly work of the coated parts should be protected from mechanical damage as well as cement and mortar spillage. Direct contact and the use of unapproved tapes, adhesives, cleaning materials or other chemicals are not recommended.

4. Warranty of Properties

4.1 Material

- The chemical composition conforms to **BS EN 573-3 : 2020**
- Mechanical properties meet **BS EN 755-2 : 2013** standards.
- Dimensions and shape adhere to **BS EN 755-9** or **BS EN 12020-2** with **SLS 1410 : 2011**

4.2 Surface

- Anodization complies with **QUALANOD SPECIFICATIONS**
- Powder Coating conforms to **QUALICOAT Specifications** and **SLS 1411 : 2011**

4.3 Insulation

- Insulation properties align with those specified in the respective product and accessory catalog.
- System accessories related to ABS (tested proprietary systems) catalog meet industry-standard criteria:
 - Properties, functionality, and dimensional stability are in accordance with industry norms.
 - Test results for technical system verifications are compliant.
 - All standards mentioned above apply in their respective amended versions valid on the date of delivery.

5.1 Regarding the Surface

The warranty period for our (product finish) Aluminium extrusion [Specify Duration as per below], commencing from the date of purchase. This warranty is non-transferable and applies only to the original Customer.

- A 10-year warranty applies to (10 to 15 micron) anodization.
- A 15 – year warranty applies to (15 to 20 micron) anodization
- A 20 – year warranty applies to (20 to 25 micron) anodization
- A 10-year warranty is provided for general Powder coating.
- A 25-year warranty covers SDF/Super Durable coating.
- This warranty period commences from the date of delivery and covers:
- For Powder coating **QUALICOAT** specification, as mentioned above, shall be binding for evaluating these properties.

5.2 Regarding the Insulation

- Insulation warranty terms shall –be specified in the agreement between the fabrication company and the client. Alumex PLC does not accept liability for fabrication errors and accessories, including rubber, supplied by the fabrication company.

5.3 Regarding the System Accessories – Alumex owned brands only

- Limited Grantee for 3 years. Period can be extended with prior approval from Alumex in writing
- Gaskets: Limited Grantee for 3 years
- Power-operated doors, gates, and windows accessories: 2 years (with options for extension based on project requirements).

6. Conditions for Warranty Entitlement

To qualify for warranty benefits, the warrantee or work must meet the following conditions:

- Adherence to Alumex "Processing and installation guidelines" and "Technical information" without restriction.
- Compliance with Alumex "General Terms and Conditions of Sale" valid at the delivery date.
- Processing of Alumex systems must conform to recognized industry standards.
- Regular cleaning and conservation of the surface, following Alumex guidelines.
- Suitable surface finishing, special surface protection, and maintenance for aggressive atmospheres.

7. Notification of Claim

Damages due to defective Alumex systems must be promptly notified to Alumex PLC in writing, accompanied by a copy of the invoice for damaged articles, within one week of detection. Alumex must be given an opportunity to inspect the damage before repairs. Any replacement of damaged parts requires prior consent from Alumex.

8. Duration of the Warranty

Valid from the Date of Invoice

9. Warranty Resolution:

If a defect is confirmed and covered by this warranty, the Company will, at its sole discretion, either repair or replace the defective extrusions.

10. Limitation of Liability:

The Company's liability under this warranty is limited to the repair or replacement of the defective extrusions only. The Company shall not be liable for any consequential, indirect, or incidental damages arising from the use or inability to use the extrusions.

11. Governing Law:

This warranty is governed by the laws of Sri Lanka, and any disputes arising from or related to this warranty shall be resolved in accordance with the laws of that jurisdiction.

By purchasing our aluminium extrusions, the Customer acknowledges and agrees to the terms and conditions of this warranty. This warranty constitutes the entire agreement between the Customer and the Company and supersedes all prior or contemporaneous understandings, agreements, representations, or warranties, whether oral or written.

Alumex PLC reserves the right to modify or amend these warranty terms and conditions at any time without prior notice. Customers are encouraged to check the Company's website or contact Customer Service for the most up-to-date warranty information.

**General Manager
Manufacturing**

Managing Director

Alumex PLC stands committed to delivering excellence in aluminium doors and windows. We trust that adhering to these maintenance guidelines and conditions will ensure the longevity and optimal performance of your products for years to come.

Durability Warranty

PART A : PROJECT DETAILS			
Project Name:			
Project Address:			
Components to be coated:	Fins		
Building Purpose:	<input type="checkbox"/> Residential	<input type="checkbox"/> Office	
	<input type="checkbox"/> Commercial/Retail	<input type="checkbox"/> Factory	
	<input type="checkbox"/> Other. Please describe:		
Site Location:	<input type="checkbox"/> Urban (> 5km from salt water)	<input type="checkbox"/> Rural	
	<input type="checkbox"/> Coastal (<5km from salt water)		
Site Proximity:	To salt water:		
	<input type="checkbox"/> Less than 10m	<input type="checkbox"/> Between 10 and 100m	
	<input type="checkbox"/> More than 100m		
	To severe industrial environments:		
Substrate:	<input type="checkbox"/> Less than 5km	<input type="checkbox"/> More than 5km	
	<input type="checkbox"/> Welded Aluminium Sections		
PART B: PRODUCT DETAILS			
Product:			
Profile & Section			
PART C: OTHER PARTIES INVOLVED IN THIS PROJECT			
Fabricator:	Company Name:		
	Main Contact:		
	Phone Number:		
	Email Address:		
Builder/Developer:	Company Name:		
	Main Contact:		
	Phone Number:		
	Email Address:		
Architect/Specifier:	Company Name:		
	Main Contact:		
	Phone Number:		
	Email Address:		
End User (if applicable):	Company Name:		
	Main Contact:		
	Phone Number:		
	Email Address:		
PART D: POWDER COATING DETAILS:			
Amount of Powder Used in kg:			
Actual Coated Area in sqm:			
Project Reference			
Completion Date:			
Invoice number:			
Your Company's Name:			Registered Applicator
Your Name:			
Your Email Address:			Date: