



# GUARANTEE CARD

MERCHANDISE INSTRUCTIONS  
PRODUCT CARD

Contract no: \_\_\_\_\_

Invoice no: \_\_\_\_\_

Installation site: \_\_\_\_\_

Date of sale: \_\_\_\_\_

**Okno-Pol sp. z o.o.**

Mników 402a, 32-084 Morawica,

NIP [Tax Identification Number]: 6772240397

National Business Registry Number: 356889555,,

KRS [National Court Register] registration number: 0000221847

## Warranty card (B2B)

Please read these terms and conditions of guarantee carefully, follow the rules for proper use of the goods (described e.g. in the Product Manual), use the goods as intended, strictly comply with the terms and conditions of guarantee and carefully store this document for the entire period of use of the goods. Knowledge and application of the rules set out in the guarantee card and the Product Manual are the basis for long-term use of the goods.

1. Okno-Pol sp. z o.o. with its registered office in Mników, 32-084 Morawica, Mników 402a, NIP [Tax Identification Number]: PL 677-22-40-397, REGON(National Business Registry Number): 356889555, District Court for Kraków Śródmieście in Kraków, 12th Commercial Division of the National Court Register, KRS [National Court Register number]: 0000221847, share capital PLN 250 000, is the Guarantor.
2. The Guarantor grants a guarantee for the goods to the buyer, who purchases the goods directly from the Guarantor, on the terms set out in this guarantee card, including in Appendix 1 "Scope of responsibility" to this guarantee card (appendix defining the scope of the guarantee and its duration). The buyer within the meaning of this guarantee card is an entity purchasing goods or services (e.g. installation) from the Guarantor, who is not a consumer and a natural person, who concludes a contract directly related to its business activity, which is not of a professional nature for it, within the meaning of the Civil Code and the Act on Consumer Rights.
3. Liability under the guarantee, subject to paragraph (2), shall only cover defects in materials and workmanship arising from causes inherent in the goods at the time of their release to the Buyer.
4. The warranty, unless otherwise agreed by the Guarantor, covers an area of up to 50 km from the place of delivery (to the buyer) of the goods, specified when purchasing the goods (if such place was not specified, the area is counted from the Guarantor's headquarters).
5. In the event of a warranty claim being accepted by the Guarantor, the Guarantor shall at its sole discretion:
  - a. repair the goods (the repair shall be carried out in the manner specified by the Guarantor; the repair may involve, inter alia, the replacement of individual components of the goods) or
  - b. pay to the Buyer the financial equivalent of the repair costs of the goods, in an amount to be determined by the Guarantor (calculated on the basis of the Guarantor's rates and the depreciation indicated by the Guarantor), or
  - c. deliver all or part of the goods for replacement (the replacement will be carried out at the Buyer's expense and risk), or
  - d. reduce the price of the goods, by the value indicated by the Guarantor, or
  - e. withdraw from the contract (as decided by the Guarantor in whole or in part).
6. To the fullest extent permissible by law, the guarantor shall be released from any liability, on any legal grounds, in particular under warranty and on general terms, if the Buyer was aware of the defect in the goods at the time of delivery.
7. If, at the end of the warranty claim procedure, the goods (free of defects or damaged [in the event of rejection of the claim]) are not collected by the buyer from the Guarantor within the period indicated by the Guarantor, the Guarantor will call on the buyer (in writing, electronically or by document) to collect the goods within a maximum of 14 calendar days from the date of receipt of the call. After ineffective expiry of the deadline, the Guarantor shall be entitled to charge for insurance and storage of the goods; storage shall be at the Buyer's risk. After 30 days of storage of the goods, counting from the date of receipt of the summons by the Buyer, the Guarantor shall acquire the right to dispose of the goods at the expense and risk of the Buyer.
8. Exclusions:
  - 8.1. The guarantee does not cover, in particular, defects in the goods caused by:
    - a. inadequate storage or transport by the Buyer,
    - b. force majeure or other events for which the Guarantor is not responsible, e.g. gusty wind, flood, fire, acts of war,
    - c. incorrect selection, use, processing, assembly, operation, care, maintenance and servicing of the goods (in particular in a manner inconsistent with the instructions for the goods),Activities related to the day-to-day handling of the goods, resulting, among other things, from the Instructions for Goods, guidelines of the Guarantor, are to be carried out by the Buyer itself and at its own expense.
    - d. use of defective goods,
    - e. natural / normal wear and tear of the goods, e.g. warranty does not cover deformation of gaskets, wear and tear of brushes - especially in the area of the handle and lock, etc.,
    - f. mechanical damage to the goods or caused by chemical substances,
    - g. damage caused by the Buyer or a third party,
    - h. incorrect adjustment of fittings,
    - i. too high temperature and humidity in the room where the goods are stored or installed,
    - j. production of goods according to an individual design for a special order, in a manner which deviates from the generally applicable standards, norms and technical guidelines made available, amongst others, on the website [www.okno-pol.pl](http://www.okno-pol.pl).
    - k. use of unsuitable adhesive tapes or cleaning agents. Before securing the goods with tape or using cleaning agents, a test must first be carried out on the goods in an inconspicuous area,
    - l. defective construction of the building in which the goods are installed,
    - m. modifications or repairs to the goods carried out by the Buyer itself or by a third party at the buyer's request,
    - n. failure to remove protective film from the goods (immediately after receipt of the goods), residues of installation foam, silicone, plaster, gypsum or other agents used on the installation site,
    - o. to act in a manner inconsistent with the Guarantor's recommendations or technical guidelines available, inter alia, at [www.okno-pol.pl](http://www.okno-pol.pl).
  - 8.2. The guarantee does not cover, in particular:
    - a. the characteristics of the goods as described in the Product Card
    - b. dewfall on the inside and outside of the glazing resulting from the natural phenomenon of water vapour condensation. The formation of condensation on the inside of glazing units can be avoided by regulating the air humidity in the room. The

phenomenon of condensation on the external side of glazing units can be reduced by applying special protective coatings to the glass panes,

- c. defects which do not affect the value in use of the goods,
  - d. cracks in the glass as a result of the use of the goods; in particular, all cracks reported more than 7 days after receipt of the goods will be treated as such,
  - e. thermal cracks in the glass, which may occur if the glazing is heated unevenly as a result of, for example, partially lowering roller shutters, using reflective roller blinds, hanging decorations which partially cover the glazing, covering the inside of the glazing with foil, paper or other material causing the temperature of the glass to rise locally, placing furniture in the immediate vicinity of the window, shading, etc.
  - f. micro-cracks in the welds in the case of uPVC windows, as long as they do not affect the load-bearing capacity of the profile connection,
  - g. interference phenomena (refraction), Newton rings, Brewster striations and other physical phenomena resulting from the properties of the glass used,
  - h. Differences in the colouring of the glazing, which are due to the permissible variation in the material composition of the glass,
  - i. connecting glass spacers if the glass packages remain airtight,
  - j. wavy glazing surfaces, especially toughened glass, if they comply with the guidelines of standards EN 1279, EN 12150, EN 1863, EN 14179, EN 1096, EN 12543, ISO 11485.
  - k. damage or soiling of the protective film on the profiles,
  - l. glazing characteristics described by industry standards: EN 1279, EN 12150, EN 1863, EN 14179, EN 1096, EN 12543, ISO 11485 and the glazing supplier's factory standards available at [www.okno-pol.pl](http://www.okno-pol.pl), among others.
  - m. misalignment, distortion of the glazing, curling or wavy seals if the goods were glazed before transport to the Buyer,
  - n. defects in the goods which could have been noticed upon receipt of the goods, which were not notified to the Guarantor at that time and entered in the consignment note and the delivery document, and in the case of defects not visible in the goods, which were not notified to the Guarantor within 7 days of receipt of the goods,
  - o. goods purchased as defective or discounted (in relation to catalogue prices).
9. For warranty complaint, the Buyer is obliged to attach in particular: proof of purchase of the goods (copy of the invoice), photographs of the reported defect and photographs of the entire goods (high resolution, from various perspectives, from various distances, clear).
10. The Buyer is obliged to make a warranty complaint in the Polish language, on the Guarantor's current complaint form, which is available, inter alia, on the Guarantor's website, in which he is obliged to indicate in particular: the type of goods claimed (name and number of goods), number of invoice (confirming the sale of the goods claimed to the Buyer), the date on which the defect was found, the extent of the defects revealed, the circumstances in which they occurred, a detailed description of the defect, indication of the defective quantity of goods. The Buyer is obliged to fill in all the fields specified in the complaint form and to attach to it all the attachments required by the Guarantor (e.g. photographs and video recordings of the goods and the defect, labels of the goods, documents confirming the occurrence of the defect).

The Buyer is obliged, at its own expense, within the time and scope specified by the Guarantor, to provide the Guarantor with: all the information and documents necessary (in the opinion of the Guarantor) to consider the complaint (inter alia, copies of documents confirming receipt of the goods, confirmation of the installation of the goods by persons with appropriate training, documents specifying the condition of the goods at the time of their receipt from the Guarantor).

A complaint not submitted on the form, not containing all the data and attachments, including those not containing the information or documents specified by the Guarantor, may not be considered by the Guarantor as a complaint and may not be processed by the Guarantor (without any liability on this account by the Guarantor) until the deficiencies are removed by the Buyer or may be rejected. The Guarantor will have the right not to consider the complaint (without incurring any liability on this account by the Guarantor) or to reject the complaint in case the buyer does not provide it with the opportunity to examine the goods in the manner chosen by the Guarantor. Before filing a complaint, the Buyer is obliged to check the completeness of the goods, the way in which they were assembled and how they were used, in particular with regard to their compliance with the guidelines contained in the Instructions for the goods. The complaint should be sent to the address of the Guarantor: Okno-Pol sp. z o.o., Mników 402a, 32-084 Morawica or by e-mail to: [support@okno-pol.pl](mailto:support@okno-pol.pl).

11. In the cases indicated by the Guarantor, the Buyer is obliged to make the goods available (at the Buyer's expense) at the place of installation, on the date and at the times indicated by the Guarantor and in the form specified by the Guarantor (the Buyer is obliged to provide easy and direct access to the complained goods, e.g. by removing covers and other elements covering the goods or limiting [in the opinion of the Guarantor] access to the goods), arranging passes to the facility and access to the place where the complained goods are located, etc.), enabling in particular its inspection and testing, until the completion of the warranty complaint procedure by the Guarantor.

The goods complained of by the Buyer, in the cases indicated by the Guarantor, should be disassembled (in whole or in part, as indicated by the Guarantor) and sent (at the Buyer's expense) to the Guarantor for examination (the Buyer acknowledges that all goods, even those already installed, may be disassembled and sent). All costs of transport of the complained goods, or inspection of the goods at the place of installation, shall be borne by the buyer. The buyer is obliged to collect the goods from the Guarantor at its own cost and risk after the complaint procedure has been completed, within the period indicated by the Guarantor, or else store them at the buyer's cost and risk.

12. The Buyer loses the right to assert claims under the guarantee if it fails to notify the Guarantor of the defect immediately, but no later than within 7 days of discovering the defect. The buyer is obliged to notify the Guarantor of defects in writing (by registered letter with acknowledgement of receipt) or by e-mail with acknowledgement of receipt.
13. To the fullest extent permitted by law, the Guarantor's liability, including liability for damages, in particular for any defects or damages, irrespective of the legal basis of the claim, subject to paragraph 14 below, is excluded. In particular, the Guarantor shall not be liable for the Buyer's loss of revenue, costs resulting from the Buyer's withholding the installation of the goods, costs for the goods not working, image costs, lost profits, direct, indirect, incidental and consequential damages. To the fullest extent permitted by law, the Guarantor shall only be liable under the guarantee according to the terms described in this guarantee card.

14. Notwithstanding any other terms and conditions, the warranty for the goods is based on regular cleaning, maintenance and adjustment of the goods, with the frequency and to the extent described in the instructions for the goods. Cleaning, maintenance and adjustment of the goods is not provided by the Guarantor under the guarantee. It is a condition of the guarantee that the Buyer must produce - at the request of the Guarantor, at a date and in a form indicated by the Guarantor - documents confirming the regular cleaning, maintenance and adjustment of the goods (in particular, invoices for the activities and protocols confirming that the performance of the activities were carried out) in accordance with the Goods Manual. Failure to comply with this obligation is grounds for the Guarantor to reject the warranty claim, without incurring any liability on this account. Incorrect cleaning (e.g. using agents that are not safe for the goods), maintenance or adjustment of the goods is grounds for rejection of the Buyer's claim regardless of the legal basis of the claim.
15. In the event that the Guarantor accepts the complaint and repairs the goods, or pays the financial equivalent of the cost of repairing the goods, in the amount determined by the Guarantor (calculated on the basis of the Guarantor's rates), or delivering the goods for replacement (in whole or in part, respectively) by the Guarantor - the Guarantor will, at its discretion: cover only the cost of the work of the Guarantor's service during the repair, or the cost of the components used for the repair, or the cost of the equivalent, or the cost of the goods themselves (or parts thereof) for replacement. In the event that the complaint is accepted and the Guarantor reduces the price of the goods, the Guarantor will only bear the cost of returning part of the value of the goods complained of. If the complaint is accepted and the contract is cancelled, the Guarantor will only bear the cost of reimbursement of the value of the goods complained of (all or part of them, at the Guarantor's option). The Guarantor shall perform the activity(ies) described above in this paragraph 14 (including covering the costs of this/these activity(ies)), until the total value of this/these activity(ies) does not exceed the net value (the price from the Guarantor's invoice) of the given good(s) with which the complaint(s) is/are related; this is the total limit of the Guarantor's liability for all accepted complaints/claims related to the given good(s).
16. The Guarantor will respond to the warranty complaint within the time period specified in this Warranty Certificate, provided that all necessary and complete (in the opinion of the Guarantor) information and documents are obtained from the Buyer (in particular those indicated in this Warranty Certificate), and the Buyer is allowed to examine the goods (if so requested). If, in the opinion of the Guarantor, it is necessary to carry out an expert opinion or consultation, e.g. with the manufacturer of the materials from which the goods are made, in order to consider the complaint, the time required to consider the complaint will be extended accordingly by the period necessary to carry out the expert opinion or consultation and summarise the test results. The guarantor reserves the right to notify the buyer about the necessity to carry out an expert examination of the complained goods. If, after sending the complained goods for expert examination or consultation and before its completion, the buyer requests the Guarantor to return the complained goods, the Guarantor is entitled to reject the complaint without examining it (without incurring any liability on this account). The Buyer agrees to the examination, which may lead to the destruction of the goods and the disposal of the goods already examined.
17. The warranty period - specified in Appendix No. 1 "Scope of responsibility" to this Warranty Card - is counted from the date of production, and in case it is not specified, from the date of delivery of the goods to the buyer specified in item 2 above. The Guarantor shall only be liable for defects that are reported to it within the guarantee period, the date of receipt of the complaint by the Guarantor is decisive.
18. If the goods have been altered after delivery to the Buyer, the liability of the Guarantor for defects in the goods expires to the maximum extent permitted by law.
19. If the complaint is accepted, by repairing or replacing the goods with defect-free goods (or parts thereof), the Guarantor may deliver goods (or parts thereof) from different production batches; the repaired or delivered replacement/replacement goods may differ from the complained goods, for which the Guarantor is not liable. In particular, the guarantor shall not be liable for visual differences in the delivered goods or parts thereof (e.g. in terms of colour, texture). The guarantor reserves the right to deliver goods (or parts thereof) similar to the claimed goods.
20. In the event of a complaint that is unfounded, in the opinion of the Guarantor, the Buyer will be obliged to pay the Guarantor a fee for processing the complaint (including, in particular, the costs of service work, tests, etc.), at a date and in an amount to be determined by the Guarantor.
21. As a rule, the time for responding to the received complaint (accepting or rejecting the complaint) is 30 working days, starting from the moment the following conditions are met: receipt by the Guarantor from the Buyer of a complete complaint notification, all information and documents required by the Guarantor, and delivery or making the complained goods available to the Guarantor (if applicable, as indicated by the Guarantor). The period for considering the complaint for justified reasons (e.g. waiting for test results, position of the manufacturer of the item) may be extended, of which the Guarantor may inform the Buyer, as a rule, within the aforementioned period of 30 working days. If the complaint is accepted, the repair, replacement, price reduction or withdrawal from the contract will take place within the period specified by the Guarantor (if the Guarantor has not specified a different period, this period is 60 working days, starting from the day after the day on which all of the following conditions are fulfilled: The Guarantor has sent a statement regarding the complaint, the buyer has delivered or made available (in the cases indicated by the Guarantor, as indicated by the Guarantor) the goods to the Guarantor.
22. The faulty goods (or part thereof) after replacement with defect-free goods become the property of the Guarantor, who decides whether the faulty goods are to be sent back (at the Guarantor's expense) to the Guarantor or whether the Buyer will be obliged to dispose of them at its own expense and risk.
23. The Buyer shall not be entitled to transfer the rights and obligations arising from this guarantee to a third party without the prior written consent of the Guarantor, otherwise being null and void.
24. The guarantor is not obliged to provide replacement goods during the complaint procedure. The Guarantor reserves the right, at the request of the Buyer, to sell the Buyer new goods (or part thereof) before the complaint procedure is completed. In the event that the Guarantor accepts the complaint for the claimed goods (or part thereof) in full, the Guarantor undertakes to cover the cost of purchasing new goods (or part thereof). If the complaint is rejected by the Guarantor, the buyer is obliged to pay for the purchased goods.

25. Appendix 1 to the warranty card "Scope of liability" is an integral part of this warranty card.

Appendices:

1. Appendix 1 to the Warranty Card "Scope of Liability"

### Appendix 1 "Scope of liability" to the Warranty Card

The Guarantor provides a warranty for the replaced goods under the terms specified in the warranty card in this Annex, only within the scope below (only for the scope specifically mentioned in the Annex) and for the period described below<sup>1</sup>:

#### Profiles:

1. Adhesion of the paint coating on window and door profiles made of uPVC or aluminium<sup>2,3</sup>:
  - 1.1. 10 years for goods to be used in environments with corrosivity category C1-C3 according to EN ISO 14713.
  - 1.2. 2 years for goods to be used in environments with corrosivity category C4 or C5 according to EN ISO 14713, provided that the goods are purchased with a coating of class C4 or C5, respectively.
  - 1.3. 1 year in the case of goods to be used in an environment with corrosivity C6 in accordance with EN ISO 14713, provided the goods are purchased with a C6 class coating.
2. Adhesion of Renolit films on window and door profiles made of uPVC or aluminium in an environment with a corrosivity not exceeding category C3 according to EN ISO 14713:
  - 2.1. 5 years – for film on uPVC surfaces.
  - 2.2. 2 years for film on powder-coated surfaces.
3. Durability of the anodised coating in an environment with corrosivity not exceeding category C3, according to EN ISO 14713:
  - 3.1. 5 years - to maintain coating thickness on surfaces made of aluminium.
4. Adhesion of the coating on aluminium profiles in pergolas, conservatories and curtain walls<sup>2,3</sup>:
  - 4.1. 2 years - except for goods operated in environments with corrosivity above category C3 according to EN ISO 14713.
5. Coating adhesion on painted profiles made of wood in an environment with corrosivity category not exceeding C3 according to EN ISO 14713:
  - 5.1. 2 years.

#### Glass:

1. Glazing units:
  - 1.1. 5 years for airtightness excluding units with ornamental glass and non-rectangular units.
2. VSG multi-layer glazing:
  - 2.1. 5 years for adhesion of laminated glass beyond of the 100mm strip from the edge of the glass.
3. Enamelled glazing:
  - 3.1. 5 years for the mechanical strength of the coating.

#### Window and door hardware:

1. Mechanical durability:
  - 1.1. 5 years for breakage of safety-relevant hardware components.
2. Corrosion resistance.
  - 2.1. 2 years - for corrosion of hardware components visible after closing the goods in an environment with a corrosivity not exceeding category C3 according to EN ISO 14713.

#### Accessories:

1. Roller shutters, venetian blinds and mosquito nets:
  - 1.1. 2 years for adhesion of the paint coating in an environment corresponding to corrosivity category not exceeding C3 according to EN ISO 14713.
  - 1.2. 2 years - for the operational efficiency of the control elements.
2. Door closers, mechanical or hydraulic systems that facilitate closing on sliding or swing doors:
  - 2.1. 1 year - for mechanical damage affecting operational efficiency.
3. Electronic equipment and automation components:
  - 3.1. 1 year - for functioning of: reed sensors, drivers for electromotive locks, fingerprint readers, code keypads, bluetooth readers, RFID readers, control panels, lighting elements, power supplies.
  - 3.2. 1 year - for the functional capability of the automatic sliding door operator, provided that installation and connection on site were carried out by an authorised service supplier of the device.

<sup>1</sup>Subject to compliance with the instructions for the goods.

<sup>2</sup>It does not apply to components made of materials other than uPVC or aluminium, in particular side panels for roller shutter boxes, painted drainage caps, seals not integrated in the profile, polyamide spacers in aluminium profiles, etc

<sup>3</sup>Applies only to surfaces that are visible when the goods are closed.

## Merchandise instructions

1. The manual for the goods and technical information on the goods (contained, inter alia, in the Product Goods Card) are available, inter alia, at the head office of Okno-Pol sp. z o.o., in the showrooms of Okno-Pol sp. z o.o. trade partners, and on the website [www.okno-pol.pl](http://www.okno-pol.pl). Should you have any problems finding any document, please contact us, inter alia, via the following address: [support@okno-pol.pl](mailto:support@okno-pol.pl).
2. When transporting the goods, it is advisable to place them on a dedicated rack, inclined at an angle of approximately 5° from the vertical. The rack should be fixed in the vehicle's load compartment. Dividers made of non-marking and non-scratching material (e.g. felt, XPS, PUR, etc.) should be used between the goods. The goods should be secured on a rack. Transport belts cannot touch the goods directly. It is forbidden to stand on the goods on the rack (e.g. to move the transport belts).
3. Unassembled goods should be stored in a dry, clean and shaded place, away from heat sources. Exposing the unassembled goods, for example, to direct sunlight or leaving them in the immediate vicinity of heat sources (e.g. less than 1 metre from a radiator) may lead to irreversible deformation of the goods. During storage, the goods must be protected as described in the preceding paragraph (as for transport).
4. The assembly work should be carried out by a suitably qualified person. The assembly, and in particular the mechanical connection of the goods to the building and the sealing of the connection should be carried out in accordance with the guidelines included in the building design. Due to thermal expansion of the profiles, it is recommended to maintain installation gaps at the top and on the sides of the structure with a width of at least 15mm.
5. The installation of doors and windows with declared fire resistance, as well as smoke ventilation windows, should only be carried out by trained staff in accordance with the system provider's guidelines supplied with the goods.
6. Doors and windows with declared fire resistance should only be opened when passing through them or when carrying out technical work. It is not permissible to remove the door closer or its components from them or to leave the sashes in the open position, e.g. by supporting them with a wedge.
7. When the roller shutter or blind box is mounted directly on the door or window frame, it is recommended to use static consoles to limit the deflection of the box.
8. When installing the goods, it is advisable to maintain the verticality on the hinge side and adjust the position of the other edges of the frame to the curvature of the sash, so that the sash fits flush into the frame when closed.
9. The Goods must be cleaned, maintained and adjusted throughout the life of the Goods, at least 4 times a year (at intervals of no less than 2 months). The Merchandise must be kept clean, leaving dirt on the Merchandise may lead to, among other things: permanent discolouration of the profiles or the coating covering them, mechanical damage or corrosion of the fittings and shortening of the life of the Merchandise. Within the scope of cleaning, maintenance and adjustment of the Goods, the following are required in particular: lubrication of fittings, e.g. hinges and espagnolettes, setting the proper position of sashes by adjustment points built in the fittings or changing the way the fillings are supported, setting the force and angle of closing of the Goods by the door closer, checking the tightness of the construction and its improvement by adjustment of the locking points, lubrication and calibration of automatic elements, cleaning of the products taking into account contamination of the part of the Goods invisible after closing. Each cleaning, maintenance and adjustment of the Goods must be carried out by a specialised company with the appropriate knowledge, competence and experience, and the activities must be confirmed by an appropriate protocol, including, among other things, information on the means used for maintenance and cleaning.
10. Protective foils, including adhesive residues, must be carefully removed from the goods within a maximum of 30 days of receipt of the goods from the Guarantor.
11. Any soiling left on the goods after installation must be removed immediately; leaving soiling behind may lead to permanent damage to, for example, the surface of the profiles.
12. Partial covering of the glazing, placing furniture or other items in the vicinity of the product which may impede the heat transfer of the glass, applying stickers to the glass or hanging decorations on the glass should be avoided. Caution: failure to comply with this recommendation may lead to thermal breakage of the glass.
13. Electronic equipment and automation components:
  - 13.1. Installation work on goods containing electronic equipment or automation components should be carried out by a suitably qualified person, particularly in the case of electronic equipment or automation components operating at a voltage higher than the safe voltage.
  - 13.2. The installation of the goods shall be carried out in such a way as to leave an inspection to allow unobstructed access to the point of connection of the cables leading from the goods to the installation fitted e.g. in the building.
  - 13.3. The electronic equipment must be connected and all its functions tested immediately after installation of the goods, but before plastering and finishing work begins.
  - 13.4. Programming of controllers and other automation elements remains the responsibility of the Buyer.
  - 13.5. Electronic equipment and automation elements should be operated and maintained in accordance with the manufacturer's recommendations.
  - 13.6. The connection of electronic equipment and automatic elements should be carried out in accordance with the markings placed on the cable terminals and/or the wiring diagram enclosed with the goods. In the event of any uncertainty as to how the goods should be connected, contact Okno-Pol Sp. z o.o.



## Product Card

Please note: Before concluding a contract for the sale of goods/services, please read carefully the following characteristics that the goods/services that are the subject of the contract may have (the following characteristics - if they occur - do not constitute a defect / non-conformity of the goods with the contract).

### 1. Profiles:

Profile assessments should be made in diffused (soft) daylight falling at an angle of 45° to the observed surface. The observer should stand facing the sun and look at the observed surface at an angle of 90° with unaided or corrected eyes. Only the profile surfaces that are visible after the installation, after the goods have been closed, are to be assessed (for profile surfaces that are not visible after the goods have been installed, it must be assumed that they can have all the characteristics described in the table below).

Using the above test methods, the goods may have the following characteristics:

Table 1.

Profile features	White uPVC profile and laminated surfaces	Painted profile	Anodised profile
Differences in shades of colour or degree of gloss	Invisible from a distance: - 1 metre and beyond;  Note: From a closer distance, differences in colour shades or degrees of gloss may be visible.	Invisible from a distance of: - 3 metres and beyond looking from the inside of the room, - 5 metres and beyond looking from the outside.  Note: From a closer distance, differences in colour shades or degrees of gloss may be visible.	From a distance of 5m and beyond invisible deviations from the samples borders.  Note : may be visible from a closer distance deviations. Differences in the shade of the coating anodised are its natural characteristics. In order to assess the colour shades, border charts showing the brightest and darkest option the type of finish in question.
Craters, cracks, foreign bodies	From a distance of 1 metre will be visible up to a maximum of 10 craters, scratches, foreign bodies, each with a diameter of no more than 1 mm in diameter, on area of 1 running metre of the profile.  Note: From a closer distance more craters, cracks, foreign bodies may be visible strangers.	Invisible from a distance of: - 3 metres and beyond looking from the inside of the room, - 5 metres and beyond looking from the outside.  Note: Craters, scratches, foreign bodies may be visible from a closer distance.	Invisible from a distance - 5 metres and beyond.  Note: Craters, scratches, foreign bodies may be visible from a closer distance.
Chips and stains	Not applicable.	Invisible from a distance: - 3 metres and beyond, - 5 metres and beyond when viewed from the outside.  Caution: Chips and stains may be visible from a closer distance.	Invisible from a distance: - 5 metres and beyond  Caution: Chips and stains may be visible from a closer distance.
Paint moiré (orange peel effect)	Not applicable.	Invisible from a distance: - 3 metres and beyond  Caution: from a closer distance, paint moiré may be visible.	Not applicable.

Thermal stripes	Not applicable.	Invisible from a distance of 3 metres and beyond, - 5 metres and beyond when viewed from the outside.  Note: From a closer distance, thermal stripes may be visible in the form of recesses in the surface of the profiles running along their length.	Over the entire length of the profiles thermal stripes may be visible, in the form of hollows in the profile surface, and lighter or darker lines running along their lengths.
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Table 2.

Profile features	uPVC structures	ALU structures
Colour differences at the profile joints	Attention: Due to the finishing of the uPVC profile joint with a colouring pen in a colour similar to that of the profiles, a difference in shade of the weld seam surface in relation to the profile surface may be visible. In addition, the line made with colouring pen may be wider than the groove left after cleaning the weld, but should not exceed the groove by more than 5 mm on each side.	At the profile connection point of aluminium, traces of the filling compound may be visible and colour pigments.
Profile surface facing	The height difference between the surfaces of adjacent profiles is up to 1mm.	For profile widths not exceeding 100mm, the difference in height between the surfaces of adjacent profiles is up to 1mm on the outside and up to 1mm on the inside.  For profiles over 100mm wide, the height difference between the surfaces of adjacent profiles is up to 1.5mm on the outer side and up to 1.5mm on the inner side.  In case of height differences of aluminium profiles due to production technology, shiny profile edges may be visible where profiles are joined
Appearance at profile joints and microcracks	In the place of connection of uPVC profiles there may be visible scratches and cracks of up to 15 mm in length resulting from the applied production technology. They do not affect the mechanical properties of the windows.	Not applicable.
Gaps in the profile connection area	In the case of combined profiles mechanically, particularly in the case of mullions and transoms, a gap of no more than 1.5mm may be visible at the joint.	At the profile connection point of windows and doors, a gap of no more than 1.5mm may be visible.  In the case of facade systems, a gap of up to 5mm may be visible at the joint of the profiles.
Profile geometry	uPVC profiles may have visible deformations that do not affect the mechanical properties of the structure, such as: bulge or collapse profile walls not exceeding 4 mm in depth, a twisting or bending of the profile which does not cause the goods to leak when closed and locked.  Note: The tightness of the goods should be verified after they have been locked.	Aluminium profiles may have visible deformations that do not affect the mechanical properties constructions, such as: a bulge or collapse in the profile walls not exceeding 4 mm depths, a twisting or bending of the profiles that does not cause the goods to leak when closed and locked. Note: The tightness of the goods should be verified after they have been locked.
Shape of technological holes	Shape and arrangement of technological holes, e.g. for dewatering, venting, de-stressing, etc., results from from the technology used and may vary from piece to piece.	Shape and arrangement of technological holes, e.g. for dewatering, venting, de-stressing, etc., results from the technology used and may vary from piece to piece.



2. Glazing:  
 The glass should be assessed in diffused (soft) daylight falling at an angle of 45° to the observed surface. The observer should stand at a distance of 3m from the glass, facing the sun, and look through the glass (without focusing the eye on the glass surface) at an angle of 90° to the glass surface against a uniform grey background (e.g. an overcast sky). The observation should be made with the unaided, corrected eye. The surface of the glass is assessed excluding the perimeter area, which is a 50mm strip around the perimeter of the glass.  
 Using the above test methods, the goods may have the following characteristics:

Table 3.

Features of glass	Permissible range
Spot features, blisters, inclusions in glass, and stains and dirt with a core diameter <sup>4</sup> of less than 1mm	They can occur in any number.
Spot features, blisters, inclusions in glass and stains and dirt with a core diameter <sup>4</sup> of more than 1mm and less than 4mm	A maximum of 10 pieces per 1m2 of glazing is acceptable.
Stains and grime greater than 4mm and less than 20mm in diameter	A maximum of 3 pieces per 1m2 of glazing is permitted.
Molecular sieve elements and other residues on glass spacers	A maximum of 20 particles per 10cm of glass spacer is allowed.
Damage to the edges of the glass (e.g. delamination, tears, fractures) not extending beyond the sealing area	Acceptable without restrictions. Among other things, these defects do not affect the durability of the glass unit.
Wavy glass surface	A waviness of up to 1mm on the surface of the glass is permissible (measuring adjacent elevation and depression). This feature is a result of the glazing manufacturing process. The effect may be particularly noticeable in tempered glass with a highly reflective coating.
Water condensation formula	Water condensing on the glazing can take on a distinctive pattern, in particular the reflection of circular or elliptical glass handling suction.
Position of spacers	The height difference between adjacent spacers can be a maximum of 6mm. Note: even in the case of so-called warm edge spacers, the silver edge of the spacer may be visible.
Colour of glazing bars and spacers	The colour of the glazing bars and the glass spacers differs from the profile colour. This difference is due to the fact that the spacers are observed through the glass, which distorts the colour of the elements inside the glass.
Position of the internal glazing bars	Permissible difference in position of internal glazing bars in relation to the nominal dimension is ± 3 mm.
Linear features and scratches	Scratches of a maximum length of 50mm are permitted, while the total length of scratches visible on 1 m2 of glass should not exceed 350mm.

3. Other product features:
- a. In the case of doors with a door closer enclosing a room with a small volume, the door closer may not close the leaf due to the airbag phenomenon.
  - b. Fingerprint readers require a clear drawing of the fingerprints on the users' fingertips. For this reason, in the case of children or adults whose hands are subject to frequent epidermal damage, the reader may need to be read repeatedly, or in extreme cases may not work at all.
  - c. The colours of individual components of roller shutters, sectional garage doors and blinds, in particular: the box, the armour, the slats, the guides and the starter strip may differ from each other and from the profile colour within the scope of the two closest colour shades (codes) from the palette.
  - d. The parallelism of the slats in the blinds is within +/- 5 mm.
  - e. In the case of attachment door panels, the same commodity features may appear on the sheets as on the painted profiles (see Table 1 above).
  - f. In the case of painted aluminium sheet flashings, the same commodity features may appear on them as on painted profiles (see Table 1 above).

<sup>4</sup> The core of the feature itself is measured, without the 'halo effect' caused by it, i.e. the envelope that curves the field of view in the immediate vicinity of the feature.

- g. Visible streaks may appear on stainless steel components as a result of atmospheric impurities settling on the material. These runs can be cleaned using stainless steel care products.
- h. Handles and pull-handles may have noticeable play that does not affect their durability or function.
- i. Doors and windows, even when locked, may have a perceptible play that is necessary for their proper functioning. This play is compensated for by elastic rebate seals or brushes and does not adversely affect the tightness of the goods.
- j. In the event of large temperature differences between the outside and inside of the area enclosed by the goods (e.g. window, door), the profiles of which the goods are made may become warped. This is a natural behaviour of the materials due to thermal expansion, and in extreme cases can lead to a temporary loss of airtightness of the goods or greater resistance during opening and closing. Once the temperatures on both sides of the partition have equalised, the goods will return to their original shape. The phenomenon of thermal expansion is amplified in the case of dark-coloured constructions, those with large dimensions and those exposed to direct sunlight (e.g. on the southern side of a building).
- k. As a result of the natural operation of the materials from which the goods are made, they can generate noise. This effect is particularly noticeable if the goods are subjected to large temperature differences.
- l. The tightness of the construction should be assessed when the goods (e.g. doors, windows) are fully locked. The use of daytime latches, electric strikes, and roller locks does not ensure door tightness, these solutions only have an access control function.