

## Warranty Document - Railing Systems eibho by Aluветro

### 1. Purpose of the Document

This document establishes the warranty conditions applicable to our railing systems and associated components, as well as the exclusions, limitations, and requirements necessary to maintain the validity of such warranty.

### 2. Warranty Period

We offer a **5-year warranty** on the materials that make up our railing systems. This warranty exclusively covers **manufacturing defects** in profiles, accessories, fittings, and structural elements. This warranty applies only when products are used according to their intended purpose and in full compliance with the official technical instructions.

### 3. Scope of the Warranty

The warranty includes:

- Manufacturing defects in metal profiles, structural components, and accessories.
- Failures in surface treatments when caused by an original defect.
- Non-conformities originating from the production process.

### 4. Warranty Exclusions

The warranty **does not cover** damage resulting from the following:

#### 4.1. Improper installation practices

The manufacturer assumes no responsibility for:

- Installation carried out without following the official technical instructions and manuals.
- Use of non-approved tools, fixings, or materials.
- Incorrect torque application.
- Mishandling of structural elements or glass components.
- Substitution or combination of components with non-original parts.

Any defect resulting from improper installation **automatically voids the warranty**.

#### 4.2. Atmospheric conditions not assessed during the project phase.

The warranty does not cover damage caused by:

- Marine, industrial, or highly corrosive environments not declared during project design.
- Exposure to chemical agents or contaminants.
- Accumulation of humidity, salt, or corrosive particles due to lack of maintenance.
- Extreme or unforeseen environmental conditions outside the initial specifications.

It is the responsibility of the designer and client to communicate any special environmental conditions to ensure correct system selection.

#### 4.3. Improper use or lack of maintenance

The warranty excludes:

- Damage caused by impacts, overloading, or unintended use.
- Deterioration resulting from lack of periodic maintenance.
- Damage caused by abrasive or incompatible cleaning products.



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## 5. Requirements for Warranty Validity

To ensure the warranty remains valid, the following conditions must be met:

- Installation must be carried out according to the official manufacturer instructions.
- Exclusive use of original system components.
- Periodic maintenance must be performed as recommended.
- Technical documentation and proof of purchase must be retained.

## 6. Technical Documentation and Certificates

We provide **Quality Guides** for each product, which include:

- Material quality certificates.
- Structural and resistance test reports.
- Information on surface treatments and manufacturing processes.
- Technical documentation, manuals, and system specifications.

These guides ensure that all products comply with current standards and allow verification of their suitability for each project.

## 7. Limitation of Liability

The manufacturer shall not be liable for direct or indirect damages, incidental or consequential, arising from improper product use or installation performed without adhering to official instructions.

## 8. Document Validity

This document applies to all systems supplied from its date of issue and may be updated in accordance with technical or regulatory changes.

For further technical information or to obtain the **Quality Guides** for each system, please contact our technical department.



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