

# GENERAL CONDITIONS FOR HANDLING, STORAGE AND USE OF THE PRODUCTS INCLUDING THE CONDITIONS FOR PROVISION OF EXTENDED GUARANTEE.

DEKMETAL s.r.o.

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## 1. TOOLS USED

The following tools are used for work with DEKMETAL products:

- Electric impact screwdriver - used with tightening torque; it can be deployed mainly when fitting anchoring screws.
- Electric shears - used to adapt galvanised sheeting and sheeting with painted (plastic-coated) surface. They allow both straight and curved shearing. Depending on the type of hearing head, the shears can also make cuts in the bend of the sheeting.
- Riveting pliers - for minor riveting work, for instance, riveting of gutter sheeting, hand-held riveting pliers suffice.
- Sheet metal shears - classic sheeting shears are used for smaller modifications of the sheeting. For adaptation of stronger sheeting (above 1 mm), it is suitable to use lever shears. A set of left and right side shears is always used.
- Welting pliers - for manual bending work, two types of welting pliers are used - straight for bending sheeting and bent for creation of grooves.
- Clamping pliers - used for temporary fixture of the sheeting.
- Measuring equipment - meter, tape measure, plumb line, levelling tool, theodolite, rotary laser.
- Drilling machine.

It is strictly prohibited to use an angle grinder (cutter), which shall overheat the edge of the cut and thus destroy the protective layer of the sheeting. Flying metal shavings shall get baked into the surrounding cross-section, corrode and spoil the appearance of the element, or the entire object.

When cutting with an angle grinder, the guarantee on the surface finish is automatically voided thanks to the facts stated above.

## 2. ACCEPTANCE OF THE DELIVERY OF DEKMETAL PRODUCTS

During the individual material deliveries, the assembly company must ensure:

- Check of the quantity of the individual elements delivered according to the submitted delivery note
- Check of the flawless condition of the individual elements (especially the integrity of the protective surface foil) and whether visible damage has not occurred during transport.
- Check of the dimensions of the individual elements. The goods are delivered in compliance with the manufacturing documentation, corporate standards of the manufacturer applicable at the time of fulfilment of the delivery and with the specifications given in this offer. The quality, dimensions, weight, tolerances and achieved parameters of the goods are regulated by the manufacturing standards of the manufacturer and described in Directive 89/2017 and in the certificates of the supplied goods. Each package, which is an integral part of the given delivery to the construction site shall always contain information about this specific package on the attached label, specifically:
  - a. manufacturer
  - b. manufacturing order number
  - c. package number from the given manufacturing order
  - d. delivery address
  - e. list of products in the package
  - f. name of element
  - g. material type
  - h. colour of element
  - i. length of element
  - j. number of pieces of the given element

After inspection on the date of delivery of the material and subsequently if it is possible, it is recommended to keep this package information with the given material package and gradually, e.g. tick-off of the individual items, which have already been taken out of the package. In this manner, there is a clear overview of elements remaining in the package during further progress of the implementation.

The quantity and quality of the supplied elements shall be confirmed by the buyer on the delivery note upon acceptance (see delivery and contractual conditions according to the Purchase Agreement) - list of elements. In case the specification, quantity or quality of the elements is not in order, the assembly company must immediately lodge a complaint on the quantity or quality with the supplier.

The returnable packaging materials (if not stated otherwise in the description on the delivery note) are redeemed within 60 days after delivery. The pallets supplied by DEKMETAL can be returned to any branch of the company Stavebniny DEK, and their return is subject to presentation of the purchase receipt.

### **3. THE COLOURS OF THE SHEET ELEMENTS OF THE DEKMETAL PRODUCTS**

The individual batches of painted sheeting used to make DEKMETAL elements can slightly differ in colour hue. For these reasons, in case of a requirement for colour uniformity, it is necessary to order all the elements (including potential extra pieces and additional orders) from one production batch of the sheeting.

### **4. INSTRUCTIONS FOR HANDLING THE ELEMENTS**

During stacking and handling, it is suitable to use the correct handling equipment. For elements up to 6m, unloading with forklifts is problem-free, above 6m it is necessary to unload the material using crane equipment with application of appropriate measures - use textile straps in combination with the crane balance beam.

For products packed on liners that are technologically manufactured and packed with colour surfaces on the bottom (e.g. TR35 and TR50 for the wall design A), it is necessary when unloading and handling with a forklift to ensure adequate protection of the metallic forks against product damage, for instance, using sleeves made of adequately thick and resistant geotextile, or a material for manufacturing of industrial carpets. DEKMETAL offers a systemic solution in the form of special sheet-metal covers for the forks of the normally used forklift brand with pre-applied protection against damage to the handled material.

It is strictly prohibited to unload several packages simultaneously if irreversible deformation or damage to the material could occur.

During handling of the elements, it is necessary to ensure that no deformation and damage to the surface painted surface of the elements occurs. Elements with painted surfaces may be fitted with removable protective foil according to the customer's requirement or manufacturer's recommendation.

### **5. STORAGE INSTRUCTIONS**

If this is not possible and it is obvious that the material will not be completely processed immediately after unloading, it should be protected from the effects of weathering or mechanical damage.

The stored material must be properly supported and along the length of the elements it must be slightly sloped (approx. 5 °) to allow the eventual leak of rainwater or condensate.

In case of short-term storage in open space, maximum 1 week after delivery, it is required to cover the stored material with eg waterproof tarpaulin, which protects the material from rainfall, possibility of flooding of fallen impurities from air and high temperatures together with UV radiation (which has an adverse effect on the protective foil, which "bakes" and is subsequently difficult to remove, or the glue sticks to the product). However, when using sails, they shall not be airtight (plastic sails or fully hermetically sealed sails are not recommended), and proper ventilation shall be provided, eg by free vents in the bottom of the sails. The original transport packaging does not fulfill the function of weather protection and as such is not intended for storage.

For long-term storage, however, for a maximum of 45 days from delivery, the material must be stored in closed, dry and well-ventilated areas. At the same time, the possibility of rainwater ingress, condensation or mechanical damage must be fully prevented. If the material is stored for more than 2 weeks, it is always necessary to remove the protective foil from the products and interleave the individual parts of the products so as to ensure free air circulation and to avoid condensation of water vapor.

In a case where material is not properly stored in the cover and dry warehouse, the condensation of atmospheric moisture may also occur not only thanks to rainfall, and as soon as the condensate collects at some points of the package profiles (products) between the individual metal sheets, the water cannot escape (evaporate, or flow off) the given point and under the pressure of the material itself, it starts to gradually penetrate into the coloured layer toward the steel core. As soon as it reaches the zinc layers, the Zn starts oxidising and thus prevents further penetration of the humidity of the steel core. These generated Zn oxides thanks to the higher volume penetrate the painted layer, the paint cracks and get back to the surface via the cracks and through the paint to the surface of the material in the form of the typical white powder. Start of this process in favourable climatic conditions may occur already within one to two weeks in case of unsuitable storage of the material, mainly in places where the material is bent and where the painted surface layer is prone to damage. Paradoxically, the entire process may be accelerated if the moisture gets under the protective foil. It is necessary to consider the fact that incorrect storage may result in several conditions according to the type of stored material, mainly the soiling or sticking of dirt (materials with polystyrene surface finish), which can relatively easily be washed off, for instance, using a soap solution.

However, for materials with natural surface finish (TiZn, Al) adhesion of dirt and condensate may result in irreversible damage where the surface of the material is disrupted by oxidation maps, which are irremovable!

The manufacturer shall not be liable for damage caused by incorrect storage of the material!

## 6. GENERAL CONDITIONS FOR PROVISION OF THE EXTENDED GUARANTEE

The extended guarantee can be exercised in the following cases:

- Perforation of the steel in consequence of more extensive peeling of the surface finish.
- Corrosion of steel (red rust) due to more extensive peeling or cracking of the surface finish. More extensive peeling or cracking shall be peeling/cracking of more than 5% of the surface on the same side of the building hit by corrosion.
- Significant and uneven changes in the colour. Mild changes in the colour shade on the product surface with regard to its individual orientation to the cardinal points cannot be considered as a defect.

The extended guarantee can be exercised under the following conditions:

- The guarantee period comes into force on the date of delivery of the product (the delivery document is the issued invoice).
- The pre-condition for making a complaint is that the product was correctly integrated into the design according to the technological regulations of DEKMETAL s.r.o. elaborated in the technical sheet or assembly instructions on the date of purchase of the product according to the applicable regulations and standards; the same applies to the transport of the product.
- The product is stored in compliance with the storage instructions as of the date of purchase, see point 5 (the confirmation of the date of purchase is the delivery note), and also the applicable regulations and standards.
- Removal of the protective foil immediately after assembly of the element. If the protective cover foil can complicate mounting of the product in terms of correct location and, for instance, the size of the joints, then it is necessary to partially remove the foil from the edges before mounting of the cladding element and then subsequently remove it from the entire surface of the element. If the glue from the protective foil adheres to the product surface, it is necessary to contact the representative of DEKMETAL s.r.o. immediately and consult the glue removal procedure with him. However, in the case of materials mainly with natural surface finish (TiZn, Al, Cu, etc.) the presence of water and dirt on the surface with only partially removed protective foil may result in quick oxidation, and for this reason, it is necessary to remove the protective foil from the entire surface immediately after assembly of the individual elements. These protective foils shall under no

circumstances replace the storage requirements according to the preceding point and does not protect the steel against the action of chemicals.

- Use of exclusively genuine accessories and fasteners from DEKMETAL s.r.o. Visible fasteners (e.g. Selftapping screws) must have the minimum thickness of the base zinc layer Z275 g/m<sup>2</sup>, i.e. at least 20 micrometres.
- Extra bending on the construction site using machines at a min. temperature of 0°C, for manual bending at least +5°C. Other conditions for processing the natural materials such as TiZn, Al, Cu, etc. are given in the assembly and other instructions of the individual manufacturers and are available on demand.
- All the conditions stipulated in the document titled Operation and maintenance of the Dekmetal façade system were observed (<https://dekmetal.com/data/files/om-dekmetal.pdf>).

Supplementary conditions for validity of the extended guarantee:

- A product with a visible defect must not be installed.
- The damaged surface finish points must be repaired immediately using the original paint supplied by DEKMETAL s.r.o.
- Necessity to ensure the free outflow of water.
- Observance of the generally applicable technical regulations and standards.

## **7. THE EXTENDED GUARANTEE DOES NOT APPLY TO AND CANNOT BE EXERCISED IN THE FOLLOWING CASES:**

- The product is used in abnormally caustic aggressive environments (e.g. High soil content in the air).
- The usage conditions include long-term contact with water or a moist surface (concrete, wood, soil, etc.).
- The products are used in an environment in which chemicals, smoke, dust, condensed water or fertiliser act on the surface of the steel sheeting.
- The roofs and components of the roofing, whose construction, manufacturing or assembly lead to retention of water, or other forms of contamination, and/or their gradient is less than 7°.
- The corrosion progressing from the rear (bottom side), from the transverse and longitudinal overlaps, or corrosion caused by conditions within the building.
- Damaged caused by unprofessional assembly.
- Damage caused by incorrect handling or other treatment (including unprofessional walking on the roof).
- Defects, which occurred after transfer of the liability for damage to the product due to other external events not caused by DEKMETAL s.r.o. or persons through whom the company fulfilled its obligation.
- Gradual and uniform change of appearance (colour shade and gloss), which occur on the same side of the building and upon exposure to the same conditions.
- Exposure of the product to abnormally high temperatures.
- Parts repaired using an additional costing and the areas close to such repaired areas afflicted by the appropriate consequences (corrosion, peeling, etc.).
- joining of painted products with other materials, connections that form a galvanic element or between them, generally existing differences in the electric potential.
- Parts of the product, which were cut, drilled or heavily deformed
- Damage caused by:
  - a. Use of incorrect tools (angle sander, etc.).
  - b. Contact with copper, copper-plated products or water, which was in contact with copper.
  - c. Chemical compounds, animals, animal faeces, cement dust, fumes, radiation, falling objects, vandalism, war.

- d. Force Majeure (fire, lightning, floods, other natural disasters, etc.).
- e. Surfaces on which painting work has been done on large surfaces.

## 8. OTHER CONDITIONS

Complaints made in respect of defects must be submitted in writing to DEKMETAL s.r.o. immediately after discovery. It must contain information about the place, type and size of the defects, or also the procured photo documentation. The representative of DEKMETAL s.r.o. must have a possibility to visit the building and inspect the structure or arrange professional assessment of the roof. The complaint must be accompanied by the invoice.

The places of performance for replacement of the defective parts are the sales points of Stavebniny DEK a.s. and the branches of DEKMETAL s.r.o. The replaced products cannot be re-used.

In the case of an extended guarantee, the manufacturer has the exclusive right to choose a method for solution of the complaint in one of the following ways:

- a. Repair of the defect.
- b. Replacement of the defective parts.
- c. Financial consideration equivalent to the scope and significance of the concerned defect.

In the interest of protection of the protective coatings, the owner is obligated to annually perform inspection, clean the surfaces of the products from sediments (leaves, salt, dust, branches, stones, glass, metal shavings, etc.)

Repairs done within the framework of the guarantee do not extend the guarantee period.

This guarantee precludes any liability for direct or indirect losses or other damage and detriment caused by the defects to which this guarantee applies, such as re-manufacturing losses, impossibility to use the product, termination of employment, loss of brand reputation, contractual penalties, etc.

Defect claims arising during the statutory guarantee period is governed by the applicable legal regulations and are not affected in any way by the conditions of this guarantee; provision of the guarantee also does not affect the rights of the buyer tied to the purchase of the product.

This document containing the conditions of the general guarantee voids and replaces all the preceding versions issued by DEKMETAL s.r.o.

Dřísy, 01/08/2019