

# Guarantee conditions

## Polysun® systems between insulating glass



The systems marketed by Polysun® bvba for use in insulating glass are subject to the following standard guarantee conditions for deliveries outside the Benelux.

### Insulating glass

1. With due regard for the following stipulations, Polysun® bvba guarantees that over a period of 10 years calculated from the production date of the insulating double-glazing unit, no reduction in translucency and no indelible grey film will occur due to condensation, deposits on or damage to the glass panes on the inside.

That is to say: fluid leakage on the cavity side due to a deficiency in the insulating double-glazing unit.

### Polysun® systems for use in insulating glass

In addition, under conditions during the same period, the functionality of the system installed in the cavity will be guaranteed under the strict conditions specified below:

- a. The following guarantee applies to the mechanical system in the cavity:
  - up to 5 years after the production date: 100%
  - 5 to 7 years after the production date: 50%
  - 8 to 10 years after the production date: 25%
- b. For components of Polysun® systems located outside the cavity, such as the cord controls and cord tensioners, a 2-year guarantee applies from the delivery date.
- c. For the external motor and additional electronics and components insofar as they have been supplied by Polysun®bvba, a 2-year guarantee applies from the delivery date.
- d. For the internal motors mounted in the cavity, a 5-year guarantee applies from the production date.

### Installation conditions

2. The guarantee specified under 1 will apply on condition that the installation of the insulating glass complies with the following:
  - a. Glass panels that were treated, stored, positioned and maintained in accordance with the current Belgian NBN\_S23-002 standards and the technical instructions in the WTCB; 214 – Glass and glass products, functions of\_glazing; 221 – Positioning glass in rebates; or the replacement sheets of all the above requirements and guidelines in accordance with European and local standards.
  - b. Glass panels that were treated, stored, positioned and maintained in accordance with the current Dutch NEN\_3576 standard and the guidelines specified in NPR 3577; or the replacement sheets of all the above requirements and guidelines in accordance with European and local standards.
  - c. Installation instructions other than those specified in a. + b., provided they have been accepted in writing by Polysun® bvba and are equivalent or qualitatively better in terms of their content and meaning than the installation instructions specified under a. + b.  
Customers of Polysun® bvba will be deemed to be aware of these installation and maintenance instructions, and to have passed them on to their customer(s).

## Exceptions

3. The guarantee excludes all damage to the unit that is the consequence of:
  - a. structural causes, such as subsidence of the building as a consequence of which tension is exerted on the glass.
  - b. distortion of and/or a change in the surrounding structure due to whatever cause (including the removal and replacement of the glazing unit).
  - c. mechanical causes, including external violence, crushing, erosion or adjustment of the unit.
  - d. changes in the structure of the double-glazing unit (including pasting with foil or painting on the glass).
  - e. insufficient maintenance of the surrounding structure and/or the rebate sealing; maintenance in the Netherlands is subject to the OAD '81 standard (maintenance of sealing in double-glazing), as well as NPR 3577, and in Belgium, glass panels that were treated, stored, positioned and maintained are subject to the current Belgian NBN S23-002 standards and technical instructions in the WTCB: 214 – Glass and glass products, functions of glazing; 221 – Positioning glass in rebates; or the replacement sheets of all the requirements and guidelines specified in point e. in accordance with European and local standards.
  - f. impact on the sealant as a result of stagnant moisture or the accumulation of moisture in the rebate.
  - g. exposure to chemical effects that can damage the unit's sealants.
  - h. thermal causes, such as a fracture as a consequence of tension that has come about due to local, partial heating of the unit, giving rise to major temperature differences.

#### 4. No guarantee will be provided for:

- a. units intended for non-vertical installation, unless the type used here has been specifically developed for this purpose and this is evident from the type indication.
- b. units positioned in moving or rolling parts.
- c. units intended for industrial use, including swimming pools, unless otherwise agreed in writing with Polysun® bvba.
- d. deficiencies/deviations in the insulating double-glazing unit or in the composite parts thereof, which fall within the tolerance limits specified in the Belgian NBN S23-002 standards and the technical instructions in the WTCB: 214 – Glass and glass products, functions of glazing; 221 – Positioning glass in rebates and the Dutch NEN 3567 and NEN 3264 standards; or the replacement sheets of all the above requirements and guidelines in accordance with European and local standards.
- e. deficiencies/deviations in the Polysun® unit installed in the cavity that fall within the manufacturer's tolerances (see point 9).
- f. distortions, both in translucency and reflection, as a consequence of attributes inherent in glass types and/or combinations, including distortions as a consequence of tolerances, barometrical pressure differences, temperature differences and geographical altitude differences.
- g. visibility of colour bands and/or colour patterns as a consequence of interference.
- h. failure to apply the local regulations concerning glass composition and other local regulations outside the Benelux.
- i. raising, dropping and tilting the slats at the same time when operating several motorised panes with a single switch or remote control.

## Special terms and conditions

- 5a. When using Polysun® systems with windows, doors and sliding doors, the blinds may only be operated when the window, door or sliding door is closed. This is to prevent any glass damage.
- b. If the Polysun® system is used with coated glazing, there is a possibility that the ladder cords may occasionally touch the coated window. Because this may damage the coating, no warranty is issued.
- c. If a motorised Polysun® system is equipped with activation by a solar sensor, the system may not be overloaded in terms of the number of daily cycles, to be eligible for the warranty.

6. Under the warranty, if a reduction in view occurs within the warranty period, or if the built-in system no longer works, without one of the abovementioned restrictions or exclusionary conditions applying, repair or replacement by an identical insulating double-glazed unit will occur as soon as possible. The replacement unit will be guaranteed for the remaining period which applied to the unit originally supplied.
7. Rights may only be derived from these warranty conditions, or the warranty may only be invoked, by the supplier who is indicated exclusively as the warranty-holder, additionally also only if complete payment of the invoiced amount has been received by or on behalf of Polysun® bvba.  
These warranty conditions are subject to Belgian law, and only apply to the delivery of goods under this warranty.

## Claiming under warranty

8. The warranty-holder is required to limit any damage as much as possible, and to notify Polysun® bvba within 15 days of becoming aware of the relevant fault, stating the invoice date and number.  
The warranty claim may only be submitted through your glass supplier. This is the entity from whom you bought the glass, and whose name and address must be stated on the proof of warranty.

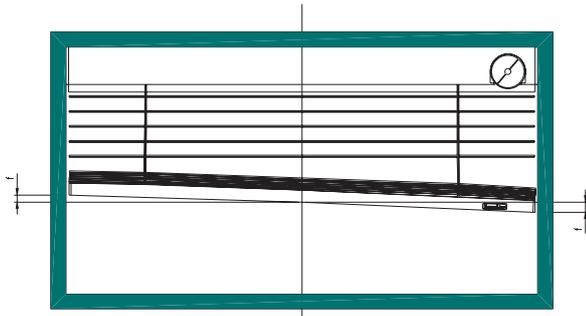
## Tolerances

9. The imperfections/divergences in the Polysun® system described below fall within the manufacturer's tolerances. These tolerances are determined in accordance with NEN-EN13120, performance requirements internal screens (venetian blinds, roller blinds, sun blinds).
- a. Size tolerance; the permitted tolerances in the screen's dimensions are:
- *width +0 mm / -1 mm*
  - *height +8 mm / -0 mm*
- b. Tolerance on parallelism of the slat bar; NEN-EN13120 allows for a tolerance of  $\pm 7.5$  mm between the middle and end of the slat bar. This means that the tolerance measured across the entire width of the slat bar is 15 mm.  
However Polysun® draws a distinction in this tolerance depending on the position of the screen (see Figure 1).
- *screen drawn up  $\pm 7$  mm*
  - *screen halfway  $\pm 5$  mm*
  - *screen fully lowered  $\pm 2$  mm*
- c. Tolerance on the deflection of the slat bar; the permitted deflection of the slat bar, measured between the middle and end of the slat bar, is dependent on the width of the slat bar. The diagram below shows the tolerances (see Figure 2).
- | width of the screen                 | permitted deflection: |
|-------------------------------------|-----------------------|
| ■ <i>less than 1.5 metres</i>       | → <i>5 mm</i>         |
| ■ <i>between 1.5 and 2.5 metres</i> | → <i>10 mm</i>        |
| ■ <i>more than 2.5 metres</i>       | → <i>15 mm</i>        |
- d. Overlapping of the slats; if the slats have been tilted closed to the exterior, the slats must overlap at least 1 mm (see Figures 3 & 4).
- e. Angle of the slats; the slats must be able to close at least 60° tilted. The tolerance depends on the height of the screen (see Figures 3 & 4).
- | height of the screen       | tolerance minimum angle |
|----------------------------|-------------------------|
| ■ <i>up to 1 metre</i>     | → <i>5° 55'</i>         |
| ■ <i>more than 1 metre</i> | → <i>10° 50'</i>        |
- f. Tilt angle of the slats; the slats must be able to tilt at least 90° (see Figures 3 & 4).  
You can check points d. through e. by following the instructions in Figure 4. If you are standing 1 metre from the window, you may not be able to see outside for the first 15 cm from eye-level.

## Tolerances extract

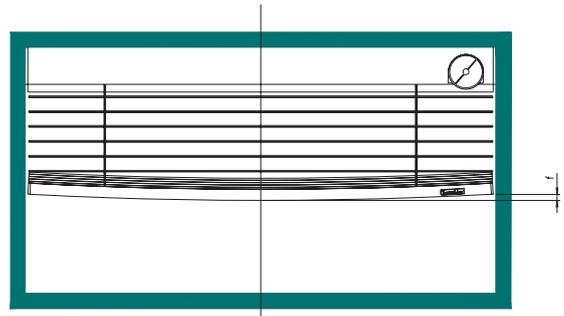
10. Given the impracticality of listing all the tolerances, the tolerances mentioned above are an extract from a total listing of all tolerances. The most important tolerances have thus been provided in these warranty conditions.  
The complete specification of tolerances, in English, can be provided upon request.

**Figure 1.**



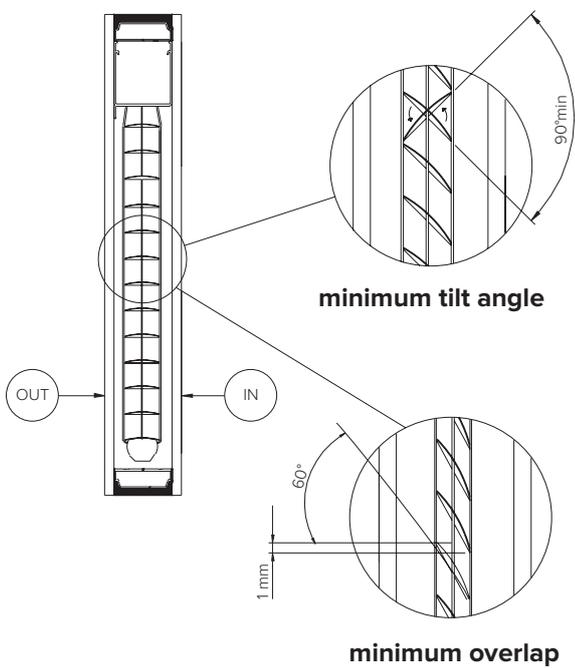
**parallelism of the slat bar**

**Figure 2.**



**deflection of the slat bar**

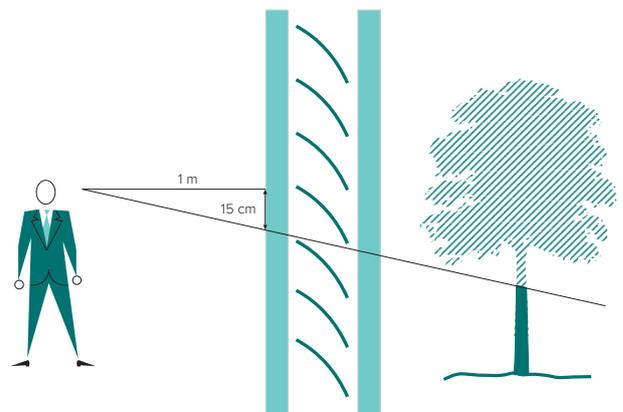
**Figure 3.**



**minimum tilt angle**

**minimum overlap**

**Figure 4.**



**checking the angle and overlapping of the slats**

Polysun® bvba draws your attention to your obligation to provide this warranty to your clients upon resale, and to instruct your clients to provide the warranty to the end-user. Claims under warranty may only be invoked in accordance with the abovementioned terms and conditions.