DUOFUSE® · METAL

Accessories

Warranty for residential or commercial use

WARRANTY PERIOD

10 years

from the date of installation

WARRANTY COVERAGE

The warranty is valid for a period of 10 years for residential or commercial use, starting from the date of installation.

For DUOFUSE® metal accessories, Plastivan guarantees that the functionality and structural strength are maintained, and that under normal use and maintenance the product will not rust through, corrode or degrade excessively during the warranty period. If such a defect nevertheless occurs within this period and under the applicable conditions, Plastivan will replace or compensate the defective product, taking into account depreciation in proportion to the time already elapsed and the warranty period.

CONDITIONS FOR A WARRANTY CLAIM

To qualify for a warranty claim, the customer must provide:

- A detailed description of the alleged defect.
- Photos of the defect, including the surroundings and the installation system (structure, groundwork, etc.).
- A description of the installation environment, such as proximity to the coast, swimming pools, industrial, agricultural or wooded areas.
- A copy of the proof of purchase.

Plastivan reserves the right to carry out an inspection for any warranty claim.

CONDITIONS OF WARRANTY VALIDITY

The warranty is only valid if the following conditions are met:

- The accessory is used together with the DUOFUSE® products for which it is intended.
- Installation follows the Plastivan installation instructions applicable at the time of installation.
- Installation takes place in the EU, the United Kingdom, Russia, Norway, Switzerland, Moldova or Belarus.

WARRANTY EXCLUSIONS

The warranty does not cover damage resulting from:

- Incorrect use (1) or external factors (2).
- Improper storage (3).

Incorrect use (1)	Failing to treat the materials as a prudent and reasonable person would. For example: not following the maintenance guidelines, using the accessories incorrectly or overloading them, or making modifications not provided for in the installation instructions.
External factors (2)	Damage caused by factors beyond Plastivan's control, such as subsidence, storm damage, chemical influences (road salt, cleaning agents containing chlorine or acids) or other external influences.
Improper storage (3)	Failure to follow the storage guidelines, such as prolonged storage in damp conditions or in closed packaging outdoors, which can cause condensation, staining or corrosion.

Remarks

Removal, reinstallation, labour and other costs (e.g. transport) are not covered by the warranty.

A defect must be reported to Plastivan no later than two months after it is discovered.

Colour differences caused by sunlight, weathering or ageing, light surface rust on steel or stainless steel and a matt oxide layer on aluminium are normal characteristics of metal and are not covered by the warranty.

Damage to the coating (scratches, dents, drill holes, saw cuts) caused by transport, installation or use, and any resulting corrosion, is not covered by the warranty.

Corrosion caused by contact with other metals (galvanic corrosion), treated wood, cement, lime or fertilisers is not covered by the warranty.

An aggressive environment (coast, swimming pool with chlorinated or salt water, industrial or agricultural area) increases the risk of corrosion. Corrosion due to insufficient or late maintenance is not covered.