

Warranty Conditions

Structural and anti-corrosion warranty

The supports manufactured by SUNFER, are manufactured under a strict production control in the factory as well as our raw materials that are tested and controlled periodically, therefore we can offer the following guarantee for our products.

Materials	NON-AGGRESSIVE (1) environment Distance to the coast More than 5 Km	MARITIMOUS OR AGGRESSIVE environment Distance to the coast Less than 5 km
Raw aluminium	15 years	5 years
Anodised aluminium	25 years	25 years

(1) Non-exhaustive list of areas in which an aggressive environment should be considered:

- a. Industries or areas with emissions of: sulphur dioxide, nitrogen oxides, sulphuric acid, sulphur compounds, chlorine, or other gaseous pollutants: Safety distance 5 km.
- b. Electricity generation plants using the following fuels: coal, gas or fuel oil: Safety distance 5 km.
- c. Petrochemical plants: Safety distance 5 km.
- d. Pulp and paper mills: Safety distance 5 km.
- e. Waste Water Treatment Plants: Safety distance 500 m.

In these areas it is necessary to use anodised aluminium provided that the safety distance indicated above is not exceeded.

*The guarantee of the adhesive in reference 07.1H and S07.1 is 10 years. The warranty of the 2-sided adhesive tape of the S07.1 anchor covers the product supplied by Sunfer and can be applied provided that the breakage is caused by the tearing off of the profile with respect to the adhesive tape, in the event that the breakage is caused by the tearing off of the adhesive tape from the cover, it will be considered a defective assembly on site.

Mixed galvanised steel and raw aluminium supports, such as, for example: Elevated, Monopoles, car Parks:

Environments C3 guarantee 15 years.

Environments C4-C5 5 years.

Mixed galvanised steel and anodised aluminium supports, such as, for example: Elevated, Monopoles, car Parks:

Environments C3 guarantee 25 years.

Environments C4-C5 15 years.

This warranty applies to orders delivered on or after 03/1/2022, orders delivered prior to this date will be governed by the warranty document in force on the date of delivery.

The warranty covers the final installation and therefore applies directly to the end user of the structure. In order to manage the guarantees, the final customer will have to contact the distributor who has made the supply so that

he can send it to the SUNFER Customer Service. The guarantee period starts from the date of the delivery note and it will be cancelled if the customer has not complied with the payment terms agreed in the invoice.

To execute the guarantee, the following documentation must be sent:

- Invoice of sale
- Date of commissioning.
- Details of the end customer.
- General photographs showing the entire installation.
- Detailed photographs.

Coverage and exemptions

Coverage

This guarantee covers the replacement and transport to destination of that defective part or the product in its entirety free of charge. If the product is not available, a product with similar characteristics will be supplied.

The guarantee is limited to the replacement of the defective product, so no cost associated with the return will be assumed: disassembly, as well as compensation for consequential, supplementary or related damage to loss of profits or other indirect costs.

The warranty covers all those metallic elements included in the SUNFER supports.

Exemptions

All defects arising from:

- Inadequate assemblies due to not following the SUNFER manuals.
- Excessive or insufficient tightening torques.
- Modifications or installations other than those recommended by SUNFER
- Assembly of auxiliary elements other than the supports supplied by SUNFER.
- Improper handling of the merchandise.
- All those purely aesthetic defects that do not affect the structural safety of the product.
- Inadequate maintenance, see MAINTENANCE MANUAL.
- Installations in locations whose wind or snow loads exceed those indicated in the product's technical sheet.
- Fire or exposure to temperatures above 110 °C.

For those supports in which the fixing to the surface is not included, SUNFER will not be responsible in the event of pulling out or collapse due to insufficient or improperly installed anchoring.

Guarantor, execution of the guarantee.

The guarantor is SUNFER ESTRUCTURAS S.L. registered office at camino de la dula s / n 46687 in Albalat de la Ribera, Valencia, Spain.

Claims arising in relation to this warranty may not be transferred to third parties.

With regard to the guarantee and the disputes related to it, the law in force in Spain will be applied.