



BLACHOTRAPEZ sp. z o.o.  
34-700 Rabka-Zdrój, ul. Kilińskiego 49A,  
tel. +48 18 26 85 200, fax +48 18 26 85 215  
NIP 676-243-17-30, REGON 121387287

## WARRANTY CARD

No.

**Blachotrapez**  
gives



## PRODUCT INFORMATION:

**WZ order numer:**

**Product:**

**Material/ colour:**

**Date of sale:**

**Purchase document:**

Warranty, transport, storage and maintenance conditions as well as assembly recommendations are available on the website [www.blachotrapez.eu](http://www.blachotrapez.eu).  
Moreover, the Customer was informed about their content before the purchase and this information was provided at the time of purchasing the goods, e.g. on the delivery note, sticker located on the Product, the reversed side of the invoice.

Material	Coating thickness Side A	Environmental classification	Warranty against perforation	Warranty against paint coating delamination
Pladur® Wrinkle Mat Plus	50 µm	C4	60 years	30 years
Pladur® Wrinkle mat	35 µm	C4	45 years for C1-C3 environmental classification 25 years for C4 environmental classification	20 years
Pladur® RAL Premium	25 µm	C4	35 years for C1-C3 environmental classification 25 years for C4 environmental classification	15 years
Pladur® Relief IceCrystal	36 µm	C4	55 years for C1-C3 environmental classification 35 years for C4 environmental classification	20 years
Super Poliester R-MAT	25 µm	C3	25 years	10 years
Poliester Standard mat (AM)	35 µm	C3	35 years	15 years
Poliester Standard mat INNOVA	35 µm	C3	20 years	10 years
Poliester Standard RAL – polysk	25 µm	C3	10 years	10 years
Poliester RAL drewnopodobny 0,5	20-40 µm	C3	10 years	10 years
Superior HB	50 µm	C4	55 years for C1-C3 environmental classification 45 years for C4 environmental classification	15 years
Alucynk	-	C4	25 years	-
Aluminium Poliester Standard	25 µm	index 3 category 4a	60 years	30 years
ZM (ZMGA)	-	C3	10 years	-
Pladur® Relief Textured Wood	36 µm	C4	55 years for C1-C3 environmental classification 35 years for C4 environmental classification	20 years

## TERMS AND CONDITIONS OF WARRANTY

**1.** BLACHOTRAPEZ provides the warranty for the roof and façade sheet metals perforation and paint coating delamination (hereinafter referred to as the Product). **2.** The warranty is valid from the date of releasing the Product from the Blachotrapez warehouse, within the territory of the European Union, and within the territory of the countries with similar climatic conditions. This excludes the regions below the 46th parallel south, for which the warranty for the perforation and delamination of the paint coatings is reduced by 5 years. **3.** The installation of the covering should be carried out within 6 months from the date of release of the Product from the Blachotrapez warehouse, in accordance with the applicable standards, technical and construction regulations and building knowledge. **4.** The warranty covers only damages resulting from the quality defect of the Product and not resulting from normal use. **5.** The warranty covers defects of a minimum of 5% of the surface of the purchased sheet metal. **6.** The warranty covers only the top surface (side A) of the Product. **7.** The warranty covers Products that have been installed with the minimum slope in accordance with the relevant installation instructions and the Product Data Sheet available on [www.blachotrapez.eu](http://www.blachotrapez.eu). Construction of the building should ensure free water drainage from the Product surface. **8.** Blachotrapez recommends to purchase all materials required for one investment under one purchase order. Otherwise it is possible that the colour shades and texture will vary which shall not be attributable to the Manufacturer. **9.** Recommended length of the sheets of Blachotrapez Products should be used in accordance with the relevant Product Data Sheet available on [www.blachotrapez.eu](http://www.blachotrapez.eu). Sheets longer than those recommended in the Product Data Sheet increase the risk of mechanical damage during transport, processing and installation. Sheets that are too long may be subject to deformation. It is related to the production technology and the material's expansion due to variations in temperature. **10.** Before installation, colour shades of individual sheet metals and flashing must be checked. **11.** The permissible temperature for the sheet metal processing may not be lower than +10°C for machine tooling and +5°C for manual processing. **12.** Only the nails, screws and accessories supplied by BLACHOTRAPEZ should be used for the installation of the Product. In the case of Product made of aluminium, please use screws made of stainless steel or aluminium, in order to eliminate the incidence of electrochemical corrosion. **13.** To pursue any claims under this warranty, the Customer should inform BLACHOTRAPEZ of the occurrence of a defect in writing within 14 days from the date the defect was observed under pain of declaring the warranty null and void. **14.** BLACHOTRAPEZ's liability under the warranty shall cover only the delivery of a defect-free Product to the Buyer or reimbursement of the selling price for the defective Product, taking into account the loss of value in proportion to the period of use, with simultaneous return of the defective Product by the Buyer, or repair by rectification of the defect by painting the roofing in the case of defects concerning damage to the coating. The choice of the method for settling claims is the responsibility of BLACHOTRAPEZ. Other types of claims are excluded to the extent permitted by law. **15.** BLACHOTRAPEZ shall not be liable for any indirect or direct losses and additional damages resulting from the defect, covered by the warranty. The Client's claims for damages arising upon delivery of the Product due to the physical defect rather than the damage occurring in the Product itself are excluded. **16.** Within 30 days from the date of filing the complaint, BLACHOTRAPEZ will present, in writing or by phone, its position on the consideration of the complaint, the method and principles of its recognition, and if it is not accepted, it will present to the Buyer the reasons for such a decision. If it is necessary to send a notification to the supplier or perform additional tests, the response time may be extended by the time necessary to obtain a response from the supplier, and the Buyer will be informed about such fact. **17.** This guarantee is subject to Polish law and the jurisdiction of Polish courts. Granting the guarantee excludes the seller's liability under the warranty for defects. The guarantee for the sold consumer goods does not exclude, limit or suspend the consumer's rights within the meaning of Article 22 (1) of the Civil Code. **18.** The Customer shall provide safe access to the roof for the representative of Blachotrapez in order to carry out an inspection. If the obligation referred to in the previous sentence is not fulfilled, Blachotrapez reserves the right to reject the warranty claim. **19.** Relevant Installation Instructions, Transport, Storage and Maintenance Instructions, and the Product Data Sheet, Raw Material Data Sheet constitute integral parts of the warranty terms. **20.** If installing additional components on the roof (photovoltaic system, solar system, snow guards, etc.), Blachotrapez maintains the conditions of this warranty, provided the elements are fitted according to good-installation practice and the manuals provided by the manufacturers of these systems.

## EXCLUSIONS

**1.** The warranty does not cover the Product installed at a distance less than 5 km from the coastline. **2.** The warranty does not cover situations, when Product is exposed to aggressive chemicals, smoke, soot, cement, copper and water draining from copper-coated surfaces, as well the reaction between the product and other structural components. **3.** The warranty does not cover damages due to improper transport, cutting, installation, use, maintenance and biological growth (e.g. moss, algae), mechanical damage, fire and other events of force majeure. **4.** The warranty does not cover the internal part of the transverse overlap. **5.** The warranty does not cover any changes in gloss, shade and intensity of colour, dirt and atmospheric contamination, as well as mechanical damage which on which the paintwork was improperly repaired or repaired using materials other than those recommended by the Manufacturer. The evaluation of aesthetic quality shall be carried out after cleaning the Product surface. The colour shades may age under exposure to external conditions. **6.** The Product with any signs of installation shall not be accepted. **7.** The warranty does not cover corrosion and minor delamination on cut edges, including the original cuts. **8.** Any warranty claims on damages to the sheet metal surface resulting from wet storage stain and mechanical damage shall be rejected. **9.** The warranty does not cover Blachotrapez Products that have been processed \* or modified by entities other than the Guarantor. **10.** After releasing the Product, Blachotrapez is not responsible for any damage or loss.

## TRANSPORT AND STORAGE

**1.** Special care should be taken when moving sheet metals. Sheets should be grasped in the place of ribbing. Moving the sheets on each other or on the surface may cause damage to the paint coating. **2.** In normal conditions, the Product may be stored in its original packaging for approximately three weeks after leaving the Blachotrapez warehouse. After that time, the protective foil must be removed, and spacers must be placed in between the sheets (or, alternatively, position the sheets in an upright position, e.g. against a wall). The sheets must be separated from the ground by at least 30 cm, the Product must be stored in a dry and well-ventilated area, and at an angle allowing any water to drain freely. The stored Product must be regularly inspected and visually assessed in order to eliminate any potential heat corrosion or other damage. In such conditions, the Product may be stored for up to six months after leaving the Blachotrapez warehouse. **3.** Storing the Product with the protective film affixed or exposing it to sunlight will result in permanent damage to the paint coating. Furthermore, prolonged storage of the Product with the protective film can cause damage to the coating, make it difficult to remove, as well as leave permanent adhesive stains. **4.** The Product must be stored in dry conditions at a stable temperature, protected from excessive moisture and temperature changes. Failure to do so can result in the occurrence of white spots (zinc sheets, ZM coating), or white and then black spots (aluzinc sheets), and damage to the varnish coating (coated sheets). The Product should be stored in isolation from highly reactive materials, protected from direct exposure to sunlight, and water (risk of heat and water corrosion). **5.** If the Product must be stored in the open air for brief periods of time (e.g. during installation), the sheets should be stored at an angle (positioned in line with the direction of profiles), allowing the moisture to freely run off the surface of the sheets. The sheets must be well-ventilated. **6.** Please make sure that the entire surface of the sheet remains dry during storage.

## CUTTING THE SHEET METAL

When cutting sheet metals, do not use tools, such as angle grinders, that cause the thermal effect (sudden rise in temperature). This results in damage of the organic and metallic coating and consequently gives rise to corrosion. Hot chips discarded from the disc fall on the sheet metal and, by melting into the paint, cause corrosion centres, thus it is not recommended to use abrasive equipment near the Product storage area. Tools suitable for this purpose include shears or metal cutter. Ensure that the equipment used for installation is in good condition and does not cause any damage to the material. If the sheets must be joined transversely, remove the interlining from the entire width of the overlapping layer.

## MAINTENANCE

**1.** The paint coating, depending on the type of material, change under the exposure to climatic conditions within a given category of classification of environments, in accordance with the applicable EN ISO 12944-2 standard. In order to maintain the paint coating in the best condition, it is necessary to systematically wash the sheet metal and carry out its maintenance, and separate the Product from corrosive materials or heavy contamination throughout the warranty period.

Corrosivity Category	Examples of environments typical to temperate climate (Informative only)	
	Outdoor	Indoor
C1: Very low		Heated buildings with clean atmospheres, e.g. offices, shops, schools, hotels.
C2: Low	Atmospheres with low level of pollution. Mostly rural areas.	Unheated buildings where condensation can occur, e.g. depots, sports halls.
C3: Medium	Urban and industrial atmospheres, moderate sulphur dioxide pollution (IV), Coastal areas with low salinity.	Production rooms with high humidity and some air pollution, e.g. food-processing plants, laundries, breweries, dairies.
C4: High	Industrial areas and coastal areas with moderate salinity.	Chemical plants, swimming pools, coastal ship- and boatyards.
C5: Very high	Industrial areas with high humidity and aggressive atmosphere and coastal areas with high salinity.	Buildings or areas with almost permanent condensation and high pollution.
CX: Extreme	Offshore areas with high salinity and industrial areas with extreme humidity and aggressive atmosphere and sub-tropical and tropical atmospheres.	Industrial areas with extreme humidity and aggressive atmosphere.

**2.** Deterioration of the appearance and quality of the sheet metal may result from the exposure of the Product to extreme or severe environmental conditions, such as high UV levels, direct emissions of harmful fumes or deposits on the roof surface resistant to rain. **3.** After installation, special attention should be paid to damages of the covering and remove all fillings, rivets, screws and other building waste. **4.** Corrosion centres must be immediately protected with protective paint coating. **5.** After 1 year, the roof should be inspected in order to evaluate the sheet metal wear and tear, repair possible damages, remove dirt and residues. It is also recommended to clean areas that are not cleaned naturally (by water drain-off). The frequency of cleaning and maintenance of the roof should depend on the rate at which it gets soiled, the type of deposits and the environment in which the roof is used. For cleaning and maintenance of sheet metal, only detergents and preservatives designed for the purpose should be used. The Customer shall document maintenance works and provide the proof of carrying out such works at each Blachotrapez request. It is recommended that maintenance be carried out by professional cleaning services. **6.** Leaves, grass, soil and other objects must be removed from the surface of the Product. **7.** Clean up dirty and contaminated areas, where the coating is not washed regularly by rain, e.g. under the protrusions. **8.** Due to the risk of damage to the paint coating, the installation of the Product should be done in such a way to limit walking on already installed sheets. **9.** When moving around the roof, place the feet on the bottom of the wave so as not to cause deformation. Special attention must be paid to whether there are no chips on the shoe soles formed during cutting and processing of the sheet metal, or any other contamination. The chips formed during cutting the sheet metal and other contamination stuck to the sole of the shoe may damage the paint coating when walking on the sheet metal. It is recommended to wear footwear with soft soles.

To make use of the warranty, you must:

- Provide a correctly filled in and complete Warranty Card, containing the necessary details on the requirements and obligations of both the warrantor and the Customer.
- The Purchaser must present proof of purchase of the product. In the case of a purchase made through a Blachotrapez Distributor or Business Partner Branch, the Distributor or Business Partner Branch is obliged to complete the details required to identify the products sold, i.e. the invoice number of the sale to the end customer and the date of delivery to the end customer, under pain of charging the distributor with the costs of a recognised claim.
- Failure to comply with any of the points makes it impossible to start the process of recognition of the complaint, and thus constitutes grounds for its dismissal for formal reasons after an ineffective call to supplement the deficiencies within 1 month from the date of service of the call in question, subject to point 2, second sentence.

Failure to comply with the aforementioned recommendations may result in the rejection of any warranty claims. In case of any doubt, please do not hesitate to contact us by email [serwis@blachotrapez.eu](mailto:serwis@blachotrapez.eu). In the case of any differences in the interpretation of the Warranty translation, the Polish version shall prevail.