

# Warranty for Orima-Tuote Oy's roof safety products and ladders

# ORIMA®

This warranty applies to Orima-Tuote Oy's painted roof safety products and ladders and completes Orima's delivery terms. These warranty terms will apply to deliveries made from 1 April 2018.

## The warranty period is 50 years.

This warranty does not affect the consumer's legal rights. Under the warranty terms, Orima guarantees that the factory-treated product will not rust during the warranty period due to a manufacturing or material defect. Orima-Tuote ensures that the product fulfills and withstands the functional requirements and regulations set for it when the installation, maintenance and inspection measures have been carried out in accordance with the instructions and regulations.



## WARRANTY TERMS AND CONDITIONS

The warranty covers snow guards, roof decks, roof walkways and ladders for walls and decks.

The warranty is not valid for products used in particularly corrosive or aggressive environments, such as chemicals handling plants or in exceptionally salty and humid climates or if the product is exposed to corrosive chemicals or fumes, ash, condensation, cement dust or manure. The warranty does not apply to unprotected cutting surfaces of metal products that are subject to corrosion or aesthetic changes in the paint surface caused by normal aging or systems that involve components from other manufacturers.

In addition, the warranty is valid with the following terms:

1. The product is installed in accordance with the current Orima-Tuote installation instructions
2. The product is not damaged externally or chemically, for example by scratching
3. If damage is caused to the paint coating during manufacture or installation, appropriate repainting must be carried out without delay
4. Metal waste generated by cutting, drilling, etc. is removed immediately
5. The product will not come into contact with metals that are more noble, such as copper or copper tubing fluid
6. The product has been put to use within 6 months of the invoicing date
7. A complaint has been filed with Orima-Tuote in writing within one month of the occurrence of the damage, or within a reasonable period of time during which the damage should have been detected
8. A complainant can demonstrate that the installation of the system has been carried out in accordance with up-to-date installation instructions and the manufacturer's maintenance and inspection measures have not been neglected

9. Inspection and maintenance of the items has been carried out in accordance with ORIMA's maintenance instructions and the applicable legislation and regulations.
10. The annual maintenance and inspection records of roof safety products covered by the CE-approval have been completed. See [www.orima.fi](http://www.orima.fi) or harmonised EN standards EN516 and EN12951
11. The representative of Orima has the opportunity to check the product on which the complaint was made

## CLAIMS HANDLING

If a legitimate claim under this warranty is submitted, Orima will provide the buyer new products free of charge from the current range within 60 days. The warranty does not exceed the original invoiced value of the product at the factory. After 15 years, Orima's liability will be reduced to half of the original invoiced amount.

Orima will not be liable for loss of income or direct, indirect or extra expenses incurred as a result of this warranty.

Replacement products shall be guaranteed for the remainder of the original warranty. Orima does not compensate for losses in business or personal injury.

This warranty complements Orima's terms of delivery and takes effect on the day of sale. These warranty terms will apply to deliveries made from 1 April 2018.

The replacement process is subject to the condition that the material of the product can be identified, and a copy of the invoice or other purchasing document can be presented.