

Structural and Anticorrosion Guarantee

All SUNFER mounting systems are manufactured under strict production control in our factory, as are our raw materials, which are periodically tested to ensure quality. It is for these reasons we are able to offer the following guarantee for our products:

25 year Structural Guarantee

Anticorrosion Guarantee per the below table

Materials	NON-HARSH environment (1) Distance to coastline greater than 5 Km	HARSH or MARINE environment Distance to coastline less than 5 Km
Raw Aluminum	Fifteen (15) years	Five (5) years
Anodized Aluminum	Twenty-five (25) years	Twenty-five (25) years

Table 1.

(1) Non-exhaustive list of zones considered to be harsh environments:

- a. Industrial zones with emissions that include: sulphur dioxide, nitrogen oxides, sulphuric acid, sulphuric compounds, chlorine, or other volatile gases; 5 km safety distance.
- b. Electric generating stations that use the following fuels: coal, natural gas, petroleum; 5 km safety distance.
- c. Petrochemical plants; 5 km safety distance.
- d. Cellulose factories; 5 km safety distance
- e. Wastewater treatment facilities: 500 m safety distance.

In these zones it is always necessary to utilize anodized aluminum if inside of the minimum safety radius indicated above.

The warranty of the adhesive in reference 07.1H and S07.1 is ten (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 roofing, it will be considered a faulty assembly on site.

Mixed galvanised steel and raw aluminium supports such as, for example: Elevated, Monopoles, Car parks:
Environments C3 fifteen (15) years guarantee.
Environments C4-C5 five (5) years.

Mixed galvanised steel and anodised aluminium supports, such as: Elevated, Monopoles, Car parks:
Environments C3 guarantee twenty-five (25) years.
Environments C4-C5 fifteen (15) years.

This guarantee applies to orders supplied from 3rd January, 2023 on. Orders delivered before this date shall be governed by the guarantee that was in force at the time that the order was supplied.

The guarantee covers the final installation, and applies directly to the end user of the structure. Guarantees are managed between SUNFER and commercial distributors, so if an end user needs to invoke a guarantee, they must contact the distributor that supplied the material, and the distributor will coordinate with SUNFER Customer Service. The period of coverage of the guarantee begins upon the date that the delivery of the material is received by the end user, but will be repealed if the client does not comply with the payment terms stated in the invoice.

To invoke the guarantee, the following documentation must be produced:

- Sales invoice.
- Date system was put in service.
- Information of end user (name, address, distributor, etc).
- General photographs showing the entire system as installed.
- Installer's final work plans/drawings.
- Detailed photos of:
 - Fastening of the system to the roof, which shows the distance between mounting points.
 - The structure mounted without panels attached.
 - A rear view of the structure (from roof ridge if coplanar).





- Plan/drawing of the affected area which shows distances between mounting points.

Coverage and Exclusions

Coverage

This guarantee covers the replacement and shipping of the defective components or of the entire system if necessary, with no charge. In the case of a replacement not being available, a suitably similar replacement will be provided.

The guarantee is limited to replacement of defective products. The following costs, indirectly associated with the return process, will not be compensated: disassembly or any consequential, supplementary, or related damages, including lost profits or other indirect costs.

The guarantee covers all metallic elements included in a SUNFER structure.

Exclusions

Any issues or defects caused by or related to the following shall be excluded from the guarantee:

- Inadequate installations which did not follow the installation instructions provided by SUNFER.
- Incorrect fastener tightening torques (overtight or undertight).
- Modifications or installations other than those recommended by SUNFER.
- Installation of additional homemade or third-party elements to the structures supplied by SUNFER.
- Inadequate handling of products during the installation.
- Damage to the product after delivery, or from improper storage of the product.
- Any defect which is purely aesthetic in nature and which does not affect the structural safety of the product.
- Installations in areas whose wind and snow loads exceed those indicated in the datasheets of the product.
- Structures installed outside of the safe zone indicated in the installation manual.
- Inadequate maintenance. See the Maintenance Manual.
- Fires or exposure to temperatures above 110 °C.
- Problems or defects caused by corrosive agents not initially considered (1).
- Natural disasters such as earthquakes, hurricanes, floods, tornados, cyclones, mudslides, avalanches, or volcanic eruptions.

For structures not provided with a method of fastening to a surface, SUNFER denies responsibility in the event of collapse or failure due to insufficient fastening or poor installation.

Guarantor, Execution of guarantee

The guarantor is SUNFER ESTRUCTURAS S.L.U. located at Camino de la Dula s/n 46687, Albalat de la Ribera, Valencia, Spain.

The entitlements afforded by this guarantee are non-transferable to third parties.

Regarding the guarantee and any disputes related to it, the law currently in force in Spain shall apply.

