

## GUARANTEE CONDITIONS OF JAWAR CHIMNEY LINERS AND INSULATED CHIMNEYS

### § 1. Guarantee responsibility

1. The producer (his representative) ensures good quality and efficient work of the steel chimneys according to the table below:

Chimney system type	Guarantee period / fuel type / way of operation				
	Gas, Oil (atmospheric)	Gas, Oil (condensation)	Wood (dry burning)	Other solid fuels* (dry burning)	Solid fuels* (wet burning)
JAWAR W (0.6 mm)	10 years	-	5 years	2 years	-
JAWAR W (1 mm)	10 years	-	10 years	3 years	2 years
JAWAR OW (0.6 mm)	10 years	-	5 years	2 years	-
JAWAR OW (1 mm)	10 years	-	10 years	3 years	2 years
JAWAR I** (0.6 mm)	10 years	-	5 years	2 years	-
JAWAR I** (1 mm)	10 years	-	10 years	3 years	2 years
JAWAR KI**	-	10 years	-	-	-
JAWAR WK	-	10 years	-	-	-
JAWAR WT	-	10 years	-	-	-
JAWAR DUOFLIX	10 years	10 years	5 years	2 years	-
JAWAR MONOFLIX	5 years	-	2 years	-	-
JAWAR SMOOTH**	10 years	-	5 years	2 years	-
JAWAR AERO**	-	-	5 years	2 years	-

\* Admitted to trading under national regulations

\*\* The warranty for painting the outer wall is two years

2. The guarantee covers resistance of the chimney pipes to **corrosion caused by exhaust gases and condensate**. The guarantee period begins with the date of purchase according to the invoice.
3. In case of damage occurring within the guarantee period because of improper manufacturing or technical defects, the producer (through representative) will ensure exchange or repair of the damaged products.

## § 2. Guarantee acknowledgement

1. For the confirmation of the guarantee claim, the following conditions must be met:
  - a) Lack of mechanical and transport damage was confirmed on delivery of the chimney elements;
  - b) Complete original chimney accessories were used during the chimney installation;
  - c) The chimney has been installed in accordance with the installation manual, the rules of construction and applicable legislation;
  - d) The chimney has been properly selected for the heating appliance and its way of operation;
  - e) The chimney has been connected to a heating appliance which is within the EU standards and in a proper technical condition;
  - f) The chimney has been commissioned by an authorized sweep;
  - g) The chimney was regularly cleaned in accordance with applicable provisions. In this case sweeping protocols should be presented;
  - h) The user is able to present the purchase receipt;
  - i) The boiler room has been designed and built according to applicable provisions (i.e. a proper air inlet and outlet to and from the boiler room has been ensured);
  - j) Only legal and certified fuels have been used.
  
2. Guarantee is valid for chimneys installed within the European Union and Norway.

## § 3. Exclusions of guarantee

1. The guarantee does not cover damages occurred as a result of:
  - a) Improper use of the chimney (way of operation);
  - b) **Improper fuel used** (different than those mentioned in the table in §1 point 1);
  - c) Sootfire;

- d) Exceeding the nominal working temperature;
  - e) Using the chimney in areas, where chlorine, hypochlorite, ammonium chloride, calcium chloride, ferric chloride, hydrochloric acid, hydrofluoric acid or sulfuric acid act;
  - f) Contact of the chimney with other metals, such as copper, non-stainless steel;
  - g) Improper installation or modification (ex. contact with mortar results in corrosion);
  - h) Using tools that are not suitable to be used with stainless steel;
  - i) Improper operation during transport and storage;
  - j) Firefighting action by the fire brigade;
  - k) Random events (earthquake, fire, flood, hurricane, etc.).
2. The guarantee does not cover direct or indirect costs associated with exchange or repair of the chimney elements, such as temporary disconnection of the heating appliance or temporary unusability of buildings during the chimney repairing.
3. The guarantee does not cover the destruction of chimney during a soot fire. The soot fire resistance mentioned in Declaration of Performance only means that the fire will not spread from the chimney flue to the building structure.

#### **§ 4. Complaint process**

1. The complaint should be reported to the chimney seller immediately after recognition of damage.
2. The complaint report should consist of the following:
  - a) Information about the type of damage and the address of chimney installation;
  - b) Photographic documentation for damage assessment;
  - c) Copy of purchase receipt;
  - d) Copy of commissioning by authorized sweep;
  - e) Copy of the last 3 sweeping protocols.

3. The time of complaint assessment is 14 days. The user will allow the producer (or his representative) inspection of documentation and the chimney itself, as well as inspection of the heating unit.
4. After a positive assessment of the complaint, the producer (or his representative) will repair the chimney within 14 days.
5. Exchange or repair of the chimney elements will be done by the producer or other entity working on his order.
6. Exchange or repairing of chimney elements according to the guarantee conditions does not mean that the guarantee period starts from the beginning.
7. In case of negative assessment of the complaint, the user will cover the costs of the chimney inspection done by the producer (his representative).