



## Limited Warranty

The Company warrants the product to be free from defects and workmanship for a period of ten years, excluding electric or electronic components or moving parts which are covered for one year.

The warranty commences from the date of supply by Duplus and is not transferrable.

If there is a defect with the product covered by the warranty, the company will repair or if repair is not possible, replace the component or product free of charge (including delivery and/or installation, if these options were taken with the original Order).

Replacement of components under the warranty does not affect the terms of the warranty.

The warranty claim must be made as soon as reasonable possible after the defect becomes apparent.

To report a warranty claim, please contact the Company's customer service department for a warranty claim form and then return with proof of purchase.

When the claim form has been validated, the company will send a technician to assess the claim and the company will meet all reasonable travel costs in main land United Kingdom incurred by its technicians to and from the destination where the product is located.

The warranty will not cover the cost of the Company's technicians and their travel expenses if there is no defect found with the product, this cost will be charged at the current daily rate.

In no event will the Company be liable for more than the amount of purchase price, not to exceed the current list price of the product, excluding tax and handling.

### Warranty Exclusions:

If the product was supplied on a supply only basis, then the warranty does not include for any associated costs for removing, replacing and reinstalling the product.

If the product was supplied and installed by the Company, the warranty covers the cost of reinstalling the product directly onto a prepared kerb assembly, but does not include for any associated costs for removing the existing product.

The warranty does not include for the disposal of the product or any associated materials.

The warranty does not include for any crane or lifting equipment required for the removal, replacing and reinstalling the product.

The warranty does not include for any plant, scaffold, equipment or health and safety requirements required for the removal, replacing and reinstalling the product, or replacing a component by the Company under the terms of the warranty.

The warranty does not include for any damages that result from the failure of the product. These damages excluded include, but not limited to the following: lost profits, lost savings, damage to other equipment, fittings and incidental or consequential damages arising from the use, or the inability to use the product.

The warranty does not cover any failure of the product due to theft, attempted theft, fire or explosion.

The warranty does not cover any failure of the product due to damage caused by misuse, abuse, unauthorised modification, incorrect usage or improper storage conditions.

The warranty does not cover any failure of the product due to lightning or natural disasters.

The warranty does not cover any failure of the product directly or indirectly caused by, or contributed, or arising from:- a) Impairment of the product's operation or performance as a result of local obstacles causing interference with the operation. b) Any loss caused by acts of war, terrorism, nuclear explosion, sonic boom or radioactivity. c) Any loss resulting from pressure waves caused by aircraft or other aerial devices. d) Any loss resulting from any item or substance falling onto the product. e) Glass breakages howsoever caused including glass breakage due to nickel sulphide inclusions.

The warranty does not cover any failure of the product directly or indirectly caused by:- a) Wear and tear or gradual deterioration. b) Any process of cleaning not done in accordance with the Company's general cleaning & maintenance instructions or c) Scratching or chipping and any damage resulting through lack of maintenance to the powder coated frame and components. d) Maintenance, overhaul, repair or attempted repair or modification or any loss or damage caused by them, where work is not carried out by the Company. e) Atmospheric or climatic conditions, moths, insects, birds, vermin or fungus.

The warranty will be void if the rooflight is not fixed in accordance with the Duplus Instructions and Maintenance Manual or to an upstand which projects above the finished surface of the roof by less than 150mm (as defined in BS6299:2003).



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