



GENERAL WARRANTY TERMS AND CONDITIONS FOR KRISPOL PRODUCTS

Dear Valued Customers and Partners!

Thank you for your trust and purchase of KRISPOL products. We make every effort to ensure that our products are manufactured to the highest quality standards. Just in case, if you find any reasons to complain, please read the warranty terms and conditions.

For the sake of continuous improvement of our offer, we encourage you to share your comments on KRISPOL products. For this purpose, we provide you with a special mailbox: product@krispol.eu. We look forward to your suggestions and comments.

The warranty provided in accordance with the following terms and conditions does not affect any legal remedies vested in the Purchaser under the contractual non-conformity liability legislation.

1. DEFINITIONS - the following terms shall have the following meanings in these warranty terms:

1.1. KRISPOL - KRISPOL limited liability company with its registered office in Września, registered in the Register of Entrepreneurs of the National Court Register under KRS number 0000159144.

1.2. User - a person who has purchased a KRISPOL product from an authorized Dealer.

1.3. Dealer - an entrepreneur operating outside Poland selling products offered by KRISPOL as part of its business activity and cooperating directly with KRISPOL.

1.4. KRISPOL products - products labelled with the KRISPOL brand and markings offered by KRISPOL: garage and industrial doors, grilles, roller shutters, blinds, PVC windows and aluminium joinery.

1.5. Instruction Manual - a document attached to the KRISPOL product, containing guidelines for proper use and installation.

1.6. Warranty Card - a document which, together with the proof of purchase issued by the Dealer, constitutes the basis for granting and handling the warranty.

1.7. Service Logbook - a document with guidelines intended to document service inspections.

1.8. Country of sale - the country in which the KRISPOL Product was purchased from the Dealer cooperating directly with KRISPOL and installed by the User.

2. WARRANTY PERIOD AND SUBJECT MATTER OF WARRANTY

2.1. KRISPOL provides a warranty for the proper functioning of KRISPOL Products for a period of 2 years from the date of sale shown on the proof of purchase (invoice or receipt), but not longer than for a period of 2 years and 6 months from the date of production indicated on the rating plate placed on the KRISPOL product, unless the warranty terms and conditions provide otherwise.

2.2. For home-use KRISPOL products, the Purchaser has the option to extend the warranty period to 5 (five) years, but for a period not longer than 5 years and 6 months from the date of production specified on the rating plate visible on the KRISPOL product, provided that the purchased KRISPOL product is subjected to a technical inspection in the second and each subsequent year. It is assumed that the performance of at least one technical inspection per year is necessary, however, if the product performs more than five cycles a day (one cycle is understood as opening and closing of the garage door/roller shutter), then a proportionally higher number of inspections is required.

2.3. For all glass (and glazing) elements KRISPOL provides a manufacturer's warranty for their proper functioning for a period of 2 years from the date of sale visible on the proof of purchase (invoice or receipt), but not longer than for a period of 2 years and 6 months from the date of production indicated on the rating plate placed on the KRISPOL product, unless the warranty terms and conditions provide otherwise.

2.4. The warranty does not cover automation. Automation may be covered by a separate warranty.

2.5. The warranty is valid provided that the User fulfils the obligations set out in the Warranty Conditions, including in particular the performance of the required inspections. In the event of a breach of any obligations and rules of the Warranty Terms and Conditions by the User of, KRISPOL has the right to refuse performing warranty services.

3. USER'S RESPONSIBILITIES

3.1. The User of the home-used product is obliged to carry out a technical inspection of the purchased KRISPOL Product at least once a year. If the KRISPOL Product performs more than five cycles a day (one cycle means by opening and closing of the garage door/roller shutter/window), then a proportionally higher number of inspections is required in a given period.

3.2. The User of a product used for public or industrial purposes is obliged to carry out a technical inspection of the purchased KRISPOL Product at least once every 6 months, and in more demanding environments (e.g. car wash) once every 3 months. If the KRISPOL Product performs more than ten cycles a day (one cycle means as opening and closing of the garage door/roller shutter/window), then a proportionally higher number of inspections is required in a given period.

3.3. The technical inspection must consist of a detailed inspection of the KRISPOL Product, be recorded in in the Service Logbook and confirmed with the stamp and signature of the person performing the inspection. The technical inspection must be carried out by an authorized Dealer, in accordance with clause 5.2 of the warranty conditions.

3.4. Any costs related to periodic technical inspections, as well as the costs resulting from the natural wear and tear of the KRISPOL product, shall be fully covered by the User and evidenced by a receipt or invoice kept for future use.

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4. REPORTING DEFECTS AND HANDLING WARRANTIES

- 4.1.** The warranty is executed only through the Dealer at whom the User purchased KRISPOL products.
- 4.2.** Any defects covered by the warranty revealed during the warranty period must be reported in writing to the Dealer no later than within 7 days of their occurrence; the Dealer forwards the warranty notification to KRISPOL and mediates in its implementation.
- 4.3.** A warranty claim for KRISPOL products is valid only with a proof of purchase, a properly filled Warranty Card and a completed Service Logbook along with proof of payment for the inspections carried out.
- 4.4.** It is the responsibility of the User to support the Dealer in collecting any data necessary to complete the warranty process and provide access to the product covered by the warranty.
- 4.5.** KRISPOL company standards constitute the primary basis for considering the warranty claim; they specify permissible quality deviations for specific products and assessment criteria binding for the User. The company standards are available on the KRISPOL website, and links to them can be found on the order confirmation.
- 4.6.** In the event of a positive acceptance of the warranty claim by KRISPOL, the User has the right to have the defect removed free of charge within 30 working days (except when this period is extended due to technological, production or other objective reasons) by:
- 4.6.1.** having the KRISPOL product repaired,
 - 4.6.2.** having the KRISPOL product replaced with a defect-free one if the removal of defect it is impossible.
- 4.7.** The manner and form of processing the warranty claim is determined by KRISPOL. Elements of the KRISPOL product replaced in the course of warranty repairs become the property of KRISPOL.
- 4.8.** In connection with the warranty claim, the warranty period is not interrupted, suspended or renewed. If the warranty claim is accepted, the warranty period is extended by the time from the notification to the restoration of the KRISPOL product functionality, provided that the User was unable to use the KRISPOL Product during this time. The warranty for KRISPOL products replaced with new ones or for which significant repairs have been made is renewed.
- 4.9.** The information clause concerning the rules for the processing of personal data as part of the warranty process and the rights vested in can be found at www.krispol.eu

5. REQUIREMENTS, EXCLUSIONS AND DISCLAIMERS

- 5.1.** The warranty is valid only in the Country of sale. The warranty does not cover KRISPOL Products purchased in a country other than the country of installation or purchased from sources other than Dealers within the meaning of these warranty conditions.
- 5.2.** Installation of KRISPOL Products and their technical inspections must be carried out by specialized, trained and licensed assembly teams cooperating with KRISPOL. The list of Dealers cooperating with KRISPOL can be found at www.krispol.eu
- 5.3.** KRISPOL products should be stored in a clean and dry room, avoiding sunlight and sources of heat, for example, by radiators.
- 5.4.** Stored KRISPOL products should be protected against mechanical damage, and individual originally secured packages/elements should lie flat on a level and smooth surface.
- 5.5.** The warranty shall be void in the following cases:
- 5.5.1.** products improperly selected in regard to the conditions of its operation or installation,
 - 5.5.2.** tempering with the construction of the product,
 - 5.5.3.** nameplates and other KRISPOL markings removed from the KRISPOL Product,
 - 5.5.4.** improper assembly or repair or improper transport or storage,
 - 5.5.5.** use of non-original spare parts,
 - 5.5.6.** installation of the KRISPOL Product at a distance less than 500 m from the shoreline,
 - 5.5.7.** occurrence of a tarnish consisting of zinc oxide or hydroxide on galvanized elements, resulting from long-term storage or operation in moisture conditions,
 - 5.5.8.** natural wear and tear due to the operation or material properties, e.g. fuses, batteries, gaskets, springs, rollers, hinges, cables, tapes, steel cables, damage to paint coatings, hangers of roller doors or roller shutters, light bulbs, batteries, etc.,
 - 5.5.9.** mechanical damage caused by impacts, knock overs, cracks during assembly or use,
 - 5.5.10.** operation inconsistent with the intended use of the KRISPOL Product or the Instructions Manual and in the event of improper maintenance or failure to keep the KRISPOL Product clean,
 - 5.5.11.** thermal damage to the glass and natural defects of the glass the glass manufacturer's company standards and generally applicable technological and quality standards, including the European standard EN1279:2018,
 - 5.5.12.** damage caused by extreme natural phenomena, contact with aggressive environments or external factors such as salts, alkalis and acids,
 - 5.5.13.** exposure of the product to temperatures lower than -25°C and higher than +55°C,
 - 5.5.14.** interference in the operation of the control device caused by a strong electromagnetic field from other devices.
- 5.6.** Warranty claims may only relate to damage to the KRISPOL Product itself. In particular, the warranty does not cover any indirect or consequential damages related to the loss of the ability to use the KRISPOL Product.
- 5.7.** Any costs incurred by KRISPOL in connection with the implementation of the product warranty may not exceed the value of the product itself. In such a situation, KRISPOL has the right to refuse to handle the guarantee.

Września, 01.07.2025

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WARRANTY TERMS AND CONDITIONS FOR AUTOMATION SYSTEMS

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The warranty provided in accordance with the following terms and conditions does not affect any legal remedies vested in the Purchaser under the contractual non-conformity liability legislation.

1. DEFINITIONS - In these Warranty Terms and Conditions for Automation Systems, the following terms shall have the following meanings:

- 1.1. KRISPOL** – a limited liability company with its registered office in Września, registered in the Register of Entrepreneurs of the National Court Register under KRS number 0000159144.
- 1.2. User** – a person who has purchased a KRISPOL product from an authorized Dealer.
- 1.3. Vendor** – an entrepreneur operating outside Poland, selling KRISPOL's products in direct cooperation with KRISPOL as part of its business activity.
- 1.4. Products** – automation products intended for garage and industrial doors, grilles and roller shutters purchased at KRISPOL.
- 1.5. Instruction Manual** – a document attached to the KRISPOL product, containing guidelines for proper use and installation.
- 1.6. Warranty Card** – a document which, together with the proof of purchase issued by the Dealer, constitutes the basis for granting and handling the warranty.
- 1.7. Country of sale** – the country in which the KRISPOL Product was purchased from the Dealer cooperating directly with KRISPOL and installed by the User.

2. WARRANTY PERIOD AND SUBJECT MATTER

- 2.1.** KRISPOL provides a manufacturer's warranty for the proper functioning of products purchased from KRISPOL for a period of 2 (two) years from the date of sale of the product shown on the proof of purchase (invoice or receipt), but for a period not longer than 2.5 (two and a half) years from the date of production specified on the rating plate shown on the product purchased from KRISPOL, provided that the obligation described in section 3.1 is met.
- 2.2.** The warranty covers automation systems for garage doors, industrial doors, windows, doors and roller shutters purchased from KRISPOL.

3. USER'S RESPONSIBILITIES

- 3.1.** The User of product is obliged to carry out a technical inspection of the purchased Product at least once a year. If the Product performs more than five cycles a day (one cycle means by opening and closing of the garage door/roller), then a proportionally higher number of inspections is required in a given period.
- 3.2.** For the product performing more than five cycles a day (one cycle is the opening and closing of the garage or industrial/roller), the User is obliged to subject the purchased automation system to a technical inspection at least once every 6 months.
- 3.3.** Such a technical inspection consists of a detailed inspection of the product and filling in the Report Book included in the Manual to be confirmed with a stamp and signature by a person performing the inspection.
- 3.4.** Any costs associated with periodic technical inspections, as well as any incurred costs resulting from the natural wear and tear of the product, are fully covered by the User. The Vendor is obliged to issue an invoice for the services rendered each time.

4. NOTIFICATIONS AND REDEMPTION OF WARRANTIES

- 4.1.** The warranty is provided through the Vendor that sold the products.
- 4.2.** Any defects covered by the warranty revealed during the warranty period must be claimed in writing to the Vendor no later than within 7 days of their occurrence. The Vendor forwards the warranty notification to KRISPOL and mediates in its execution.
- 4.3.** The warranty claim is only valid with proof of purchase, invoice(s) for inspection(s), correctly filled in Warranty Card and Report Book from the Manual.

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- 4.4.** It is the responsibility of the User to provide the Vendor with any data necessary to handle the warranty process and to provide access to the product covered by the warranty.
- 4.5.** If KRISPOL approves the warranty claim, the Buyer has the right to a free, timely (no longer than 30 working days) and careful removal of the defect in one of the following forms:
- 4.5.1.** repair of a product purchased,
 - 4.5.2.** replacement of the product with a defect-free one if the defect cannot be removed.
- 4.6.** The manner and form of processing the warranty request is determined by KRISPOL. Parts of the product replaced in the course of warranty repairs become the property of KRISPOL.
- 4.7.** In connection with the warranty claim, the warranty period is not interrupted, suspended or renewed. If the warranty claim is accepted, the warranty period is extended by the time from the notification to the restoration of the KRISPOL product functionality, provided that the User was unable to use the KRISPOL Product during this time. The warranty for KRISPOL products replaced with new ones or for which significant repairs have been made is renewed.
- 4.8.** The information clause concerning the rules for the processing of personal data as part of the warranty process and the rights vested in can be found at www.krispol.eu

5. EXCLUSIONS AND DISCLAIMERS

- 5.1.** The warranty is valid only in the Country of sale. The warranty does not cover Products purchased in a country other than the country of installation or purchased from sources other than Dealers within the meaning of these warranty conditions.
- 5.2.** Installation of Products and their technical inspections must be carried out by specialized, trained and licensed assembly teams cooperating with KRISPOL. The list of Dealers cooperating with KRISPOL can be found at www.krispol.eu
- 5.3.** Products should be stored in a clean and dry room, avoiding sunlight and sources of heat, for example, by radiators.
- 5.4.** Stored products should be protected against mechanical damage, and individual originally secured packages/elements should lie flat on a level and smooth surface.
- 5.5.** The warranty shall be void in the following cases:
- 5.5.1.** products improperly selected in regard to the conditions of its operation or installation,
 - 5.5.2.** tempering with the construction of the product,
 - 5.5.3.** nameplates and other markings removed from the Product,
 - 5.5.4.** improper assembly or repair or improper transport or storage,
 - 5.5.5.** use of non-original spare parts,
 - 5.5.6.** installation of the Product at a distance less than 500 m from the shoreline,
 - 5.5.7.** occurrence of a tarnish consisting of zinc oxide or hydroxide on galvanized elements, resulting from long-term storage or operation in moisture conditions,
 - 5.5.8.** natural wear and tear due to the operation or material properties, e.g. fuses, batteries, gaskets, springs, rollers, hinges, cables, tapes, steel cables, damage to paint coatings, hangers of roller doors or roller shutters, light bulbs, batteries, etc.,
 - 5.5.9.** mechanical damage caused by impacts, knock overs, cracks during assembly or use,
 - 5.5.10.** operation inconsistent with the intended use of the Product or the Instructions Manual and in the event of improper maintenance or failure to keep the Product clean,
 - 5.5.11.** damage caused by extreme natural phenomena, contact with aggressive environments or external factors such as salts, alkalis and acids,
 - 5.5.12.** exposure of the product to temperatures lower than -25°C and higher than +55°C,
 - 5.5.13.** interference in the operation of the control device caused by a strong electromagnetic field from other devices.
- 5.6.** Warranty claims may only relate to damage to the Product itself. In particular, the warranty does not cover any indirect or consequential damages related to the loss of the ability to use the Product.
- 5.7.** Any costs incurred by KRISPOL in connection with the implementation of the product warranty may not exceed the value of the product itself. In such a situation, KRISPOL has the right to refuse to handle the guarantee.

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