Dear customer,

Thank you for purchasing these Winsol screens and the trust you have placed in the Winsol brand by making this purchase.

You will enjoy using your screens for many years.

However, should the device develop a fault, we will be pleased to help you at any of our sales outlets or through our service organisation.

We hope you enjoy your purchase.

Important: please keep the purchase receipt or proof of payment along with this warranty certificate and the invoice.

Winsol nv

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Warranty conditions

In addition to the legal warranty rights of the buyer vis-à-vis the seller - and without limiting these rights - Winsol nv guarantees the buyer the following with regard to SolScreen, SolFix and SolarFix screens:

A. Subject of the warranty

Winsol nv guarantees that its vertical blinds and awnings comply with the technical product requirements and standards applicable in the country in which they are marketed. This warranty is subject to the condition that the installation was done in accordance with the applicable rules of good workmanship by authorised registered (Winsol) installers and/or the product was used as prescribed in the user manual, assembly instructions, maintenance instructions or any other documentation intended for the customer.

This warranty certificate is valid for the following products:

- SolarFix 90 RE
- SolarFix 110 RE
- SolFix 90 RE
- SolFix 110 RE
- SolFix 125 RE
- SolFix 110 AR
- SolFix 150 AR
- SolFix 110 IN
- SolFix 124 IN
- SolScreen 60 AR
- SolScreen 73 AR
- SolScreen 85 AR
- SolScreen 125 AR

B. Warranty period

The warranty period for a correctly installed, normally used and as prescribed maintained SolScreen, SolFix or SolarFix screen is:

1. 5 years for the structure and fabric of the blinds and awnings and the parts manufactured by Winsol, unless otherwise specified below:

2. If the warranty period of the screen parts supplied by an external supplier differs from the warranty period of 5 years specified by Winsol, the warranty period of the external supplier shall apply:

    - 5 years on the motors or the turning mechanism operating the screens against operational defects caused by a manufacturing or material fault.

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- 5 years on the transmitters and sensors that can automatically control motorised screens, with the exception of the button cell and A-AA-AAA batteries, which are not covered by the warranty.

- 5 years on the battery, photovoltaic cells and motor with which SolarFix screens are equipped.
- 5 years on the screen fabrics for colour fastness, with the exception of fabrics for video projection and screen fabrics equipped with a transparent Cristal PVC window. The latter 2 are covered by a 2-year warranty period.

- 7-year warranty on the adhesion of the zip to the fabric and 7 years on the zip to remain in the zip channel. If the fabric is placed further than 30 cm from a window, there is a 5-year warranty for the adhesion of the zip and for the zip remaining in the zip channel.

- 5-year warranty on all moving parts (mechanism, cardan shaft, axle prop, etc.) against operating defects caused by a manufacturing or material fault.

- 5-year warranty on the paintwork and the anodisation against the following defects:
  - peeling, flaking and blistering
  - corrosion, including filiform corrosion
  - chalking, discolouration and loss of gloss in excess of the specified margins in accordance with Qualicoat and Qualanod standards.
  - If painted profiles are installed in a marine climate (<10 km from the coast), in industrial zones or in highly aggressive environments (chlorinated swimming pools, air-polluting industries, etc.), the guarantee is limited to 2 years and is only applicable if the special maintenance instructions have been strictly observed.
  - The above 2-year warranty limitation can be extended if the profiles have been pre-anodised. In which case, a 5-year warranty also applies.
  - Because anodisation is a complex operation, colour differences and irregularities may occur. These are therefore not covered by the warranty.

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C. Start/application of the warranty

1. The warranty period starts for the private customer, the professional seller and/or installer on the invoice date stated on the sales invoice.

2. The warranty on the products shall apply only if the invoices have been paid in full and subject to normal household use and maintenance, as described in the user manual and maintenance instructions.

3. The warranty period shall not be extended, either automatically or on request, as a result work carried out under the warranty or replacement deliveries.

D. Warranty conditions

The warranty is only valid provided the following conditions are met. If any of these conditions are not met, all claims under the warranty shall become null and void.

1. The device must have been purchased from an authorised Winsol retailer or from a Winsol sales point.

2. The installation of the SolScreen, SolFix or SolarFix screens must have been done by an installer certified by Winsol.

3. Payment to Winsol must have been made in full.

4. If an online transfer protocol was not completed, the original warranty certificate or purchase invoice must be presented at Winsol's request.

The individual who makes the claim must prove that all the warranty conditions have been met.

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Subject of the warranty and screen functions

1. SolarFix screens are vertical blinds and awnings with solar cells, built-in battery and low voltage motor and do not require connection to mains voltage. The SolarFix screen fabrics are equipped with a zip system for higher wind resilience.

2. SolFix screens are vertical blinds and awnings with a manual crank control or a high voltage motor connected to the 230V network. The SolFix screen fabrics are equipped with a zip system for higher wind resilience.

3. SolScreens are vertical blinds and awnings with a manual crank control or a high voltage motor connected to the 230V network. SolScreen fabrics are not equipped with a zip system and are therefore less suitable for higher wind speeds.

E. Content and scope of the warranty

1. Winsol is highly committed to the quality of its screens and endeavours to repair defects due to manufacturing faults within a reasonable period of time, during and after the warranty period.

2. In the event of sale and installation by third parties such as independent Winsol partners and distributors: during the warranty period, the warranty covers the shipping of the parts to be repaired or replaced free of charge if the problem identified is acknowledged by the Winsol complaints department as a manufacturing defect. The warranty does not cover assembly, transport costs or any hourly wages.

3. In the event of sale and installation by Winsol employees: during the first year of the warranty period, the warranty covers the replacement of the parts to be repaired or replaced free of charge if the problem identified is acknowledged by the Winsol complaints department as a manufacturing defect. During the second year of the warranty period, the warranty covers the shipping of the parts to be repaired or replaced free of charge if the problem identified is acknowledged by the Winsol complaints department as a manufacturing defect. Assembly, transport costs and hourly wages are not covered by the warranty as of this second year.

4. Repairs carried out during the warranty period do not confer any further right to compensation from Winsol for direct or indirect damage, loss or loss of margin.

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5. Replaced parts or motors must be returned to the Winsol quality department for further examination at the request of Winsol and shall become the property of Winsol by operation of law.

6. A repair carried out during the warranty period shall not lead to an extension of the original warranty period, neither for the blinds and awnings nor for the repaired or replaced part.

7. Winsol reserves the right to request the corresponding purchase invoice from the customer.

F. Warranty limitation

The warranty does not cover damage, defects and malfunctions due to:

1. Incorrect installation or operation, e.g. by not observing the applicable safety regulations or the instructions in the user, installation and assembly manual.

2. Improper use or flagrant misuse, such as incorrect operating, unsafe use, use in freezing weather, non-prescribed adjustments or excessive loading of the blinds and awnings or parts thereof.

3. Use of the screen during excessive wind speeds. The maximum permitted wind speed per type in accordance with the European CE Standard 13561 is specified in the conditions of use and maintenance instructions and varies according to the fabric surface, the type of screen fabric and the location. A stand-alone mounted screen does not attain the same high wind classification as a screen mounted in front of a glass window or door. A stand-alone screen is a screen of which the fabric is at least 30 cm from the window.

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MOUNTED IN FRONT OF A WINDOW

CE winsol

Conformité Européenne – CE-conformiteit

Naam/nom: Winsol nv/sa

Norm/Norme: EN 13561

Product/Produit: SolarFix RE 90 screen
SolarFix RE 110 screen

Windklasse gemonteerd voor een venster: 3 of 1
Classe au vent en combinaison avec fenêtre: 3 ou 1

- 3 met Sergé 600 / Sergé 1% / Sergé 10% / Soltis 86-88-92 doek
- 3 avec toile Sergé 600 / Sergé 1% / Sergé 10% / Soltis 86-88-92
- 1 met verduisterend Sergé Lunar Opaak / Soltis B92 / STAM 6002 doek
- 1 avec toile Sergé Lunar Opaque / Soltis B92 Opaque / STAM 6002

CE winsol

Conformité Européenne – CE-conformiteit

Naam/nom: Winsol nv/sa

Norm/Norme: EN 13561

Product/Produit: SolFix 90/110/125 RE screen
SolFix 110/150 AR screen
SolFix 110/124 IN screen

Windklasse gemonteerd voor een venster: 3 of 1
Classe au vent en combinaison avec fenêtre: 3 ou 1

- 3 met Sergé 600 / Sergé 1% / Sergé 10% / Soltis 86-88-92 doek
- 3 avec toile Sergé 600 / Sergé 1% / Sergé 10% / Soltis 86-88-92
- 1 met verduisterend Sergé Lunar Opaak / Soltis B92 / STAM 6002 doek
- 1 avec toile Sergé Lunar Opaque / Soltis B92 Opaque / STAM 6002

CE winsol

Conformité Européenne – CE-conformiteit

Naam/nom: Winsol nv/sa

Norm/Norme: EN 13561

Product/Produit: SolScreen 60/73 AR
SolScreen 85/125 AR

Windklasse gemonteerd voor een venster: 3 of 1
Classe au vent en combinaison avec fenêtre: 3 ou 1

- 3 met Sergé 600 / Sergé 1% / Sergé 10% / Soltis 86-88-92 doek
- 3 avec toile Sergé 600 / Sergé 1% / Sergé 10% / Soltis 86-88-92
- 1 met verduisterend Sergé Lunar Opaak / Soltis B92 / STAM 6002 doek
- 1 avec toile Sergé Lunar Opaque / Soltis B92 Opaque / STAM 6002

STAND-ALONE VERSION
NOT MOUNTED IN FRONT OF A WINDOW

CE winsol

Conformité Européenne – CE-conformiteit

Naam/nom: Winsol nv/sa

Norm/Norme: EN 13561

Product/Produit: SolarFix RE 90 screen
SolarFix RE 110 screen

Windklasse vrijstaand gemonteerd (niet voor een venster): 3 of 1
Classe au vent en pose libre (pas en combinaison avec fenêtre): 3 ou 1

- 3 met Sergé 600 / Sergé 1% / Sergé 10% / Soltis 86-88-92 doek
- 3 avec toile Sergé 600 / Sergé 1% / Sergé 10% / Soltis
- 1 met verduisterend Sergé Lunar Opaak / Soltis B92 / STAM 6002 doek
- 1 avec toile Sergé Lunar Opaque / Soltis B92 Opaque / STAM 6002

CE winsol

Conformité Européenne – CE-conformiteit

Naam/nom: Winsol nv/sa

Norm/Norme: EN 13561

Product/Produit: SolFix 90/110/125 RE screen
SolFix 110/150 AR screen
SolFix 110/124 IN screen

Windklasse vrijstaand gemonteerd (niet voor een venster): 3 of 2 of 1
Classe au vent en pose libre (pas en combinaison avec fenêtre): 3 ou 2 ou 1

- 3 met Sergé 600 / Sergé 1% / Sergé 10% / Soltis 86-88-92 doek
- 3 avec toile Sergé 600 / Sergé 1% / Sergé 10% / Soltis 86-88-92
- 1 met verduisterend Sergé Lunar Opaak / Soltis B92 / STAM 6002 doek
- 1 avec toile Sergé Lunar Opaque / Soltis B92 Opaque / STAM 6002
- 1 met Sergé 600 doek met Cristal pvc venster
- 1 avec toile Sergé 600 avec fenêtre en pvc Cristal

CE winsol

Conformité Européenne – CE-conformiteit

Naam/nom: Winsol nv/sa

Norm/Norme: EN 13561

Product/Produit: SolScreen 60/73 AR
SolScreen 85/125 AR

Windklasse vrijstaand gemonteerd (niet voor een venster): 2 of 1
Classe au vent en pose libre (pas en combinaison avec fenêtre): 2 ou 1

- 2 met Sergé 600 / Sergé 1% / Sergé 10% / Soltis 86-88-92 doek
- 2 avec toile Sergé 600 / Sergé 1% / Sergé 10% / Soltis 86-88-92
- 1 met verduisterend Sergé Lunar Opaak / Soltis B92 / STAM 6002 doek
- 1 avec toile Sergé Lunar Opaque / Soltis B92 Opaque / STAM 6002

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4. Screen fabrics damaged or detached from the zip due to non-compliance with the maximum wind resilience, even if a wind sensor is installed.

5. Failure to observe maintenance instructions, periodically prescribed cleaning activities and failure to implement replacements or repairs as part of product improvement activities.

6. Repairs and adjustments carried out by service organisations or installers who have not been trained and authorised by Winsol for this work, as well as the use of non-original Winsol parts and accessories not released by Winsol.

7. Transport, incorrect storage or damage due to mechanical jolts or falls.

8. Screens produced outside the maximum dimensions specified in the technical documents.

9. Installations in an aggressive environment with high salinity (<10 km from the coast) or in an industrial region with emissions of corrosive products for which the cleaning and maintenance frequency specified in the maintenance regulations was not observed.

10. Current and voltage fluctuations that are 5% outside the tolerance range specified by Winsol.

11. Glass breakage due to uneven shading of a glazed area.

12. Use of insufficient or weak fixings on walls or windows.

13. Problems with incompatibility of the screen motor and the communication protocol for building automation and/or home automation.

14. If several systems are used next to each other, the screens may roll up and down at different speeds.

15. Exposure to extreme atmospheric conditions such as storm, lightning, hail, fire, whirlwinds and hurricanes.

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16. Creasing and wrinkling in the screen fabrics or in Cristal PVC windows in screen fabrics. These are part of the normal ageing process. Slight yellowing, bluish discolouration, blue lines, scratches and matting are also part of the normal ageing process.

17. Small colour nuances in the screen fabric. Despite the use of mass-coloured fibres, blinds and awnings fabric may fade slightly under the influence of visible and UV-light, depending on the selected colour shades and designs. When assessing these normal ageing processes, Winsol also adheres to the standards laid down in the publication "Guidelines for the assessment of manufactured solar shading fabrics", issued by ES-SO (Europe), VEROZO (Belgium), Romazo (the Netherlands), SNFPSA (France) and BKTex (Germany). Winsol also follows the above-mentioned publications when it comes to assessing small colour nuances and very minor blemishes.

18. Ripples, chevrons and creases in the screen fabric. Screen fabrics are flexible materials that are continually rolled up and down. This can lead to ripples, chevrons or creases. When assessing these normal ageing processes, Winsol adheres to the standards laid down in the publication "Guidelines for the assessment of manufactured solar protection fabrics", issued by ES-SO (Europe), VEROZO (Belgium), Romazo (the Netherlands), SNFPSA (France) and BKTex (Germany).

19. Discolouration, marks and odours on screen fabrics due to bird droppings or screen fabrics that have been rolled up for too long (>24 hours) when wet.

20. Normal wear and tear or ageing.

21. Specifically when delivered and installed by our services:
    - General guarantee, including spare parts, transport and wages, on all defects reported up to the date of provisional acceptance of the work (limited to a maximum of one year from placement of outdoor joinery), excluding visible damage that has not been reported within eight days of placement or for damage caused by third parties.
    - The customer is expected to report all faulty parts so that they can all be repaired during the same action. If the customer later reports additional defects, which were known before the first action, then these additional actions will be charged according to the applicable rate. Winsol nv reserves the right to claim the estimated costs for this action before the actual implementation.
    - If the repair or replacement also necessitates damage to the periphery of the vertical blinds and awnings (such as the front brickwork, plastering, painting, etc.), the repair of this damage does NOT fall under our warranty conditions.

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- Damage caused by third parties or the malfunctioning of the vertical blinds and awnings as a result of construction faults by third parties are not covered by the warranty conditions. In this case, the repair/adjustment will take place under supervision.

H. End of the warranty

All claims for defects shall lapse upon expiry of the contractual warranty period.

I. Data protection

Your personal data will be used exclusively to process your order and to handle warranty claims, in compliance with the Data Protection Act.

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