

WARRANTY CERTIFICATE NOVATIK ROOFING SYSTEMS

valid only for the product mentioned in the DECLARATION OF PERFORMANCE and only accompanied by it

NOVATIK SRL, as a manufacturer, ensures the beneficiary, by this certificate, that Novatik® NATURA – stone chip coated metal roof tiles used as roof coverings will remain weather resistant (will not be perforated by corrosion) for the period of 60 years, and the surface coating will not be delaminate (the acrylic resin along with the stone chips will not peel off from the metal substrate) for the period of 30 years.

I. WARRANTY CONDITIONS

The warranty shall cover products purchased from NOVATIK SRL or one of its authorized distributors. The warranty shall only apply only if the Buyer has fully paid the tiles's value and thereafter will extend to subsequent owners of the property.

A written notice of change of ownership of the roof must be sent by the subsequent owner, within 15 days from change of ownership, by registered e-mail to Novatik SRL at its' address: office@novatik.ro.

The warranty shall only apply in respect of claims arising as a direct result of a manufacturing nonconformity in normal operation of the product and it doesn't apply in any of the following situations:

1. If scratches or stains appeared on the surface of the product or has undergone deformation due to transportation, handling, storage or maintenance both before and after installation. The products are not covered by warranty if they have not been transported and stored on rigid platforms, in places away from moisture and direct sunlight, being covered with protection foil on the outside.

2. The warranty will not apply to nonconformity that occur as a result of damage caused by the roof traffic by the Beneficiary or any other person or nonconformity that is caused by structural deficiencies in which the tiles are installed.

3. The inclination (slope) of the roof on which the stone chip coated metal roof tiles are installed is less than:

Novatik NATURA CLASSIC: 12°

Novatik NATURA SLATE, Novatik NATURA WOOD, Novatik NATURA ROMAN, Novatik NATURA STONE: 16°

4. Products have been exposed to highly corrosive environments or affected by chemically or biologically (e.g. atmosphere with a high content of ammonia, prolonged contact with water and/or substances or corrosive materials: smoke, ash, chemicals, soil, fertilizers, high salt concentration, bird droppings, copper, mortar, paint, wet timber, iron or other metals, etc.), at long extreme temperatures or under strong solar radiation.

5. The product has been cut with an abrasive disc or cutting tools that can cause excessive local heating.

6. The defects have been caused by an incorrect installation without following the manufacturer's instructions or the installation was not carried out by a company specialized in such work.

7. The product has suffered damages caused by extreme weather phenomena (e.g. storm, hail, snow pressure, etc.), natural disasters, fire, accident or vandalism, or any other case of force majeure or forced case.

8. In case that changes of shade occurred in conditions of high humidity (period in which the product is covered by water and period until complete drying).

9. Bending operations of the product have been performed at an operating temperature of less than +5°C, or installing has been performed in extremely humidity conditions.

10. Delamination has occurred (the acrylic resin along with the stone chips coated detached from the metal substrate) on an area smaller than 10% of the total surface of the purchased panels.

11. Installing leftovers (chips, metal shavings, scrap metal, screws, rivets, etc.) has not been removed from the surface of the roof.

12. The roof was not inspected, maintained, and periodically cleaned of any deposits that are not normally entirely washed away by rainwater (dust, dirt, moss, lichens).

13. It's been used other roof parts/accessories than those provided by NOVATIK SRL (e.g. non-anti-corrosion protected nails). The warranty does not apply if the tiles are removed from the building to which they were fitted and installed on another building. This warranty covers strictly the tiles installed on the property, not other parts supplied by the manufacturer as part of the roof (e.g. plastic parts, fasteners, etc.)

II. WARRANTY REQUEST

In order to benefit from the provisions of this Warranty Certificate, the Purchaser must submit to NOVATIK SRL (service center) at the address indicated in the preamble of this certificate:

1. A written complaint, which must include: the name, address and phone number of the owner and details regarding the nature of the defect and the date of its finding;

2. Documents certifying the purchase of the products (original purchase invoice), as well as supporting documents attesting the installation has been carried out within a maximum of 16 weeks from the date of purchase of the stone chip coated metal roof tiles;

3. The original Declaration Of Performance and Warranty Certificate.

In the absence of any of the above mentioned documents, this certificate shall become invalid and the claim shall be rejected.

III. WARRANTY VALORIZATION

1. Any claim arising from this certificate shall be examined by the manufacturer and the beneficiary shall allow the representatives of the manufacturer access to the products which are the subject of the complaint. The complaint shall be analyzed no later than 15 days after the date on which the buyer informed the seller on the product nonconformity.

2. If the complaint has been accepted by the manufacturer, the manufacturer shall bring the product into conformity and support the costs of installing and dismantling of the product concerned.

3. The manufacturer is not responsible for any losses directly or indirectly resulting from any of the above conditions or as a result of the failure to observe the manufacturer's recommendations

4. TECHNICAL WARRANTY (weatherproof):

If any stone chip coated metal roof tile ("panel"), manufactured before the date of this warranty and installed to the Purchaser's property, will not remain weatherproof (meaning it will be perforated by corrosion) for the period of 60 years from the date of invoicing of the products then the manufacturer undertakes, at its choice, either to repair or to replace that tile ("panel").

5. AESTHETIC WARRANTY (stone chip coating):

If during the period of 30 years, from date of invoicing of the products, the surface coating of stone chip coated of the metal tile is delaminating (acrylic resin along with stone chips has detached from the metal substrate), the appearance of the roof is visibly affected (in the reasonable opinion of the manufacturer), then the Manufacturer is obligated either to repair, or to replace the tile, or to apply the surface's coating to the affected tile. The granulated coating area is subject to natural aging of materials, which can accumulate dust particles and limestone, which can lead to a reduction in color intensity. The Manufacturer obligation under this aesthetic warranty is limited to the full cost of repair or replacement in respect of claims made.

6. Replacement, repair, or refinishing of products does not imply an extension of the warranty period.

7. In the case of a lack of conformity, the consumer shall have at his disposal all the rights conferred to the consumer by law, as well as the right to demand the manufacturer, first of all, to repair the product or he has the right to demand the replacement of the product, in each case without any payment, except where the measure is impossible or disproportionate.

8. The warranty by repair shall be granted in accordance the warranty period, if the installation and maintenance of the product have been carried out by specialized persons/companies, in such a way that during installation and/or maintenance the product has not suffered any deterioration that could prevent it from functioning properly for its technical purpose.

9. The warranty by replacement covers any failure of material or manufacture fault which appears during the warranty period. The costs of replacement or repair during the warranty period shall be borne by the manufacturer.

10. The rights conferred to the consumer by law are not affected by the warranty (commercial, contractual) provided by the economic operator.

11. No duplicate shall be granted in the event of loss of the original of the warranty certificate.

12. Stone chip coated metal roof tiles Novatik NATURA CLASSIC, Novatik NATURA SLATE, Novatik NATURA WOOD, Novatik NATURA ROMAN and Novatik NATURA STONE, manufactured by NOVATIK SRL are marked on the bottom with the date of manufacture.

By signing this certificate, the purchaser express his consent as regards the mentions contained in this act and states that he took over the product in good condition, he understood the obligations incumbent upon him in order to benefit from the warranty granted by the manufacturer in accordance with the legislation in force.

MAINTENANCE OF THE ROOF

1. You should not walk on your tiles unless absolutely necessary. To avoid denting or other damage to your tiles you should, if you have occasion to walk on them, wear soft soled shoes and place your feet on the lowest point of each tile at the front edge.

2. In certain locations, due to humidity or the proximity of trees or shrubs, lichen and moss may grow on your tiles. If left unchecked this may damage the surface coating. The manufacturer recommends any such growth is removed by spraying. Consult your local distributor to ascertain the suitability of any cleaning material you wish to apply to your tiles.

The company recommends that you remove vegetation by spraying special substances. Contact your local dealer to check which cleaning products are suitable for your roof type.

3. During the first months of operation, the separation of a certain amount of rock granules is a normal phenomenon that does not affect the good operation of the product and is caused by handling, transport and assembly.

SC NOVATIK SRL

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Fax: +40 244 260 145

Email: office@novatik.ro

Invoice no. / date of acquisition: _____

DISTRIBUTOR/SELLER:

Final beneficiary: _____ Phone: _____

Address where roof is installed: _____

Invoice no. / date of acquisition: _____

Date of delivery: _____

Novatik NATURA profile: _____

Signature: _____

Signature
and
stamp