

Manufacturer's Warranty (Bottega del ferro) Lucernario Products

Thank you for purchasing your Lucernario product.

Bottega del ferro is the manufacturer and Techcomlight is the distributor for the Benelux, the United Kingdom, Poland, Germany, France and Ireland.

We pride ourselves on the quality of our products. If an end user experiences a problem with the Lucernario product, this warranty certificate provides the necessary information.

Manufacturer's warranty

Bottega del ferro, in the person of Pierfilippo Bianchetti, (hereinafter: "Bottega del ferro") grants the end user the following warranty on the following products:

Product	Warranty period
Lucernario Ventilation-light shaft finish models: XS, S, M, LMX-3B, MX-4B, MX-A	7 years, extendable to 14 years after registration opinox.lucernarioaerante.it/en

This warranty document is valid from 16-02-2021.

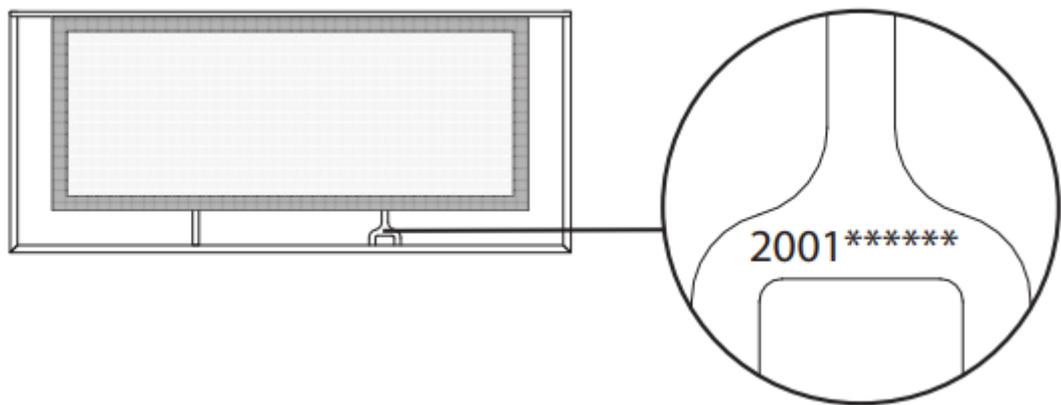
Should the end user be entitled to any form of warranty, without prejudice to the additional rights available, Bottega del ferro shall have the right to decide at its sole discretion whether:

1. Repair the defect in a Lucernario Ventilation-light shaft finish product at a middleman, or at the end user's location
2. The Lucernario Ventilation-light shaft finish product can be replaced free of charge through a middleman, or directly from the end user
3. Refund the original purchase price of the Lucernario Ventilation Light Shaft finish to the end user
4. Take any other further action claimed in relation to the Lucernario Ventilation Light Shaft Finish

2. Duration of the warranty

The warranty, with a validity as described in point 5 below, begins from the moment the Lucernario Ventilation Light Shaft finish was sold to the first end user. The warranty is valid for 7 years, unless extension of the warranty to 14 years is obtained by online registration at inox.lucernarioaerante.it. Please note that in the event of the absence of proof of purchase or proof of exact date of purchase by the first end user at a broker, the applicable warranty period applies from the first day of the month and year on which the product was manufactured. This is determined by the serial number of the product, as shown in the following figure:

Example: 2001 etc. means year 2020, month 01: warranty starts January 1, 2020.



3. Defects covered by warranty

This warranty covers manufacturing defects in the product, in the materials used and in its production and assembly. To this extent, this warranty covers the following defects:- Spontaneous breakage due to nickel sulphide;- Spontaneous breakage of the glass due to thermal shock;- Water infiltration through the glass due to poor or inadequate sealing.

4. Conditions

Complaints under this warranty will not be accepted if a defect is directly or indirectly the result of:

- a) Improper installation of the product (including, but not limited to, installation carried out in violation of the Lucernario installers' instructions), or in any case not carried out in a professional manner;
- b) Installation of a product outside of the recommended installation areas/applications;
- c) Any act that is contrary to the standard application of the product, or improper use;
- d) Damage caused by wear and tear;
- e) Use of non-original spare parts or accessories;

Lucernario

- f) Mishandling of the product;
- g) Any form of poor maintenance of the product;
- h) Modifications to the product;
- i) Factors other than manufacturing defects in the product, or the manufacture of materials used.

In addition, this warranty does not apply to defects resulting directly or indirectly from negligence in the maintenance of the product as described in "*Installation Instructions*" and in the "*User Manual*". These instructions and user manuals are available from Bottega del ferro or can be downloaded at

Dutch:	www.shop.techcomlight.nl
Flemish-speaking:	www.shop.techcomlight.be
French-speaking:	www.vendre.techcomlight.be
Anglophone:	www.shop.techcomlight.co.uk
Polish:	www.shop.techcomlight.pl
German:	www.techcomlight.de

To that extent, this warranty does not cover the following defects:- Any discoloration of non-visible parts as a result of normal use of the product;- Colour differences and discolorations of metal parts or glass, whether due to: sun/condensation/acid rain/salt water or other influences that may have corrosive effects on the materials, such as (for example) aggressive cleaning agents;- Any other aesthetic factor such as (for example) scratches, matting of the metal surface or modification of the glass kit;- Unavoidable and/or foreseeable reduction in the functioning of the product, including its functional and technical qualities, as well as acceptable imperfections;- Variations in the materials used to which they are also subject in a natural sense;- Malfunctions, reduced functionality or water infiltration due to ice formation, snow accumulation, branches, leaves, etc.

- Damage to the product, the light shaft or the underground space due to flooding caused by blockage of the drains, as a result of negligence in maintenance or installation that has not been carried out in accordance with the installation instructions, or carried out in an improper manner;

- Damage to the product, the light shaft or the underground space due to flooding caused by weather conditions whose effects exceed the performance of the product;- Imperfections and variations in colours, shadows or stains in the glass, which were already present at the time the product was delivered; or occurred during the warranty period but do not have a significant impact on the visual aspects of the product;- Pitting, stains or other phenomena to which the material stainless steel may be naturally subject; - Damage resulting from an accident, including (but not limited to) accidental breakage of the window;- Problems due to the ingress of water such as (for example) the flow of water under the floor or along the walls of the light shaft or the basement, which in any case cannot be the result of an original defect of the product.- Defective or not sufficiently solid construction of the building;- Relocation of structures in the vicinity or similar events;- Modifications to the Lucernario Ventilation-light shaft finish covered by this



Lucernario

warranty;- Additions to the product of non-approved parts or accessories; - Extreme weather conditions, lightning, heavy hail and similar extremities;- Installation in areas where there is high humidity, without adequate ventilation;- Situations where the Lucernario Ventilation light shaft finish is subjected to more stress than the limits allow;- Exposure to processes such as sanding, sandblasting, engraving, knocking or other surface treatments;- Glass corrosion due to standing water and dirt on the window;- Condensation on the glass (and any damage caused by this) caused by water/moisture that occurs naturally as a result of excessive humidity inside or outside a building, or as a result of large temperature differences between inside and outside;- Any other condition similar to those mentioned above, regardless of whether it is a defect.

Bottega del ferro cannot be held responsible for product liability, nor any liability for losses caused, directly or indirectly by accidents beyond its control, by way of example and not limited to trade union disputes, fires, wars, acts of terrorism, import restrictions, political riots, natural disasters, vandalism and any other case of force majeure. Bottega del ferro is not responsible for any damage to people or property (including to the Lucernario Ventilation Light Shaft finish covered by this warranty), caused by any unauthorized attempt to repair or replace the Lucernario Ventilation Light Shaft Finish.

Bottega del ferro may at its sole discretion refuse to provide partial or complete solutions described in these Warranty Conditions if there are any unauthorised attempts to repair or replace the Lucernario Ventilation Light Shaft finish: this may also result in further damage. We recommend that you do not attempt to repair or replace the product yourself without prior written permission from Bottega del ferro. Any complaint about defects or damage as a result of your own, unauthorised repair or replacement will be automatically rejected. The end user is responsible for limiting and preventing damage resulting from water or other damage that the product Lucernario Ventilation Light Shaft finish covered by this warranty may cause.

5. Written complaint

In order to make a claim under this warranty, the end user must provide written notice within the term of the warranty period, and in any event within two months from the day the end user became aware of (or reasonably should have noticed) the complaint.

The written notification must be sent to Bottega del ferro at the address mentioned below.

6. Additional conditions

If the Lucernario Ventilation Light Shaft finish is no longer in production in the same version (shape, appearance, finish, etc.) at the time of repair or replacement, Bottega del ferro is authorised to replace the product with a comparable Lucernario Ventilation Light Shaft finish product. In addition, as part of these Warranty Conditions, Bottega del ferro has the right to request the end user to return the defective product at their own expense to Bottega del ferro's



head office or any broker, to be determined by Bottega del ferro.

7. Product warranty applicable to a repaired or replaced Lucernario Ventilation Light Shaft Finish Without prejudice to the different and additional rights of the end user under Italian law, the following applies: in the event of repair or replacement of a Lucernario Ventilation Light Shaft finish by Bottega del ferro, the warranty period will remain unchanged. The repaired or replaced product will therefore not be subject to a new warranty period, but the remaining duration of the warranty from the first delivery.

8. Disassembly and Reinstallation

This warranty does not include the cost and expense of disassembling and reinstalling a Lucernario Ventilation Light Shaft Finishing product, as well as the cost of any temporary seals, covers, or other measures taken at the time of repair or replacement of the original product.

9. Inspections in case these Warranty Conditions are inconclusive

Bottega del ferro may charge a fee for the costs incurred for inspections if the complaint reported by the end user is not covered by these Warranty Conditions. In addition, the end user bears the costs, including labor costs, for investigating the complaint, the disassembly and reinstallation of (the product of) the Lucernario Ventilation light shaft finish, as well as any costs for protecting (packaging) the product and costs for temporary seals, covers of the recess, etc.

10. Procedure to make a warranty claim

If the end user wishes to make a complaint under warranty, or if there is any doubt about the Lucernario del ferro product or its installation, please contact Techcomlight via 1 of the websites listed below. Techcomlight will provide your question, comment or complaint with the best possible response and service. Qualified staff is available to provide support for any issue that can be resolved remotely, without inspections at home or elsewhere.

11. Dispute resolution

Any dispute arising in the application of the Warranty Conditions shall be submitted to the exclusive jurisdiction of the Court of Brescia (It). The Guarantee Terms and Conditions have been translated from Italian: in case of dispute, only the Italian text is binding.

Additional Information Point 1: "End User" means the natural or legal person who owns the product Lucernario Ventilation Light Shaft Finish and has: made the purchase without the

Lucernario

purpose of resale, or the installation as part of a business.

Point 2: The warranty period begins on the date the Lucernario Ventilation Light Shaft Finishing Product is purchased from a Lucernario Ventilation Light Shaft Finishing Brokering and, at the request of Bottega del ferro, the purchase must be proven with the original invoice or receipt. If the purchase cannot be proven, the warranty period begins on the first day of the month and year in which the product was manufactured. This is determined by the serial number of the product.

Point 3: "First End User" means the end user (see Point 1) who has first purchased the product, manufactured by, from Bottega del ferro, whether it is a retailer or other natural or legal person who resells or installs products as part of his/her business operations.

For assistance or support, always quote the product serial number of the Lucernario product as shown on page 2 of these Warranty Terms. Contact:

Questions or need help?

Do you have any questions about the warranty of your Lucernario? Visit our website: www.techcomlight.com or contact us.

Lucernario *aerante* INOX | WARRANTY PROGRAM
For lightwells



Confirm your purchase by registering your product on inox.lucernarioaerante.it and get the 14-year Gold warranty.

techcomlight
the daylight professional