

GUARANTEE CONDITIONS DENFIT

When the Denfit devices were developed, the intention was to create products for public spaces, where user friendliness and resistance to vandalism are combined as well as possible. The result is a series of high quality, low maintenance devices, on which a guarantee can be provided with proper use and timely maintenance.

Proper use means that only the exercises indicated on the instruction pictograms are performed. Timely maintenance relates, in particular, to point 1.

Reclamations of defects shall be reported by letter immediately or at least within 14 days after discovery and at the latest within 30 days after expiration of the guarantee term.

For warranty claims, the serial number of the product must be submitted.

For deliveries outside the Netherlands the guarantee only covers the supply of parts.

The following guarantee terms apply:

1. 2 year guarantee on the moving parts.
2. 5/10 year guarantee on the powder coating. *
3. 10 year guarantee on the stainless steel parts. **
4. 5 year guarantee on the thermal zinc work.
5. Lifetime guarantee on the construction of all parts.
6. 3 year guaranty on the rubber floor parts.

1. A 2-year guarantee is provided on the moving parts, provided that they have been properly maintained. The first maintenance (see maintenance instructions) must be performed 3 months after first use, thereafter every 6 months. For devices that are used very intensively or that are installed in a sandy environment, the maintenance frequency should be higher. When it can be proved that the relevant maintenance was performed, that there is no question of improper use and the components are truly defective within the guarantee term, the relevant components will be sent at no charge.

2. Most steel parts come with a standard 2-layer system for outside application: Fitpoint, Gym, Professional SportPoint, PaceFit and PaceWalk.

This 2-layer system involves:

Pre-treatment: remove grease and oil and then blast clean with sharp-edged blasting agent up to C SA 2½, maximum roughness profile of 35-45 micrometer.

Base coat: One layer of epoxy primer with an average value of over 60 micrometer (according the process settings prescribed by the supplier).

Finishing coat: One layer of powder coating with a minimum thickness of 60-70 micrometer (according the process settings prescribed by the supplier).

A **5-year** guarantee is provided on the coated parts with a 2 layer coating. Within this period, no rust should appear from inside out with normal use. Rust can only appear on the outside when the top layers are damaged. This can only occur through improper use, such as manipulation with a hard object or scratches with a sharp object or damage during placement. When this damage is not immediately taken care of, the guarantee expires. At the same time, it is necessary to clean the coated parts. The lifespan of the powder coating is influenced by filth and moisture.

Therefore timely cleaning is essential in order to preserve the lifespan. Each year, the device must be cleaned at least once.

The posts of the Gym, SportPoint, Basix and StreetWorkout are hot dipped galvanized and after that powder coated because from the inside rust can leak through threaded holes etc. For parts that have had a hot dipped galvanized pre-treatment a **10-year** guarantee is applicable. When in this case damage is caused the zinc layer will temporary protect against rust, but cleaning and touching up is also necessary.

3. A 10-year guarantee is provided on the stainless steel parts. Within this period, no rust should appear at normal usage. Rust can only occur when there has been contact with steel objects. Damages or deformations can only occur through improper use. In these situations, the guarantee is declined.

4. A 5-year guarantee is provided on the thermal zinc parts of the floor. Usually, a 10-year guarantee is provided on thermal zinc, but because it will be walked on frequently, the zinc layer can wear out. Damages from applied force, blows or scratches is not covered under the guarantee.

5. A lifetime guarantee is provided on the construction of all components. That is, all the welds of the steel parts and stainless steel parts and the bolt connections. This guarantee is only valid when the device is used for the exercises as indicated on the instruction pictograms.

6. A 3-year guarantee is provided on the rubber floor parts of the Gym and Professional Sportpoint devices. This only applies for normal usage of the floor. There is no guarantee for damages because of grease, filth, sand, etc. which is not removed/cleaned on a regular basis.

In all cases for which this document does not provide an answer or when there is doubt about the cause of damage or poor functioning, the manufacturer will be consulted via the supplier or directly. The manufacturer's judgment will be binding.

*This guarantee is not valid for locations less than 5 km from the (ocean) coast and in airport vicinities or industrial areas with a lot of emissions (C5 category environment). For devices with a 2 layer coating the guarantee will expire, unless an extra thick coating layer (epoxy-primer of at least 60 to 100 micrometre, and finishing layer from 60 to 80 micrometre) has been selected, the 5-year guarantee term is then applicable.

For devices which are standard hot dipped galvanized the guarantee period is 5 instead of 10 years. Is an extra thick finish layer selected then the guarantee period will remain 10 years.

**This guarantee is not valid for locations less than 5 km from the coast and in airport vicinities or industrial areas with a lot of emissions. For this, a guarantee term of 5 years is applicable. In these situations, when Stainless Steel 316 is selected instead of the standard 304, the 10-year guarantee term is then applicable. With both types of material, discoloration can occur in the environments mentioned above.

Outside guarantee are defects that occur completely or partly because of the following:

- A. not taking into account the user and maintenance instructions (see Maintenance Instructions and Appendix A and B in the service manual)
- B. any other than normal usage
- C. normal wear
- D. not taking into account the installation instructions in the Service Manual
- E. incorrect installation or repair by the owner or other party
- F. application of any government regulation with regard to the quality of the used materials
- G. vandalism
- H. modifications of the product for which Denfit has not granted permission
- I. weather conditions that cannot be foreseen by Denfit
- J. installation on non-Denfit installation frames
- K. consequential damages

Notes

1 - The bearings of rotating parts consist in most cases of stainless steel axles and POM (plastic) buses. The combination of these materials is suitable for outdoor use. This material combination has what should catch up on each other. This may result to some squeaking sounds in the beginning; this will disappear automatically when using. When this noise is experienced as a nuisance for the bearing WD40 can be used.

2 – Damages of the color coating can be refreshed with paint. About every powder coat RAL color is also available in industrial paint. The Noir sable can best be refreshed with industrial paint RAL 7016 or RAL 7021. Gris Sablé with RAL 7046.

3 – Stains on stainless steel parts that are a result of environmental rust or weather conditions can be polished off with Scotch Brite and a stainless steel spray, and rubbed with a soft cloth.

4 - Regular maintenance shows the course of wear and prevents complaints. Maintenance prevents defects and is also required by us as such. Complaints are almost always due to vandalism or lack of maintenance.

5 – It is strictly forbidden to use butter, oil or other grease on the frames of the devices. If users do this in your area we recommend to place a warning sign. Grease attracts dirt and damages the life cycle of the product and the rubber floor. It can be cleaned with degreaser and warm water.