

Senol & Senol Ltd – GOSS Outdoor, Warranty

Installation

The installation of GOSS Outdoor Pergolas should be made by persons recognised as installers by GOSS Outdoor Pergolas.

"Installation" means cutting, assembly and installation of GOSS Outdoor Pergola components.

A faulty installation is one that carries a serious threat to the quality, safety or use of GOSS Pergolas and makes the product unfit for the use for which it is intended, or severely reduces its usefulness.

GOSS Outdoor Pergolas warranty

GOSS Outdoor Pergolas are guaranteed against structural defects for 5 years and non-structural manufacturing defects for a period of 2 years. For avoidance of doubt, in general, we are quoting for pergolas and awnings and related structures. Thus, 5 years is the norm. On an ad-hoc basis, however, we may need to, for example, undertake some remedial work to floors and walls, naturally this is out with our Supply Specification and thus, whilst every care would be taken, later defects or related issues would only serve a 2 years warranty in duration.

Our installer will inspect and repair where appropriate defects reported by the customer.

Damage resulting from installation by the Customer or the installer that have not followed the guidelines as mentioned in the "GOSS Outdoor Pergolas User's Guide and Maintenance " will not be recognised.

The fabric is warranted for a period of 5 years prorated, first 2 years fully warranted, then 12.5% depreciated each year; the fabric is European made to the highest standard and if properly maintained will last many years.

Exclusions from warranty:

- Damage resulting from events of force majeure or acts of God like, but without limiting the generality,
- Normal fading, chips, scratches
- Lightning, floods,
- Overflow of any watercourse,
- Earthquakes, ground motion or exceptional weather conditions like extreme heat, rain, hail is not covered,
- Damage resulting from improper maintenance and use of the Product, including deletions, modifications and additions made by the Client.

Nothing in this agreement is intended to have the effect of contradicting out of any applicable provisions of The Consumer Protection from Unfair Trading Regulations 2008 in each of the Territories of U.K, except to the extent permitted by those Acts where applicable.

GOSS Outdoor Pergolas strongly emphasises the importance of observing the guidelines and maintenance suggestions in the "GOSS Outdoor Pergolas User's Guide and Maintenance"

This warranty starts on the date of final installation.

The warranty is extended only to the original purchaser and is not transferable.

This warranty applies only to the location where the GOSS Outdoor Pergola is installed.

This warranty excludes the cost related to the installation of the structure.

Transportation costs relating to the replacement of defective parts are not included.

The Pergola and/or any supplied system remains the property of GOSS Outdoor Pergola until the pergola is paid in full.

Warranty claim

Any claim under this warranty must be made in writing and received by the distributor of your GOSS Outdoor Pergola by e-mail within 30 days after discovery of the defect. The written notification must include a detailed description of the defect, pictures, date of installation, the address of the installed product, the name and address of the installer and the address of the dealer, if different from that of the installer.

Any repairs or alterations to the product prior to inspection may void the warranty.

After reviewing the details and or an inspection, if GOSS Outdoor Pergolas determines that the warranty is applicable, GOSS Outdoor Pergolas will have 120 days to remedy the defect which may either be repair, replacement or refund, at the sole discretion of GOSS Pergolas. However, GOSS Outdoor Pergolas is not responsible for the delivery, packaging, labour and additional costs of installation after 120 days.

Subsequently, all removed products become the property of GOSS Outdoor Pergolas.

If ever the identical product is no longer available from GOSS Outdoor Pergolas, it will be replaced with a product equivalent to the value at the time of purchase.

Caution

This stated written warranty, is the official warranty document and replaces all other warranties and conditions previously mentioned by GOSS Outdoor Pergolas, whether written or oral. GOSS Outdoor Pergolas will not, in any case, be held responsible for the replacement cost of another product or operating losses, directly or indirectly.

Maintenance Schedule

Every effort is made to prepare your pergola to the highest standard with each job sandblasted and powder coated according to IBA Kimya recommendations using a high quality IBA Kimya powder coating.

For enhanced protection discuss with your installer the attributes of Epoxy Priming, and hot dipped galvanising.

No warranty is offered for rust or corrosion of the pergola within 10 miles of the coastal fringe, near a swimming pool, or other corrosive environments unless the structure has been hot dipped galvanised or made of 316 Stainless Steel. In addition to this the following cleaning schedule must be maintained.

How To Maintain your Powder Coating

In conjunction with a regular maintenance program your powder coating will have a long life expectancy and will stay in good condition for many years. Just as washing your car is important for removing dirt and grime, your powder coating needs to be given a regular wash to keep it looking good.

The effects of ultra violet light (the sun's natural rays), atmospheric pollution, general dirt, grime and airborne salt deposits can all accumulate over time and should be removed at regular intervals prior to damaging your coat. Deterioration of the powder coating can occur mainly as a result of dirt deposits and subsequent moisture, particularly when it is contaminated with sulphur and/or salt compounds. Deposited dirt and salt crystals can hold contaminated moisture on the surface, permitting corrosion to proceed and thereby damaging the powder coating. A powder coated piece of steel & aluminium sections will not rust or show negative effects if left exposed in rural environments and in the open and as such consideration needs to be given when building in the coastal fringe.

If a regular maintenance schedule is maintained it will remain in excellent condition and this can be achieved through the following:-

As advised by IBA Kimya Paints and GOSS Steel, as a general rule cleaning must take place every two months, however, cleaning should be performed according to the degree of contamination from your local environment, whether it is atmospheric pollution or industrial pollution. In areas where pollutants are more prevalent, such as beachfront locations and industrial areas, cleaning programs should be carried out on a more frequent basis i.e. every four weeks or sooner depending upon deposits of salt and grime left by the weather. In all locations but particularly those on the coastal fringe care should be taken to thoroughly remove salt and grime. This particularly includes areas under cover where no natural rainwater flushing/cleaning occurs.

Examples are recommendations only as pollution levels vary in areas:

- Rural & Tropical areas – mild – at least every 6 months
- Metropolitan areas – moderate – at least every 3 months
- Coastal areas, and swimming pools – severe – at least every 2 months
- Areas within 10 miles of the marine coastal area or highly polluted industrial area – extreme – monthly.

Four steps to cleaning your powder coating – How to maintain your powder coated items:

1. Remove loose deposits or spider webs etc. with a wet sponge rather than risk micro scratching the surface by dusting.
2. Use a soft brush and a bucket of warm water with some added mild detergent to clean the powder coating to remove any dust, salt or other deposits that may have accumulated on the structure. Do not use emery paper, sand paper, steel wool or other highly abrasive materials, acid or alkaline cleaners as they can damage the powder coating.

Detergents that recommend the use of gloves when handling should be avoided as this is a good indication that the detergent is harsh and, therefore, unsuitable for cleaning your powder coating.

Although some strong solvents are recommended for removing sealants or other building residues, these may be harmful to the extended life of the powder coated surface and should also be avoided as the damage may not be visible immediately and may take up to twelve months to appear. If paint splashes, sealants or other residue need to be removed, then either Methylated Spirits, Turpentine, or White Spirits may be used safely.

3. It is important to always rinse with clean fresh water after cleaning to remove any remaining detergent residue or bubbles, particularly where crevices are present. Where greasy deposits are present, cleaning may be carried out using a soft cloth dipped in white spirit.

4. Maintain a log of dates and times with your receipt that powder coating maintenance is carried out. With a minimal maintenance effort, your powder coated finish is one of the strongest, long lasting colour coatings available and will provide a life time of great looking service if cared for correctly.

The IBA Kimya powder coating guidelines can be read on the below link.

<http://www.iba.com.tr/en/teknikhizmetler-uygulama.html>

Rest assured that lengthy communication has been held with our steel & aluminium suppliers as well as the powder coat supplier and other industry bodies and as such the above are the recommendations that we have been provided and created in conjunction with these leading industry bodies. We operate to the best of our ability to create a maintenance free pergola and when maintained properly will last a lifetime.

RISING Shading Systems by GOSS Outdoor

Manufacturer of Retractable Pergolas, Awnings & Blinds for Outdoor Spaces

GOSS Outdoor as Dealer of Rising Shading Systems, who retail their products are separate legal entities, independent of Yukselen Tente Branda Iç ve Dis Tic Ltd Sti.