

」ACTIU WARRANTY CERTIFICATE



ACTIU WARRANTY CERTIFICATE



In its commitment to extend the life of its products, ACTIU is constantly striving to improve its production and quality processes, selection of materials, use of the latest technologies and always thinking of its customers when designing its products. ACTIU certifies that its products are free from defects in workmanship and any material at source. This warranty shall be only effective under conditions of normal use of the products in normal office and administrative workplaces conditions and following manufacturer's instructions of use for its installation and maintenance.

In addition, ACTIU offers a 10-year continuity for its manufactured standard products, included in its official pricelist, from its production date. Any replacement, new supply or refurbishment of standard products shall be subject to the conditions herein, and a reasonable functional or aesthetic alternative may be offered. Special products may be subject to specific conditions.

This warranty is valid from the date of delivery of the product and covers the first user only and is non-transferable.

PRODUCTS	YEARS	COMPONENTS
DESKING SYSTEMS AND RECEPTION	12	Glass and compact laminate* tops and modesty panels.
	10	Board tops, board and steel modesty panels, feet, aluminium and steel structures, anti-shock edges, plates, cable trays and aluminium cable access.
	5	Accessories, cable spines, plastic cable access, brackets, clip systems and turn flip-top.
	3	Wood legs and structures, Mobility and Talent 500 elevation system.
	2	Trama and Talent turn-systems, connectivity accessories, and shucko.
SCREENS	12	Glass and compact laminate tops.
	10	Fixing and support systems, trimming and board tops.
	5	Foam and tempered glass partition (screen).
	2	Methacrylate partition (screen)
TASK SEATING	10	Aluminium bases **, power, arms and backrest
	5	Plastic bases, power, arms and backrest, seat and arm structure, armrest, plastic backrest frame, gas lift system, power mechanism, auto-return system, back elevation system, lumbar support and headrest.
	3	Flexible foam seat and back.
	2	Castors*** and synchro mechanism and chair turn system.
MULTI-PURPOSE SEATING	10	Aluminium legs, frames, aluminium bases**, feet, aluminium or steel tube internal structures aluminium backrest, wood shells, aluminium arms and writing tablets.
	5	Plastic bases, plastic internal structure, monoblock shells, polyurethane (PUR) and plastic seats, PUR and plastic backrest, backrest frames and armrests.
	3	Wood legs and bases, flexible foam seat and back, flexible foam monoblock shell of flexible foam (noom50).
	2	Castors***, chair turn mechanism, auto-return mechanism and writing tablet turn mechanism.
BENCH SEATING	10	Structures.
	7	Steel seats and backrests.
	5	Solid shells and PUR backrests.
	2	Connectivity accessories and shucko.
AUDITORIUM SEATS	5	Inner structure.
	3	Folding systems.
	2	Foam.
SOFT SEATING	12	Aluminium feet and bases, frames, aluminium or steel tube internal structure.
	10	Plastic inner structure.
	5	Wood legs and bases, flexible foam seat and back, gas lift.
	3	Castors*** and auto-return system
FILING SYSTEMS	10	Frames, doors, tops, steel plates and board shelves.
	7	Steel shelves
	5	Handles, accessories and cable access flip-top systems.
	3	Wood legs and bases.
	2	Hinges, slides, locks and castors***.

* 10-year warranty for compact laminate with outdoor use

** 7-year warranty for polished and chromed bases

*** 1-year warranty for castors with intensive use 24/7

PARTICULAR CONDITIONS OF WARRANTY APPLICATION

Fabrics for chairs and screens upholstery

(Warranty offered by the manufacturer under conditions of normal use and appropriate maintenance)

GROUP	UPHOLSTERY	WARRANTY (Years)
0	AT / T	5
1	AE	10
	AI	5
	AL	10
	AO	10
	AN	5
	BU / U	10
	BB	2
2	AD / D	10
	BV / V	3
	CM / M	10
	AS / S technical	10

GROUP	UPHOLSTERY	WARRANTY (Years)
2	AH / H	5
	BC	2
3	CQ / Q	5
	AR / R	10
	G	10
	FA / A	10
	B	5
	AM	2
4	Plus	10
5	GP / P	2
	FC	2

In case a white or light colour fabric has been chosen, some clothing items (especially, but not only, dark fabrics and jeans) could transfer their colour to the coated fabrics. This can also be the case in the opposite case, where upholstery can transfer its colour to light-coloured garments. This happens more with dampness and higher temperatures and is irreversible. ACTIU informs the customer that the choice of upholstery is the customer's responsibility.

Exclusions of the warranty:

- It is recommended to read carefully and respect the instructions and features of ACTIU products before their first use, especially those including electrical and/or lifting elements, as the Mobility, Power or Talent series.
- Damages and wear and tear due to the product misuse, non-according to the purpose of the product or disregarding the features of the product. ACTIU products have been designed to be used in normal working conditions and taking into account the specific features of each product.
- Products exposed to inappropriate environmental conditions: abrupt temperature changes (ideal temperature between 5 and 30 °C or 41 and 86°F), excessive humidity (over 55%), continuous sunlight exposure, continuous outdoor use, inclemency, etc. The manufacturer states that its products are conceived for indoor use except otherwise stated. Products designed for outside not subject to this exception: Wing, Bee and Tabula 20 Compact Laminate.
- Natural tear and wear for the product within a normal office environment and use of purpose.
- Product or components' repairs, modifications and manipulation without the express authorization of the manufacturer or done by non-authorized personnel using non- original components.
- Product installation non-according to the manufacturer's instructions.
- Improper maintenance or non-according to the manufacturer instructions. As a general rule, cleaning the product with abrasive, alkaline, acid, chlorine or solvent products is not recommended. Use clean and soft cloths.
- The warranty will be proportionally reduced in case of use for more than one 8 hours working shift. This exclusion does not apply to task seating products with warranty 24/7: Winner, TNK, TNK Flex and Trim.
- Electrical power drops and surges, electrical network failures in place originating failures and / or breakages in the motors and electrical mechanisms of the product.
- Changes in sound level (decibels) of motors and electric mechanisms.
- It is recommended to avoid bumps on the edges of tempered glass surfaces as they are especially sensitive areas and can suffer cracks and breaks.
- Methacrylate is an easy-to-burn material. Keep these surfaces away from heat sources.
- Damages due to acts of vandalism, accidents or due to violent blows or repetitive strains.
- Damages with origin in events of force majeure or acts of God.
- Fabrics and materials provided by the client.
- Consumable products (v.gr. batteries, lamps, etc.).
- The instructions and recommendations for the use and maintenance of electrical components will be those provided by the manufacturer of such components.
- In case of projects in which ACTIU supplies third-party products, these products not manufactured by ACTIU will have the guarantee provided by said manufacturer, which will be transferred directly to the customer.
- Replacement of spare parts or repairs made by ACTIU will not mean an extension of the warranty period for the affected parts.

The option of repair, replacement or price reimbursement will be decided exclusively under ACTIU discretion according to the content of this Warranty and it will be the only remedy a customer can claim for a defective product. In order to determine the causes of a breakage or wearing parts for warranty execution, the evidence must be sent to ACTIU for examination.

Liability of ACTIU shall be limited to the obligations included in this document with the limit of the invoiced amount to the client for the defective product. ACTIU shall not be liable for any loss and/or damages, direct or consequential, incurred or suffered by the purchaser or any third party in respect of its products. This warranty is the only one offered by the manufacturer and no other warranty, express or implicit, has been provided by contract, with exclusion of any warranty offered by a dealer under its own responsibility.