

## **RAKtherm WARRANTY CERTIFICATE**

### **1. Foreword**

We acknowledge and thank you for your decision to choose RAKtherm piping systems (hereby referred to as "RAKtherm"). With over 50 years of expertise in global plastic piping network reaching 35 countries worldwide, along with the cutting-edge innovations, we have gained the latest techniques required to deliver the engineering piping products manufactured in United Arab Emirates.

The confidence you have entrusted in our products drives us to provide all piping products, fittings, and machines with 15 year warranty rather than the normal 10 year warranty. The period of warranty starts upon successful completion of the pressure test.

### **2. Scope of Warranty for RAKtherm Products Stated as below**

- Solid PP-R pipes from 20 mm to 110 mm; PN 10; PN 16; PN 20; PN 25.
- Reinforced PP-R pipes from 20 mm to 110 mm.
- The widest available standard and brass fittings from 20 mm to 110 mm.
- Various accessories for PP-R system.
- Solid PEX pipes from 16 mm to 32 mm.
- Composite (Aluminum) PEX pipes from 16 mm to 32 mm.
- The widest available brass fittings for PEX from 16 mm to 32 mm.
- Various accessories for PEX system.

### 3. Coverage of RAKtherm Warranty

RAKtherm covers the "Property Damage" explained herewith:

#### Definition of Property Damage

"Property damage" is the term used to define the damaged tangible items. The cause of damage or destruction to a certain tangible item due to defective products (example: classic water damages due to leakage). In this event, the quality of function and state of the damaged tangible item will be impaired and diminished. Possible amount of costs will incur as a result of property damage, such as renovation cost, repair costs, neither replacement costs.

### 4. Not Covered in RAKtherm Warranty

Costs associated to the incurred damages resulted as per the following:

- Non-compliance against the stated operating guidelines as described and specified that is found in RAKtherm's technical guide. For any confusion in the usage, you should contact our nearest local representatives, and exceptions will be provided in detailed writing by one of our engineering team.
- Junctions made that is not conformed and according within RAKtherm's Guidelines, consists of but not limited to: inappropriate fusion technique; usage of contaminated suppliers and corrupted tools; operation and connection done by installer without proper qualification and training with RAKtherm.
- Erroneous assemble of connections towards another pipeline networks or products ( stubs, flanges, threads, mechanical joints not suitable to use together with RAKtherm systems, and others).
- Sealing products used in the product range produced by RAKtherm.
- Damaged and defective pipeline sections including fittings that have not undergone RAKtherm's pressure test and other alternative testing centers approved by the same.
- Cause of defect on our products due to improper handling after the delivery upon leaving RAKtherm's premises.
- Cause of delay for the mistakes in planning, shipping, and inaccurate orders.

#### NOTE :

*The above mentioned outline is comprised of the most common scenarios.*

*Other circumstances that will arise which may compromise the quality of RAKtherm systems may affect the coverage.*

## 5. How is the Amount of Compensation Determined Under RAKTherm Warranty?

On the incident of product failure, a sample of a damaged product will be collected by RAKtherm which is subject for assessment and analysis for further examination to identify the cause of damage, including external investigation laboratories and institutions if necessary. A mutual investigation and examination will be executed between the injured party and RAKtherm. Verification is required and should be recorded with detailed information for all the expenditures related for claims.

### **Legal Note:**

***The party within the insurance policy is RAKtherm exclusively. If such discrepancy and conflict happens against this document and the insurance policy, the latter will prevail in all cases.***

## 6. Guidelines in Avoiding Damages

### 1. Manufacturer's Certifications

Being qualified as a reliable manufacturer, we are operating together with certified quality standards – ISO 9001–2008 for consistent quality control which is vital in our operating processes, employees are included as well in quality program. Products that did not qualify within our high standards of policy are immediately eliminated from our product portfolio.

### 2. Proper Handling to Avoid Damage

Proper handling of RAKtherm systems should implement after delivery from our factory. Records shows that majority of the damages is due to transport, storage, and/or while working on sites. In this case, awareness on proper handling should be considered and execute to preserve the quality of products.

### 3. Installation by a Trained Worker

Damages caused by wrong installation can be avoided. Installers who have undergone RAKtherm training are more efficient to do the work. Our training programs will help and teach the installers the techniques on how to use our products.