

Declaration of quality guarantee of products of DOO « BALKAN PLASTICS COMPANY »

1. Product Quality Guarantee of DOO « BALKAN PLASTICS COMPANY ».

DOO « BALKAN PLASTICS COMPANY » declares that 4mm , 6mm thick Cellular polycarbonate sheets H2-Structure , dimensions 2100*8000/7000/6000/5000/4000/3000 mm produced from raw materials Makrolon ET3113/3117 and have the necessary properties for use in the construction and glass covering of buildings, agricultural facilities, advertising structures , protective structures and external walls.

1.1. The expiration date (lifetime) of Cellular PC sheets is 10 years.

1.2. DOO « BALKAN PLASTICS COMPANY » accepts obligations regarding the defects of products in accordance with this Declaration (hereinafter referred to as: obligations).

1.2.1 The duration period of the obligations is 10 years.

1.2.2 Obligations apply to the exploitation of products (in the presence of a UV layer) in an area with total solar radiation of not more than 1000 W/m² per year.

2. Content and procedure of implementation of obligations.

2.1. The following possible changes in the initial optical and physical-mechanical characteristics of the products of the DOO « BALKAN PLASTICS COMPANY » company were declared during the period of validity of the obligations:

- the bending stress at maximum load according to ISO 178:2010 (IPC – International Patent Classification) is not more than 30%,
- Heat transfer coefficient (thermal conductivity) 3,0 W/m²K
- Vapor permeability 3,8x 10⁻⁵ mg/m h Pa
- UV layer (top side) thickness is not less than 35 mkm
- Tensile strength according to ISO 527-2:2012 (IPC) is not more than 30%,
- Impact strength (according to the Charpy impact test) according to ISO 179/1eU is not more than 40%,
- Light transmission coefficient according to ISO 26723:2020 is not less than 85%,
- Flammability class B-s1, d0 (B1) according to EN 13501-1:2019
- Change of linear dimensions is not more than 20%.

2.2. The customer has the right to submit a written request with a claim in accordance with this Declaration during the period of validity of the obligations and after the discovery of a decrease in one or more of the initial optical and physical-mechanical characteristics.

2.3. In case of validity of the request, compensation or replacement of the product is to be done within 30 calendar days from the date of accepting the decision and it should be provided that the product is returned to the customer.

DOO « BALKAN PLASTICS COMPANY » reserves the right to decide on the absence of the need to return the product and will notify the customer in the event of such a decision.

The return of the product and it's disassembly/assembly are done by the customer at their own expense.

1. *Mark: Cellular polycarbonate – CPC.*

2. *Polycarbonate - hereinafter referred to as PC.*

3. *Ultraviolet layer - hereinafter referred to as UV.*

3. Terms of validity of obligations.

3.1. The terms of the guarantee and obligations will not be taken into consideration if any of the violations listed below exist:

- violation of the integrity of the protective UV layer,
- violation of established rules of exploitation, usage, storage or transport of products,
- when the panels are exposed to elevated temperature and/or pressure (vacuum) during shaping,
- when the panels are exposed to impact and/or bending that exceeds the allowed values for a given thickness,
- when the panels are exposed to high temperature and pressure, the meanings of which are not included in the recommended exploitation range (temperature range is specified in TDS, the recommended pressure corresponds to the atmospheric),
- when the panels are cut into individual parts (cutting of individual parts is not regulated),
- when the panels are exposed to chemicals that destroy polycarbonate.