



REFLECTIVA

Isoflect® FLOOR PRO

Reflective thermal insulation membrane for flooring — 40 m² roll

TO BE COMPLETED AT THE TIME OF SALE

CUSTOMER

PROJECT (SITE ADDRESS)

PURCHASE DOCUMENT (SERIES / NUMBER)

DATE OF PURCHASE

QUANTITY

PRODUCTION BATCH

APPLICATION (AS PER THE TABLE BELOW)

Statutory guarantee of conformity

Applies unconditionally, under the mandatory law of the country of sale. This certificate does not limit those rights.

10 years

Extended commercial guarantee, granted voluntarily by Isoflect Insulation in addition to the buyer's statutory rights, on the terms of this certificate.

COVERED APPLICATIONS AND THE DURATION OF THE EXTENDED WARRANTY

APPLICATION	EXTENDED WARRANTY
Floors — beneath the heating system or directly on the concrete slab, reflective face down	10 years
Any other application, outside the field of use declared in the technical data sheet	No extended guarantee; the buyer's statutory rights remain

WHAT THE EXTENDED WARRANTY COVERS

Isoflect Insulation supplies replacement product free of charge for the affected area, in the same quantity, throughout the warranty period and without reduction over time. Coverage is not reduced according to the age of the product and is not conditional on any contribution from the customer. The warranty does not include the labour of removal and reinstallation.

WARRANTED PARAMETERS

Isoflect Insulation warrants, for the period stated above and under the conditions set out on page two, that the product retains, within 15 % of the values declared in the technical data sheet in force at the date of purchase: the emissivity of the reflective faces, the integrity of the aluminium layers — without delamination and without powdering of the metal layer — and the resistance to water vapour diffusion, Sd.

Isoflect Insulation S.R.L. — signature and stamp

Customer — name, signature, date

S.C. ISOFLECT INSULATION S.R.L.

CIF RO30340616 · Reg. com. J2012000359286

Șos. Caragea Vodă nr. 89A, Domnești, sat Țegheș, jud. Ilfov

Warehouse and deliveries

ELI Park 3, secțiunea S10, Str. Speranței 101, Buftea, Ilfov
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1. GENERAL PROVISIONS

1. The warranty runs from the date of purchase and is proven by the purchase documents.
2. The statutory guarantee of conformity applies under the mandatory law of the country of sale and is not restricted by this certificate.
3. The extended commercial guarantee is a voluntary undertaking by Isoflect Insulation, in addition to the buyer's statutory rights, granted on the terms set out in point 2.
4. The extended warranty transfers with the building, to subsequent owners, without any formality.

2. CONDITIONS FOR GRANTING THE EXTENDED WARRANTY

1. Presentation of the purchase document. The product must have been bought for own use, not for resale.
2. Installation carried out by qualified personnel, in accordance with the product's technical data sheet in the revision in force at the date of installation and within the field of use declared therein; stricter national regulations are also observed, where they exist.
3. Sealing of joints and overlaps exclusively with Isoflect Power Tape and use exclusively of Isoflect system accessories.
4. Registration of the project on isoflect.ro within no more than 90 days from the date of purchase. Failing registration, the extended warranty is granted for 10 years.
5. Installation within no more than 3 months from the date of delivery, with storage in accordance with the technical data sheet.
6. The assembly must not be altered subsequently by renovation or additional works affecting the product, without the written consent of Isoflect Insulation.
7. Notification of Isoflect Insulation within no more than 30 days from discovery of the problem, with access to the site being provided for inspection.

3. SITUATIONS THAT DO NOT CONSTITUTE A NON-CONFORMITY

- Installation outside the field of use declared in the technical data sheet.
- Mechanical damage after delivery — cuts, perforations, improper fastening.
- Exposure to ultraviolet radiation beyond the declared period, before covering with the final layer.
- Permanent contact with water or installation under immersion.
- Damage caused by other materials installed in contact with the product — adhesives, wood protection solutions, expanding foams, mortars or wet screeds in direct contact with the metal face.
- Contact with chemical or corrosive agents, in liquid, vapour or condensate form — including alkaline, acidic or chloride-bearing environments — and direct contact with dissimilar metals in the presence of moisture.
- Exposure to temperatures outside the limits declared in the technical data sheet, permanent or repeated.
- Movement or settlement of the building structure.
- Assemblies without hygrothermal verification or with insufficient ventilation of the air space.
- Changes of colour, staining, normal wear and other visual effects that do not influence the declared performance.
- Unsuitable installation substrate or one not in accordance with the design.
- Force majeure — lightning, storm, hail, earthquake, flood — vandalism and indirect damage.

4. EXCLUSIONS FROM THE EXTENDED WARRANTY

Beyond the situations under point 3, which concern both the legal guarantee and the extended one, the extended commercial warranty is not granted, or ceases, in the following cases:

- sealing of joints or overlaps with tapes other than Isoflect Power Tape;
- failure to register the project within the term under point 2.4 — the extended warranty remains 10 years;
- installation more than 3 months after the date of delivery, or storage in conditions other than those in the technical data sheet;
- inability to present the purchase document or this certificate duly filled in;
- removal and reinstallation of the product, or its relocation to another project;
- alteration of the assembly after installation, without the written consent of Isoflect Insulation;
- products from which the identification marking or the production batch has been removed;
- refusal of access to the site for inspection of the complaint.

The extended warranty covers exclusively the replacement product. It does not cover the labour of removal and reinstallation, energy costs, loss of use, finishing works affected by the intervention, nor any other indirect damage.

5. COMPLAINT PROCEDURE

The complaint is sent to contact@isoflect.ro, accompanied by this certificate, by the purchase document and by photographs of the affected area. Isoflect Insulation replies within no more than 15 working days and arranges, where appropriate, an inspection on site.

The orientation of the faces is mandatory and forms part of the warranty conditions. The aluminium face must not be placed in direct contact with fresh concrete, wet cement screed or mortar: in a wet alkaline environment, the passive oxide layer of aluminium is not stable.

6. SERVICE LIFE AND THE BASIS OF THE DECLARATION

Expected service life in the works: **over 30 years, when installed in the assembly and within the field of use declared in the technical data sheet.**

When installed inside the building envelope, the mechanisms that limit the service life of this class of products do not operate. Ultraviolet radiation is absent. The aluminium remains within the stability range of its passive oxide layer, at neutral pH and in the absence of a continuous electrolyte. The only documented mechanism for the reduction of reflective performance over time is dust deposition, which affects exclusively the upward-facing side, in spaces with air circulation.

The constituent materials — passivated aluminium and the core polymers — present, under these installation conditions, no known degradation mechanism that would limit durability to less than a century; the observation refers to the materials, not to the assembled product.

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Warranty contact

contact@isoflect.ro · +40 21 780 7585

Project registration: isoflect.ro