



ISO FLECT INSULATION

Warranty conditions

The legal guarantee of conformity and the extended commercial warranties, for the entire range

In addition to the buyer's statutory rights, Isoflect Insulation grants extended commercial guarantees, which differ according to the product and to the application in which it is installed. This document sets out their durations, the conditions on which they are granted and their limits. A separate guarantee certificate, completed and signed, is issued for each sale.

1. THE LEGAL GUARANTEE OF CONFORMITY

The commercial guarantee set out in this document is granted in addition to the buyer's statutory rights and does not affect them. Conformity of the goods, the duration of the statutory rights and the time limits for exercising them are those laid down by the mandatory law of the country of sale; as against consumers, those rights cannot be limited by this document.

2. THE EXTENDED COMMERCIAL WARRANTIES, BY PRODUCT AND APPLICATION

PRODUCT	APPLICATION	EXTENDED WARRANTY	SERVICE LIFE
Reflectiva GOLD	Installation inside the building envelope — attics, walls, beam floors, partition walls and similar applications	50 years	over 100 years
Reflectiva MULTISTRAT	Installation inside the building envelope, as above	50 years	over 100 years
Reflectiva SILVER	Installation inside the building envelope, as above	50 years	over 100 years
Reflectiva SILVER	Installation between battens, at the roof	10 years	over 30 years
Reflectiva BRONZE	Installation inside the building envelope, as above	50 years	over 100 years
Reflectiva BRONZE	Installation between battens, at the roof	10 years	over 20 years
Reflectiva ROOF PRO	Ventilated façades and roofs	30 years	over 50 years
Reflectiva ROOF ECO	Ventilated façades and roofs	15 years	over 30 years
Reflectiva FLOOR PRO	Floors, beneath the heating system or directly on the slab, reflective face down	10 years	over 30 years
Wolle P800 · P1500 · P2100	Installation inside the building envelope, as above	50 years	over 100 years
Isoflect POWER TAPE	Sealing of joints within the Isoflect system	statutory rights	—
Any product	Any application outside the field of use declared in the technical data sheet	no extended warranty	—

3. CONDITIONS FOR GRANTING THE EXTENDED WARRANTY

1. The warranty runs from the date of purchase and is proven by the purchase documents.
2. Presentation of the purchase document. The product must have been bought for own use, not for resale.
3. 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.
4. Sealing of joints and overlaps exclusively with Isoflect Power Tape and use exclusively of Isoflect system accessories.
5. 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.
6. Installation within no more than 3 months from the date of delivery, with storage in accordance with the technical data sheet.
7. The assembly must not be altered subsequently by renovation or additional works affecting the product, without the written consent of Isoflect Insulation.
8. Notification of Isoflect Insulation within no more than 30 days from discovery of the problem, with access to the site being provided for inspection.
9. The extended warranty transfers with the building, to subsequent owners, without any formality.

4. 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.

Reflective membranes. 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.

Wolle. Isoflect Insulation warrants that the product does not break down — the fibres retain their integrity, without crumbling, powdering or loss of cohesion of the board — and that it does not settle beyond the class declared under EN 15101-1. The remedy, at Isoflect Insulation's choice: replacement with the product or payment of its value, reduced pro rata by 3.33 % for each year commenced after the twentieth year from purchase.

5. 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.

6. EXCLUSIONS FROM THE EXTENDED WARRANTY

Beyond the situations under point 5, 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 3.5 — 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 the warranty 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.

7. COMPLAINT PROCEDURE

The complaint is sent to contact@isoflect.ro, accompanied by the warranty 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.

8. SERVICE LIFE AND THE BASIS OF THE DECLARATION

The service lives in the table under point 2 refer to installation in the assembly and within the field of use declared in each product's 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. In the case of products with two reflective faces, the other face remains unaffected and the air gap continues to work.

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.