
GENERAL WARRANTY



Unit 7, Alexandria Court
Alexandria Drive
Ashton Commerce Park
Ashton-under-Lyne
Lancashire OL7 0QN
United Kingdom

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1) ALUMINUM MATERIALS

a) Warranty 10 years

All aluminum profiles delivered by **ONLEVEL** meet the European standard EN755-2 on mechanical properties.

ONLEVEL guarantees that the profile will retain these mechanical properties for at least 10 years if they are handled in a proper way whereby the following circumstances are prevented:

- Exposure to temperatures above 150 degrees Celsius
- Extreme bending forces (to avoid fatigue fractures)
- Exposure to extreme corrosive conditions

Guarantee only applies if the products are regularly (depending on climate class) and professionally cleaned, see maintenance instructions below.

b) Composition

All aluminum profiles delivered by **ONLEVEL** meet European standard EN573-3 for chemical composition.

All glass profiles are produced from alloy 6063-H T6, the rest of the profiles from alloy 6063-T5

c) Tolerance

All tolerances are accordance with normative 12020-2.

d) Maintenance instructions

Periodically cleaning will prevent a negative effect on the anodization layer. Anodizing layers are sensitive to acids, salts and other aggressive substances and wear out faster. In addition, thick dirt layers absorb more moisture and increases the corrosion of the anodizing surface.

Cleaning method:

- 1) Use of soft cleaning materials with no abrasive effect, such as cotton (do not use, steel wool or sandpaper etc.).
- 2) Use a neutral non-abrasive and PH-neutral (pH 6-8) cleaning agent. Do not use solvents (petrol, acetone), alkaline products (ammonia, sodium), acid products (sulfuric acid, acetic acid)
- 3) Rinse parts after cleaning carefully with plenty of fresh water. Sea salts must be removed as soon as possible.
- 4) Visually inspect the anodized layer after cleaning for areas where the integrity of the protective anodization layer is breached, in these areas professional restoration of the anodization layer is needed.

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Cleaning interval:

Climate clas	indoor	C2/C3 outdoor	C2/C3 outdoor no rain	C4/C5 outside coastal area	C4/C5 outside coastal area no rain
Aluminum anodized	Every year	Every 6 months	Every 6 months	Every 4 months	Every 2 months

2) STAINLESS STEEL MATERIALS

a) Warranty 10 years

All stainless-steel materials delivered by **ONLEVEL** meet the European standard EN 1090-1 on mechanical properties.

ONLEVEL guarantees that these materials will retain these mechanical properties for at least 10 years if they are handled in a proper way whereby the following circumstances are prevented:

- Exposure to temperatures above 150 degrees Celsius
- Extreme bending forces (to avoid fatigue fractures)
- Exposure to extreme corrosive conditions
- Rust spots caused by external influences.

Guarantee only applies if the products are regularly (depending on the degree of pollution) and professionally cleaned.

Stainless steel is fairly scratch sensitive. Moreover, only the appearance of the material to corrode scratches, not quality.

b) Composition

Indoor application: Stainless Steel AISI 304, quality A2

Outdoor application: Stainless Steel AISI 316, A4

c) Maintenance instructions

Stainless steel requires periodic maintenance; the frequency depends on the degree of pollution. Of course, this is true only for outdoor applications. Nature is on the one hand a culprit when it comes to pollution but, on the other hand, she helps with the cleaning process in the form of hefty showers.

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Stainless steel in outdoor use

Maintenance

Besides pollution by industry, traffic and maritime influences also the choice of materials and surface treatment play an important role. Environmental factors determine how large the degree of pollution is and thus the cleaning method and frequency.

Warning: Stainless steel, which is not regularly and properly cleaned, pollutes and can eventually pass into corrosion of the product itself.

If pollution or inadequate maintenance takes place this will pass into persistent pollution which can lead to corrosion (contact). Corrosion can eventually be at the expense of durability but in each case the appearance. And it is precisely for this last reason often stainless steel is chosen.

Light contamination (surface rust)

Light contaminated Stainless steel can be cleaned with an alkaline medium and rinsed with large amounts of clean cold water. After drying protect it with a stainless steel protecting agent. With a properly cleaning frequency this simple treatment is sufficient. Although experience shows that many cleaning companies fear cleaning of stainless steel, even a slightly contaminated stainless steel can be easily cleaned with this simple cleaning procedure.

Heavy contamination (product rust)

Heavy or persistent contamination (product rust) can only be cleaned with aggressive agents and therefore only by specialist companies.

Regular cleaning companies do not have the expertise nor the resources to remove this. Apart from the cleaning a specialist Stainless steel cleaning company can also return its original shine, any damage as dents and scratches and give it a special protection.

Maintenance, cleaning and protective equipment

Apart from the normal, commercially available cleaners, there are also specially developed agents for stainless steel cleaning products (available at **ONLEVEL**)

3) STEEL

a) Warranty 10 years

All by **ONLEVEL** delivered steel products meet the European standard EN 10025.

ONLEVEL guarantees that these materials mechanical properties for at least 10 years will retain, with the exception of the following conditions:

- Exposure to temperatures above 150 degrees Celsius
- Extreme bending forces which can cause fatigue cracks
- Exposure to extreme corrosive conditions

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b) Composition

All by **ONLEVEL** supplied steel materials comply with the European standard EN 10027-1 and NPR-ECISS/IC 10 regarding the chemical composition, alloys and qualities.

c) Tolerances

Tolerances of the in accordance with the EN 10058.

d) Maintenance instructions

In General, hot-dip galvanized products have a good resistant to extreme weather and very low maintenance.

However we recommend 2x per year to clean with clean cold water and a brush the remove any dirt.

Restor

Hot dip galvanized steel is shot and abrasion resistant, damage which the conservation decreases are seldom or never for. If this is the case, you need a specialist. (for Warranty enforcement **ONLEVEL**)

4) RUBBER

a) Warranty 2 years

All rubbers delivered by **ONLEVEL** fall under a warranty period of 2 years after installation.

b) Composition

All rubbers meet the European standard DIN 53505 on the chemical composition.

c) Maintenance instructions

The user should regularly check and if necessary give maintenance to these rubbers.

Maintenance: The rubbers must be at least 2x per year to be cleaned with clean water or water with a non-aggressive detergent.

Inspection: First inspection should be carried out 1 year after installation and then at least once every three years by a specialist.

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5) POWDER COATING SURFACE

a) Warranty 10 years

Climate class Basic material and/or coating	Standard sheet	Within dry	C2/C3 Outdoor watering	C2/C3 Not outdoor watering	C4/C5 Outside coastal area	C4/C5 Outside coastal area not irrigated
Aluminum powder coated	20500-AL	10 years	5 years	0	0	0
Stainless steel AISI 304	20600-stain- less steel-304	10 years	5 years	5 years	0	0
Stainless steel AISI 316	20600-stain- less steel-316	10 years	10 years	5 years	5 years	0

b) Maintenance instructions

Appearance

A dirty powder coating surface loses its shine fast (degradation of the surface) and is thereby less representative. Weekly visual checking (and cleaning if necessary) is essential for maintaining the representativeness of powder coated products. Removing pollution immediately will prevent the chemicals and moist in the pollution to have a degradation effect on the powder coated layer.

Life of powder coated surfaces

It is a warranty condition that the coating is cleaned correctly and regularly. Because powder coating is a coating with a plastic layer which is easily damaged cleaning requires specialist knowledge. Specific knowledge is required of:

- Nature and degree of pollution
- Cleaning method
- Equipment, etc.

The cleaning frequency is determined by the degree and the nature of the pollution as well by visual aspects. Degradation acceleration factors include:

- Rail traffic (tram and train)
- Salt precipitation near the Sea (a coastal strip to ca. 20 km inland)
- Urban area and/or industrial area
- Local dirt influences
- Sunshine

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In case there are one or more of these degradation affecting factors we speak of an increased degradation load; in all other cases, we speak of a normal degradation load. In addition to these degradation factors the degree and frequency of water cleaning (rain water, sprinkler water etc.) of the coating play an important role in degradation. Powder coated parts under overhangs for example are more sensitive to degradation than parts that regularly get a water cleaning. Interior parts mainly suffer from walk-in pollution and pollution caused by work carried out in the building.

Cleaning method:

- 1) Rinse parts before cleaning carefully with plenty of warm water (approx. 40 degrees Celsius). Sea salts must be removed as soon as possible.
- 2) Use of soft cleaning materials with no abrasive effect, such as cotton (do not use, steel wool or sandpaper etc.).
- 3) Use a neutral non-abrasive and PH-neutral (pH 6-8) cleaning agent. Do not use solvents (petrol, acetone), alkaline products (ammonia, sodium), acid products (sulfuric acid, acetic acid)
- 4) Rinse parts after cleaning carefully with plenty of warm water (approx. 40 degrees Celsius).
- 5) Visually inspect the powder coating layer after cleaning for areas where the integrity of the protective layer is breached, in these areas professional restoration of the powder coating layer is needed.
- 6) A follow-up treatment with a waxy product is recommended, this has the advantage that the shine will be picked up and the coating more dirt-and water-repellent. This is especially recommended where powder coating surfaces are receiving intense and or long sunshine.

Cleaning interval under normal degradation load:

Climate class	indoor	C2/C3 outdoor	C2/C3 outdoor no rain	C4/C5 outside coastal area	C4/C5 outside coastal area no rain
Powder coating	Every 6 months	Every 6 months	Every 6 months	Every 4 months	Every 2 months

This inspection should in particular look at the degree and nature of the pollution and to the local degradation factors.

Damage repair

Restoring powder coated surfaces requires skilled craftsmanship.