



ARX
The Hardware.



Bring premium quality
into your home for a lifetime.

Made in Europe

ARX
by KOVINOPLASTIKA LOŽ

LIFETIME
WARRANTY

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ARX COAT
SURFACE
PROTECTION

ARX LIFETIME WARRANTY

TERMS AND CONDITIONS

Lifetime warranty for ARX building hardware.

10 year warranty on surface protection.

2022

ARX LIFETIME WARRANTY

Bring premium quality into your home for a lifetime

ARX is providing best quality building hardware and smart home solutions to ensure end-users with the highest level of security, wellbeing and superbe user experience. Integrity in everything we do, quality of our work, wide range of products and tailor-made building hardware solutions for our customers are the secret of our success. Partnership with our customers is built to last ... as last Arx Lifetime Warranty and ARX extra 10-year warranty on surface protection. With ARX you will know what is trust!

The manufacturer of ARX building hardware provides a Lifetime Warranty on functionality and a 10-year warranty on surface protection, starting from the date of delivery of goods that is defined / can be defined and applies to the territory of the EU.

ARX LIFETIME WARRANTY

For you to have complete confidence in our products, proven technologies, and expert skills, like we do, we provide you with a Lifetime Warranty on our building hardware functionality.

Application:

The warranty applies exclusively to the use of the ARX building hardware components. In case that the components of ARX building hardware are combined with the components of other manufacturers, this warranty is void. The warranty applies to all manufacturers and suppliers of doors and windows who use ARX building hardware at their delivery or production delivered after January 1, 2021.

End-user requirements:

The end-user may enforce the guarantee based on a written request to which he or she should enclose:

1. The original invoice issued by the manufacturer or seller of ARX building hardware,
2. Photos showing the damage, failure etc. of ARX building hardware.

The end-user should send the written request with all required evidence documents to the manufacturer by regular mail or by e-mail.

The lifetime warranty is not transferable.

Warranty requirements:

- The subject of warranty is exclusively functionality and/or operation of the ARX building hardware elements,
- The warranty for surface protection applies only in case of red corrosion which causes the operating problems and/or function failure of ARX building hardware.

Prerequisites for warranty:

- The installation complies with all ARX installation instructions,
- The use complies with all ARX instructions for use and maintenance,
- ARX building hardware is maintained regularly in accordance with the instructions for use and maintenance,
- ARX building hardware is operated – used in accordance with the manufacturer's instructions,
- ARX building hardware was not overloaded or loaded outside the diagrams of usability,
- The end-user was made familiar with ARX instructions for use,
- Verifiable maintenance and operation in accordance with ARX instructions,
- Return of defective elements of ARX building hardware

Warranty validity:

The warranty is valid under the condition that the hardware is installed in accordance with the manufacturer's recommendations and instructions, provided that the maximal dimension, weights and types of building furniture opening, as especially recommended by the ARX building hardware manufacturer, are taken into consideration. The standard windows and doors with ARX building furniture are:



Turn and/or tilt windows

- single and double sash windows with turn and tilt, tilt only and turn only hardware,
- perpendicular, arched and pitched windows,
- windows made of wooden, plastic, aluminium and composite materials.
- Entrance doors
- single and double leaf entrance doors,
- doors made of wooden, plastic, aluminium and composite materials.

Sliding doors and windows

- single sash sliding doors and windows,
- sliding doors and windows made of wooden, plastic, aluminium and composite materials.

Casement windows

- single or double sash casement windows,
- windows made of wooden, plastic, aluminium and composite materials.

Warranty exclusions:

- Inappropriate storage and inappropriate transport,
- Repair of defects due to external influences on ARX building hardware, such as mechanical or chemical damage and pollutions, regardless of the cause; repair of defects caused by lack of lubricants, natural disasters, fire, wars, political riots, nuclear radiation etc., overheating, freezing,
- Mechanical damage to the surface,

- Unprotected material at the points of mechanical assembly,
- Adjustment ranges, fixing screws, adjustment screws and sliding parts,
- Transfer of corrosion to ARX building hardware through foreign materials,
- Use of aggressive or abrasive cleaning agents,
- Interventions by a third person, modifications or self-made repairs (interventions by unauthorized persons),
- Use of Accoya and oak wood,
- Replacement of wear parts of ARX building hardware, whose premature wear or failure is a consequence of normal use or aging of ARX building hardware, loss of appearance or convenience of use, not associated with a loss of performance of ARX building hardware,
- Elements with different warranty conditions.

Warranty services:

The replacement of a defective element or the supply of an element with equal functionality, without delivery and installation. The decision on the method of reimbursement is in the exclusive domain of the ARX building hardware manufacturer.

Any additional claims shall not be recognized. The manufacturer shall in no case be held liable for any damage that may arise because it was not possible to use ARX building hardware due to a failure and/or for any other damage caused by ARX building hardware.



WARNING

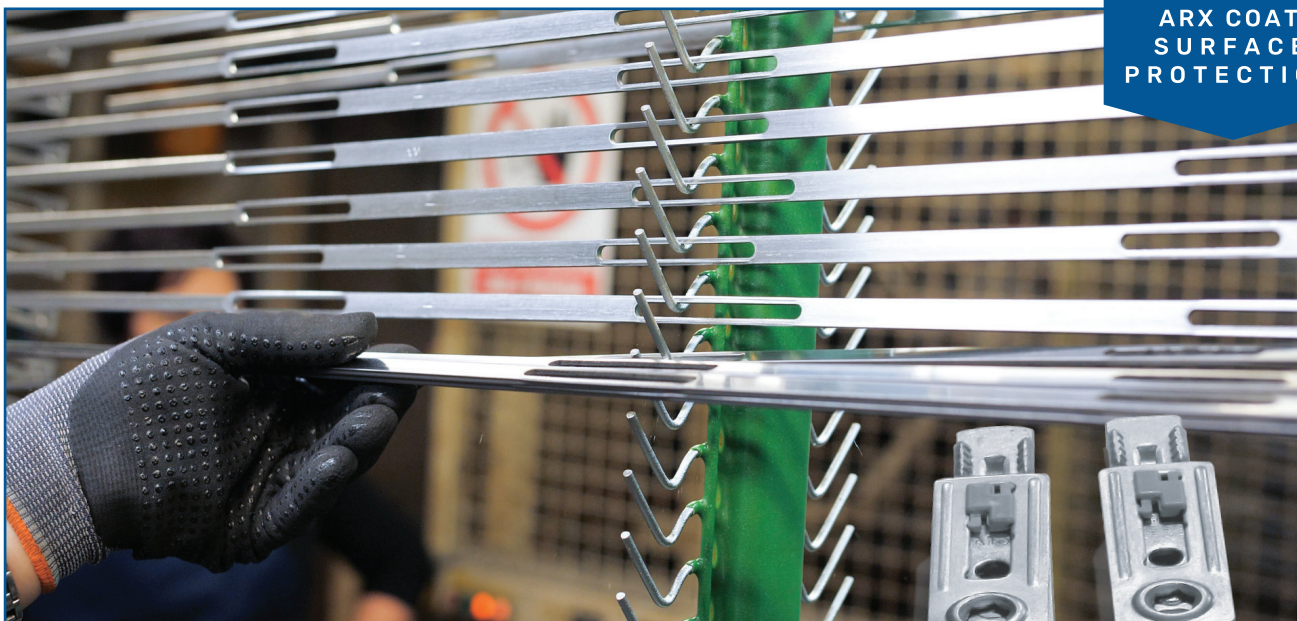
The warranty does not exclude the rights of consumers that arise from the seller's liability for defects in the goods.

ARX COAT SURFACE PROTECTION

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ARX COAT
SURFACE
PROTECTION



Surface protection and resistance coating ARX Coat, provided by Kovinoplastika Lož is one of the best on the market.

Testing of corrosion resistant coating is carried out in our salt chamber according to standard ISO 9227 (NSS). It is done periodically, so we control the whole process. In case of deviations from perfect surface protection, immediate actions are applied to the manufacturing process to produce only the best products.

ARX building hardware suits the highest requirements of corrosion resistance as it reaches the 5th grade according to the standard EN 1670. That is an equivalent of 480 hours of salt spray.

ARX Coat is a proper surface protection, which provides good anti-corrosion durability and a trendy silver appearance, all due to our ARX internal processes.



**With a thoroughly made-out design,
ARX building hardware will add a new
value to your windows and doors.**



Follow us:



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