

colofer®

GUARANTEE TERMS

For roof, wall
and drainage systems



voestalpine Steel Division
www.voestalpine.com/colofer

voestalpine

ONE STEP AHEAD.

colofer[®]

GUARANTEE TERMS

Compliance with the information set out in this document is a precondition for any guarantees to be granted. At the time of each order, the most current version of these Terms as published on our website shall apply.

Developed in 1998, colofer[®] sets us apart from all other steel producers thanks to the profound production and product know-how regarding chromium-free and chromate-free coating technologies we have perfected over the years which has made us ecological pioneers. Based on this unique expertise, we are able to offer our customers extremely long guarantee periods of up to 40 years as well as guarantees for even the harshest environments (RC5).

THE FOLLOWING MAXIMUM
GUARANTEE PERIODS ARE AVAILABLE



The content of the guarantee ranges from visual appearance to rust perforation and adhesion.

Automatic Guarantees

Our customers benefit from our comprehensive guarantee services - convenient and without requiring any registration.



Special Guarantees

We are not afraid to offer guarantees even for particularly challenging environments such as altitudes over 2,100 meters above sea level, areas near coasts (C5-M) or extreme industrial environments (C5-I). For such critical environments, we also provide individually agreed guarantees for selected products by far exceeding any regular automatic guarantees.

These colofer[®] Guarantee Terms apply to all colofer[®] shipments as well as to any associated services[®] provided by voestalpine Steel Division companies. They can only be granted in conjunction with the General Terms and Conditions of Sale of the voestalpine Steel Division valid at the time the order in question is placed. You can find a complete list of all voestalpine Steel Division companies (hereinafter referred to as 'voestalpine') under <http://www.voestalpine.com/stahl/en/Companies>.

The information and product specifications detailed in this document are to be used as non-binding engineering guidance and are not intended to replace any expert advice directly supplied by our sales and customer service teams in any way. The information and product specifications contained in this brochure are not to be considered warranted characteristics unless mutually agreed between the contracting parties. All technical data are subject to change without prior notice. Printing and typesetting errors reserved. Any reprints, even in extracts, are subject to the express permission of voestalpine Stahl GmbH.

FACTORS INFLUENCING THE DURATION OF OUR colofer® GUARANTEE

Depending on atmosphere, geographical location and altitude, a material will be exposed to different degrees of atmospheric stress. Accordingly, selecting the right colofer® product is very important.

Different atmospheric conditions (according to EN 10169)



Rural atmosphere (C2)

Atmosphere prevailing in rural areas and small towns containing hardly any pollution by corrosive substances such as sulfur dioxide and/or chlorides.



Urban atmosphere (C3)

Polluted atmosphere prevailing in densely populated areas without any significant industrial activities. It contains moderate levels of corrosive substances such as sulfur dioxide and/or chlorides.



Industrial atmosphere (C3–C5)

Atmosphere polluted by corrosive gaseous emissions from local or regional industrial operations (mostly sulfur dioxide). Industrial atmospheres are divided into three categories according to SO₂ levels (low, medium and high content).



Maritime atmosphere (C3–C5)

Atmosphere prevailing near the sea and in coastal regions. Depending on the salt content and distance to the coast, there are three categories: low salt content (10 to 20 km from the coast), medium salt content (3 to 10 km from the coast) and high salt content (up to 3 km from the coast).

Different geographic locations



Locations north of latitude 37°N
(recommended UV resistance class: RUV 3)



Location south of latitude 37°N
(recommended UV resistance class: RUV 4)

Different altitudes

















Locations up to 900 meters in altitude
(recommended UV resistance class: RUV 3)








Locations up to 2,100 meters in altitude
(recommended UV resistance class: RUV 4)

colofer® GUARANTEE OVERVIEW – MAXIMUM GUARANTEE PERIODS

Maximum guarantee periods by area of application	colofer® CLASSIC	colofer® UV	colofer® MATT	colofer® ROBUST	colofer® ROBUST RAIN	colofer® PLUS	colofer® VARIO
 Wall applications	20	20	20	20	⊗	40	☰
 Roof applications	18	18	18	18	⊗	35	☰
 Drainage applications	⊗	⊗	⊗	15	18	20	⊗
 Special guarantee	⊗	⊗	⊗	⊗	⊗		⊗

Maximum guarantee periods by atmosphere and corrosivity category	Corrosion resistance category	colofer® CLASSIC	colofer® UV	colofer® MATT	colofer® ROBUST	colofer® ROBUST RAIN	colofer® PLUS	colofer® VARIO
 = C2		20	20	20	20	18	40	☰
 = C3		15	15	15	15	12	25	☰
 = C4		⊗	⊗	⊗	⊗	10	15	☰
 = C5-M / C5-I		⊗	⊗	⊗	⊗	⊗		⊗

Guarantee periods according to sea level	UV resistance	colofer® CLASSIC	colofer® UV	colofer® MATT	colofer® ROBUST	colofer® ROBUST RAIN	colofer® PLUS	colofer® VARIO
 up to 900 m		100%	100%	100%	100%	100%	100%	100%
900 – 1,300 m		⊗	90%	90%*	90%*	90%	90%	☰
 1,300 – 1,700 m		⊗	70%	70%*	70%*	70%	70%	☰
1,700 – 2,100 m		⊗	50%	50%*	50%*	50%	50%	☰
over 2,100 m		⊗	☰	☰	☰	☰	☰	☰

☰ Upon request  Only with special guarantee
 ⊗ Not available * Only applies to selected standard colors

Guarantee periods rounded to whole years.

GUARANTEE ENTITLEMENT AND CLAIMS

Rust perforation guarantee

First-time customers may assert guarantee claims if a significant amount (over 5% of total surface area) of rust holes appears in colofer® materials supplied by voestalpine as a result of corrosive attacks prior to the expiry of the guarantee period set out in the applicable guarantee terms despite compliance with these Guarantee Terms and despite having avoided the circumstances defined in the section "Limitations of Automatic Guarantee".

Adhesion guarantee

First-time customers may assert guarantee claims if more than 5% of the coating of the total installed surface area of the colofer® materials supplied by voestalpine (and SSC) loses adhesion prior to the expiry of the guarantee period defined in the relevant product data sheet despite compliance with all other guarantee terms and despite having avoided the circumstances defined in the section "Limitations of Automatic Guarantee".

Visual appearance

First-time customers may assert guarantee claims if the limit values defined in EN 10169 for color and gloss deviations are exceeded despite compliance with these Guarantee Terms and despite having avoided the circumstances defined in the section "Limitations of Automatic Guarantee". The surfaces concerned have to be inspected in areas carefully cleaned with conventional detergents. As and when required, such an inspection is to be carried out by voestalpine and the supplier of the coating system in question together with the customer. In case of doubt, guarantee claims will be reviewed based on the UV resistance requirements defined in EN 10169 by way of accelerated examination (laboratory testing). This guarantee does not extend to individual critical color shades.

Start and end of guarantee period

Your guarantee period will start on the day the products are delivered by voestalpine. In the absence of a differing agreement between the customer and voestalpine, the specific guarantee periods set out in the summary table on Page 6 (Guarantee Details) apply. Any extension of statutory guarantee periods will not result in any extension of the guarantee periods defined in this document.

GUARANTEE DETAILS

Guarantee services for wall applications	colofer® CLASSIC					colofer® UV					colofer® MATT					colofer® ROBUST					colofer® ROBUSTRAIN					colofer® PLUS					colofer® VARIO				
	RC2	RC3	RC4	RC5		RC2	RC3	RC4	RC5		RC2	RC3	RC4	RC5		RC2	RC3	RC4	RC5		RC2	RC3	RC4	RC5		RC2	RC3	RC4	RC5		RC2	RC3	RC4	RC5	
ZM120	20	15	22	22	22	20	15	22	22	20	15	22	22	22	20	15	22	22	22	22	20	15	22	22	22	20	15	22	22	22	22	22	22	22	
Rust perforation/ functionality	18	15	22	22	22	18	15	22	22	18	15	22	22	22	18	15	22	22	22	22	18	15	22	22	22	18	15	22	22	22	22	22	22	22	
Z200/225	12	10	22	22	22	12	10	22	22	12	10	22	22	22	12	10	22	22	22	22	12	10	22	22	22	12	10	22	22	22	22	22	22	22	
Coating adhesion	10	8	22	22	22	10	8	22	22	10	8	22	22	22	10	8	22	22	22	22	10	8	22	22	22	10	8	22	22	22	22	22	22	22	
Visual appearance	RUV3	RUV3	22	22	22	RUV4	RUV4	22	22	RUV4*	RUV4*	22	22	22	RUV4*	RUV4*	22	22	22	22	RUV4*	RUV4*	22	22	22	RUV4	RUV4	RUV4	RUV4	22	22	22	22	22	

Guarantee services for roof applications	colofer® CLASSIC					colofer® UV					colofer® MATT					colofer® ROBUST					colofer® ROBUSTRAIN					colofer® PLUS					colofer® VARIO				
	RC2	RC3	RC4	RC5		RC2	RC3	RC4	RC5		RC2	RC3	RC4	RC5		RC2	RC3	RC4	RC5		RC2	RC3	RC4	RC5		RC2	RC3	RC4	RC5		RC2	RC3	RC4	RC5	
ZM120	18	12	22	22	22	18	12	22	22	18	12	22	22	22	18	12	22	22	22	22	18	12	22	22	22	18	12	22	22	22	22	22	22	22	
Rust perforation/ functionality	15	12	22	22	22	15	12	22	22	15	12	22	22	22	15	12	22	22	22	22	15	12	22	22	22	15	12	22	22	22	22	22	22	22	
Z200/225	10	8	22	22	22	10	8	22	22	10	8	22	22	22	10	8	22	22	22	22	10	8	22	22	22	10	8	22	22	22	22	22	22	22	22
Coating adhesion	10	5	22	22	22	10	5	22	22	10	5	22	22	22	10	5	22	22	22	22	10	5	22	22	22	12	10	5	22	22	22	22	22	22	
Visual appearance	RUV3	RUV3	22	22	22	RUV4	RUV4	22	22	RUV4*	RUV4*	22	22	22	RUV4*	RUV4*	22	22	22	22	RUV4*	RUV4*	22	22	22	RUV4	RUV4	RUV4	RUV4	22	22	22	22	22	

Guarantee services for drainage applications	colofer® CLASSIC					colofer® UV					colofer® MATT					colofer® ROBUST					colofer® ROBUSTRAIN					colofer® PLUS					colofer® VARIO				
	RC2	RC3	RC4	RC5		RC2	RC3	RC4	RC5		RC2	RC3	RC4	RC5		RC2	RC3	RC4	RC5		RC2	RC3	RC4	RC5		RC2	RC3	RC4	RC5		RC2	RC3	RC4	RC5	
ZM120	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	
Rust perforation/ functionality	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22
Z200/225	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22
Coating adhesion	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22
Visual appearance	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22	22

- Upon request
- Only with special guarantee
- Not available
- Only applies to selected standard colors

AUTOMATIC GUARANTEE REQUIREMENTS

voestalpine provides an automatic guarantee for colofer® products demonstrably meeting the following requirements:

- » The defective colofer® product must have been selected as an appropriate solution with a view to its intended application, geographic location and prevailing environmental conditions including the correct RC and RUV class specifications. See Technical Terms of Delivery.
- » All colofer® materials must be properly stored, packed and shipped (including their handling) in a dry place only. Processing conditions (temperature, gap geometry, forming radii) as well as all mounting and maintenance processes must be suitable for colofer® properties and all work needs to be performed in line with recognized industrial standards and guidelines.
- » Upon ordering, customers are required to notify voestalpine in their orders of the intended purpose of the colofer® product; all such colofer® products must only be used in accordance with their specified intended purpose.
- » colofer® materials must not be exposed to aggressive environments accelerating corrosive processes or resulting in changes in the corrosive resistance properties of these materials (such as atmospheric compounds containing chlorine, sulfur and fluorine; erosive stress; continuous contact with water; caustic substances and organic acids; silicoes that release acetic acid; smoke; vapors; condensates; ash; cement dust or cement dust solutions; substances inducing organic growth or similar).
- » On direct coastlines or altitudes of over 2,100 meters above sea level, the use of colofer® is contingent upon special guarantees to be agreed in writing.
- » colofer® must be inspected annually for anomalies such as dirt deposits, damage (e.g. any delamination of the coating layer or commencement of corrosion) or functional impairment by an expert. The results of these inspections must be documented in writing. Any dirt must be removed from the sheets and a complaint must be lodged with regard to any additional anomalies without delay.
- » Customers are required to report any warrantable defects to voestalpine in writing no later than 14 business days following their detection, in any event no later than two months after becoming apparent, otherwise all guarantee claims will be forfeit. Guarantee claims must include an exact description of the defect (photograph, if possible), the address of the object concerned, the affected surface, the delivery chain, coil number and order number, any relevant documents (invoice, order confirmation, delivery note) as well as a detailed list of expected costs.
- » The defective colofer® product being the subject of a guarantee claim must have been demonstrably manufactured from voestalpine materials (specify coil number) and has to be still in the property of the direct contractual partner of voestalpine (direct customer/first-time customer). In case of doubt, voestalpine must be provided with samples of any such defective materials.
- » Roof pitches must be 3 degrees or more.
- » Rain gutter slopes must be 3 mm/m or more.

CONTENT AND SCOPE OF OUR AUTOMATIC GUARANTEE

With regard to the applicable guarantee period specified in the Guarantee Terms depending on the application concerned (roof, wall or drainage application), the type of damage (rust perforation, coating adhesion, visual appearance) and the environment, voestalpine guarantees that colofer® possesses the properties described in the product data sheets and is free from any defects within the meaning of these Guarantee Terms.

- » This guarantee applies to all surfaces with undamaged organic coating. If necessary, cut edges must be appropriately protected and will not be subject to these Guarantee Terms.
- » Our guarantee includes neither the reverse side of sheets nor overpainted surfaces or surfaces with repair coatings.
- » For roof drainage applications, our visual appearance guarantee only extends to the exterior (exposed side) of drainage systems.
- » Any defects occurring during the applicable guarantee term must only be eliminated by voestalpine itself or one of its authorized agents by way of repair, overpainting or replacement deliveries of defective parts, otherwise all guarantee claims will be forfeit. If the costs incurred as a result of the elimination of defects are disproportionately high, the customer has a subsidiary right to ask for a reasonable reduction in price in consultation with voestalpine. voestalpine is only able to accept returned replaced parts in the form of coils. Replacement parts will be delivered free of charge unless shipment costs exceed the invoice value of the goods being the subject of the guarantee claim concerned.
- » All defects will be eliminated by voestalpine in the most economic manner possible as well as within a reasonable period of time; alternatively, voestalpine may also commission a specialist company to perform the required work. Any elimination of defects will not result in any interruption, suspension or restarting of the agreed guarantee period. The elimination of defects will ensure the continued usability of the affected component; however, voestalpine is unable to guarantee the exact matching of colors to the visual appearance of other surrounding building elements.
- » Any further claims on the part of customers arising out of or in connection with these Guarantee Terms are expressly excluded. In particular and to the extent permitted by law, voestalpine (including its legal representatives, employees, agents, subcontractors, etc.) will not assume any liability for compensation claims on the grounds of slight or gross negligence, for any compensation of indirect or consequential damages (including, but not limited to, loss of production or interruption of operations), for any loss of profit and/or positive damage in the form of lost earnings, unrealized savings or interest losses, or for the compensation of purely financial losses. Furthermore, the total liability of voestalpine, for whatever legal reasons, is limited to a maximum of 100% of the invoice value of the particular shipment (i.e. per defective coil and exclusive of any surcharges for shipping, packaging, storage and customs duties) having caused the damage in question. This limitation of total liability also applies to any reimbursement of expenses, guarantee claims or individually agreed guarantees. However, all and any claims in connection with voestalpine shipments and/or services will lapse after 18 months following the individual shipment or service having caused the damage concerned.
- » All customers agree to allow voestalpine to set off guarantee claims against any services or sums they may have already received by way of guarantee entitlements or damages.
- » The validity of all contractual and statutory entitlements on the part of customers arising from the transaction having caused the damage concerned will cease upon the elimination of defects as described above or upon issuance of a corresponding credit note (price reduction).
- » The costs incurred as a result of the elimination of defects as described above which are to be borne by voestalpine will be limited in accordance with the table below:

Lodged complaint (% of applicable guarantee period)	Assumption of costs (%)
up to 60%, with a maximum limit of 10 Years	100%
up to 70%, with a maximum limit of 15 Years	60%
up to 80%, with a maximum limit of 20 Years	40%
up to 100%	20%

No costs can be assumed following expiry of the applicable guarantee period.

LIMITATIONS OF AUTOMATIC GUARANTEE

We are unable to provide any guarantee in the following circumstances:

- » If the roof pitch is less than 3 degrees.
- » If a rain gutter slopes less than 3mm/m.
- » If color deviations between components are claimed which were not produced by the same manufacturer (or by the same coater) or have been subject to weather for different periods of time (such as subsequently added parts of buildings, replaced panels or subsequently renovated surfaces) or have changed in visual appearance due to different weather effects (e.g. different alignment of surfaces on building).
- » If color deviations between components are claimed for special coatings (such as metallic or effect pigment coatings and similar) which originate from different production batches that were nevertheless installed together.
- » If the temperature of the sheets was below 20 °C when they were formed.
- » If the bending radius has been smaller than recommended or if the sheets have been subject to compressive stress or deep drawing.
- » If repairs and modifications were not coordinated with voestalpine but initiated by customers themselves.
- » If the defective colofer® product being subject to the claim concerned has been damaged mechanically or thermally or is showing cracks (e.g. as a result of scratches, welding, or cutting).
- » If the defective colofer® product has come into contact with more noble metals (e.g. copper), resulting in galvanic corrosion (contact corrosion)
- » If there are any design weaknesses or structural defects attributable to the customer (e.g. faulty seals and fastening elements, drip edge within cut surface area).
- » If there are any accumulations of dirt and debris.
- » If water has been prevented from draining from gutters properly due to accumulations of dirt and debris.
- » If the sheets have been continuously exposed to temperatures outside the recommended range specified in the product data sheet irrespective of the cause of such exposure.
- » If the colofer® product supplied by voestalpine was not processed within six months following the delivery date agreed with the customer.
- » If damages are claimed which can be attributed to the unintended use of the colofer® product.
- » If the damage concerned was caused by natural phenomena.
- » If the damage concerned was caused by third parties for whatever reason.
- » If damages are claimed which can be attributed to the improper processing and finishing of the material in all production stages.
- » If the damage concerned was caused by unsuitable detergents, cleaning methods or cleaning intervals.
- » If the damage concerned was caused by improper storage (e.g. temporary storage and shipment of contractual goods or colofer® products without sufficient protection against weather and other exterior influences).
- » If the damage concerned can be attributed to improper handling, design or installation, or when the products were processed by unskilled staff using unsuitable tools.
- » If damages on repainted or overpainted surfaces or surfaces repaired with refinishing paint on façades are claimed when these components were not coated in coordination with voestalpine.

VENUE, APPLICABLE LAW

All (legal or arbitration) disputes that may arise out of or in connection with these Guarantee Terms shall be subject to Austrian law, with its conflict-of-laws rules (including but not limited to the Austrian Statute on Private International Law [IPRG] and Rome Regulations I + II) as amended from time to time being expressly excluded. Applicability of the UN Convention on Contracts for the International Sale of Goods of 11 April 1980 (CISG as amended) is also expressly excluded.

For customers residing or having their registered office in the territory of the European Union, Switzerland, Iceland or Norway, the competent ordinary court in Linz, Austria shall have exclusive jurisdiction.

For customers residing or having their registered office outside the territory of the European Union, Switzerland, Iceland or Norway, all disputes that may arise out of or in connection with these Guarantee Terms arise, which

cannot be settled amicably shall be finally settled under the Rules of Arbitration of the International Chamber of Commerce (ICC) by one or more arbitrators appointed in accordance with the said Rules. The place of arbitration shall be Linz, Austria. The language to be used in the arbitration shall be German. For the application of this provision, Great Britain shall not longer belong to the territory of the European Union.

The provisions set out in this section notwithstanding, all mandatory statutory provisions (in particular based on national consumer protection regulations) regarding applicable law and venue remain unaffected and will continue full force and effect.

For any assignment or transfer of claims arising from these guarantees by first-time customers, written approval by direct customers /first-time customers voestalpine is required.



Learn more about colofer®
and visit us at

www.voestalpine.com/colofer/en

colofer® ADDED VALUE

IT'S THE INNER VALUES THAT
COUNT! THEY MAY NOT BE
APPARENT AT FIRST GLANCE
BUT ARE NEVERTHELESS HARD
TO OVERLOOK ON CLOSER
INSPECTION.



More than just environmentally compatible – The ECO-Pioneer

colofer® is a true pioneer when it comes to protecting the environment and employee health and safety. Already in 1998, voestalpine developed an environmentally compatible method for the production of colofer® by completely eliminating chromate from the process without compromising the excellent product performance and the length of guarantee periods.

voestalpine operates one of the cleanest and most environmentally compatible steelmaking plant in Europe and has already won the Green Brands Austria award. Additionally, it was given the title of a Steel Sustainability Champion, more than justifying its reputation as an environmental pioneer.



More than just quality – High Quality made in Austria

Our high-tech steel strips and paints from renowned European manufacturers are the basis for the consistently high level of quality that is characteristic of colofer®. Thanks to our integrated steel mill at the Linz location, we always have full control of all value-adding process steps involved. colofer® is produced in a single facility using high-precision measuring methods. As a result, our customers benefit from consistently high quality and from products that strictly comply with the agreed specifications.



More than just products – colofer® Service

We consider services to be part of the product itself, which is why we also strive for perfection in our services. Learn more about our colofer® services!

- » colofer® technical support
- » colofer® colorservice
- » colofer® coilsplitting
- » colofer® ROL
- » colofer® inside
- » voestalpine Steel & Service Center

The information and product properties contained in this printed material are non-binding and serve the sole purpose of technical orientation. They do not replace individual advisory services provided by our sales and customer service teams. The product information and characteristics set forth herein shall not be considered as guaranteed properties unless explicitly stipulated in a separate contractual agreement. For this reason, voestalpine shall not grant any warranty nor be held liable for properties and/or specifications other than those subject to explicit agreement. This also applies to the suitability and applicability of products for certain applications as well as to the further processing of materials into final products. All application risks and suitability risks shall be borne by the customer. The General Terms of Sale for Goods and Services of the voestalpine Steel Division shall apply to all materials supplied by the voestalpine Steel Division and can be accessed using the following link: www.voestalpine.com/stahl/en/The-Steel-Division/General-Terms-of-Sale

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ECO-Pioneer



Made in Austria



colofer® Service

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