

10-year warranty

for Roto Outward Opening hardware

Warranty conditions and warranty period

Roto Frank Fenster- und Türtechnologie GmbH provides a warranty for Roto hardware components for the Roto Outward Opening hardware system for a time period of 10 years. However, this only applies to the benefit of window manufacturers who have Roto hardware components installed in the windows they produce (person covered by the warranty). All other groups of persons are excluded from the warranty. Warranty claims cannot be assigned to third parties.

The warranty applies to Roto Outward Opening hardware components which someone eligible for the warranty has purchased on or after 31st January 2020; the relevant date is when the contract with the seller was completed. The warranty term of 10 years begins on the date that the hardware is delivered to the person covered by the warranty (with the latter having a duty to provide proof in this regard).

The warranty only covers the functionality of the hardware components.

This does not include natural wear, impacted appearance (especially of the hardware surface) or impacts to comfort which do not result in diminished functionality.

The warranty is only granted if the following conditions are met: the hardware components were verifiably installed correctly in accordance with the "Roto installation instructions" and they were verifiably maintained in accordance with the "Roto maintenance instructions". A further condition is that the components were verifiably being operated properly and as stipulated and that the components to which the complaint related were returned.

Electronic / electric and electromagnetic components are excluded from the warranty. Neither does the warranty cover hardware components (e. g. MVS contact element) which are installed in access doors in the public or private sector or are used in industrial applications. Damage that is attributable to third-party influences is likewise excluded.

Warranty claims

In the event of a warranty claim, Roto will provide a functionally equivalent replacement for the faulty hardware component. Any services beyond this (e.g. rework, compensation, delivery, removal or installation of hardware components) are not included in the warranty. The statutory rights that the person covered by this warranty has are not restricted by this warranty.

Asserting a warranty claim

The rights arising from the warranty must be asserted to Roto Frank Fenster- und Türtechnologie GmbH in writing within a period of one month since the warranty claim arose, providing proof of the warranty conditions.

German law shall apply with the exclusion of the UN Convention on Contracts for the International Sale of Goods. If the person covered by the warranty is a merchant as per the German Commercial Code, then the exclusive place of jurisdiction is Stuttgart, Germany.

The Roto Outward Opening hardware consists of:

- Hardware components for single and double-sashed windows,
- Hardware components that are installed in timber, PVC or aluminium profiles,
- The Roto FRH UNI, Roto FS Kempton and Roto PS Aintree hinge sides,
- Roto SSL, Roto TSL and Roto TSH espagnolettes,
- Roto Line handles,
- Burglar inhibiting components with zinc die-cast / steel strikers,
- Hardware components without electric drives and electronic components,
- Technical hardware components included in the "Roto application diagrams and installation instructions".

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