



Management Service

# CERTIFICATE

The Certification Body  
of TÜV SÜD Management Service GmbH

certifies that



**"METALPLAST KARO ŻŁOTÓW" Spółka Akcyjna**  
PL-77-400 Żłotów, ul. Kujańska 10 e

has established and applies  
a Quality Management System for

**Development, production and sale  
of metal mounts for windows and doors**

An audit was performed, Report No. **70001281**  
Proof has been furnished that the requirements  
according to

**ISO 9001:2008**

are fulfilled. The certificate is valid until **2012-06-25**

Certificate Registration No. **12 100 7621 TMS**

Munich, 2009-10-15



QMS-TGA-ZM-07-92

## Quality Policy

Aims of the quality policy:

- Manufacturing and sales of products and services of the highest quality, determined on the basis of legal and market conditions as well as requirements specified together with the customer.
- Quality is our priority. Commitment to quality means that all employees participate jointly to this end.
- Quality means customer's satisfaction. Customer's expectations constitute an actively changing, superior goal that requires the quality oriented management to be constantly improved.

To achieve these goals, the following rules must be observed:

- Preventing defects is better than discovering them.
- Quality reduces costs.
- If the quality is embedded in production, installation and distribution of products there is no need to keep excessive stocks of materials and semi-finished products.
- Use top quality suppliers and strive to optimise their number.
- Team-work is more effective than commanding. Times where an employee used to tell their superior: I have done what I had to do and it is your turn now, are gone.
- All employees are responsible for quality.
- Everyone has incredible possibilities.

The Management Board and **METALPLAST – KARO ZŁOTÓW S.A.** carry out the quality policy with dynamic and innovative approach to management through quality while taking into consideration :

- Quality culture,
- Promotion of quality awareness,
- Motivation for better performance,
- Quality improvement programs,
- General participation of employed personnel in achieving quality goals.

The Management Board of **METALPLAST – KARO ZŁOTÓW S.A.** establishes and introduces the Quality Policy and determines responsibility of the management regarding the maintenance of all quality undertakings now and in the future.

President of the Management Board

PREZES Zarządu  
*Dariusz Filipowicz*  
Dariusz Filipowicz

Quality Policy introduced 17.07.2003 r. Updated 24-08-2009

## WARRANTY CARD

METALPLAST KARO ZŁOTÓW S.A. grants warranty for ALUKARO hardware. Warranty is granted for 60 months from date of purchase.

During this time warrantor guarantees to the user cost-free repair of damages caused by the defects of ALUKARO hardware related to:

- Loss of stability of windows and balcony doors elements due to a defective functioning of ALUKARO hardware.
- Inappropriate anti-corrosion protection of steel elements of ALUKARO hardware.

METALPLAST KARO ZŁOTÓW S.A. shall be released from warranty-related obligations if the identified defects were caused by the user, in particular:

- Inappropriate usage of the hardware
- Inappropriate choice of hardware elements for the intended purpose (weight, height and width of the sashes)
- Assembling of ALUKARO hardware not in accordance with fitting instructions
- Using screws for hardware assembling other than made of acid-resistant steel
- Inappropriate hardware maintenance, not in accordance with hardware maintenance instructions by the manufacturer.

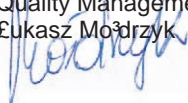
Warranty for the durability of hardware protective coats remains valid if they are not affected by any aggressive influence of external environment or any aggressive substances used for the maintenance of windows and balcony doors.

In case of justified warranty-related claims we guarantee free-of charge replacing of faulty parts. Warranty does not cover reimbursement of other costs.

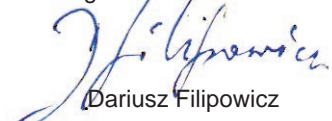
Warranty does not cover defects if:

- Hardware contains parts or sets produced by other manufacturers
- Defects are caused by force majeure, for example natural disasters.

Management Board Plenipotentiary  
for Quality Management  
Łukasz Moźdzysk



Management Board President



Dariusz Filipowicz

## WARRANTY CARD

METALPLAST KARO ZŁOTÓW S.A. grants warranty for ROMB, ROMB 2000 and ROMB 3000 hardware. Warranty is granted for 10 years from date of purchase.

During this time warrantor guarantees cost-free repair of damages caused by hardware defects related to:

- Loss of stability of windows and balcony doors elements due to defective hardware functioning
- Improper anti-corrosion protection of hardware steel elements.

METALPLAST KARO ZŁOTÓW S.A. shall be released from its warranty obligations if the identified defects were caused by the user, in particular:

- Inappropriate usage of the hardware
- Inappropriate choice of hardware elements for the intended purpose (weight, height and width of the sashes)
- Hardware assembling not in accordance with fitting instructions.

Warranty for the durability of hardware protective coats remains valid, if they are not affected by any aggressive influence of external environment or any aggressive substances used for the maintenance of windows and balcony doors.

In case of justified warranty-related claims we guarantee free-of-charge replacing of faulty parts. Warranty does not cover reimbursement of other costs.

Warranty does not cover hardware defects if:

- Hardware contains parts or sets produced by other manufacturers
- Defects were caused by force majeure, for example natural disasters.



Management Board Plenipotentiary  
for Quality Management

  
Łukasz Moździoch

## WARRANTY CARD

METALPLAST KARO ZŁOTÓW S.A. grants a warranty for the hardware: lever locking rod for windows and tilt transoms TAKT-150.

Warranty is granted for 24 months from date of purchase.

During this period the warrantor warrants to the user cost-free repair of damages caused by hardware defects related to:

- Loss of stability of windows and transoms elements due to a defective hardware functioning
- Improper anti-corrosion protection of hardware steel elements.

METALPLAST KARO ZŁOTÓW S.A. shall be released from its warranty obligations, if the identified defects were caused by the user, in particular:

- Inappropriate usage of the hardware
- Inappropriate choice of hardware elements for the intended purpose (weight, height and width of window sashes and transoms)
- Assembling performed not in accordance with fitting instructions

The warranty for duration of hardware protective coats remains valid if they are not affected by any aggressive influence of external environment or any aggressive substances used for maintenance of windows and transoms.

In case of justified warranty-related claims we guarantee free of charge replacing of faulty parts. Warranty does not cover reimbursement of other costs.

Warranty does not cover hardware damages if:

- Hardware contains parts or sets produced by other manufacturers
- Damages are caused by force majeure, for example natural disasters.



Management Board Plenipotentiary  
for Quality Management

  
Łukasz Moźdzzyk