

10-year warranty

for Roto NX standard hardware (valid from 01/01/2026)



Note for Roto NT standard hardware

Roto Frank Fenster- und Türtechnologie GmbH (Roto) no longer provides a warranty for Roto NT standard hardware purchased on or after 1st January 2026. For Roto NT standard hardware purchased up to and including 31st December 2025, the Roto warranty conditions valid up to 31st December 2025 shall apply. This also applies to Roto NT standard hardware purchased as spare parts.

Warranty conditions and warranty period for Roto NX standard hardware

Roto Frank Fenster- und Türtechnologie GmbH (Roto) provides a warranty for Roto hardware components for the Roto NX 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 eligible for 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 NX standard hardware components which a person eligible for the warranty has purchased on or after 1st January 2026; the relevant date is when the contract with the seller was completed. The warranty period of 10 years begins on the date that the hardware is delivered to the person eligible for the warranty (with the latter having a duty to provide proof in this regard).

The warranty only covers the functionality of the Roto NX hardware components.

This does not include natural wear and tear, 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 main-

tenance 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 which are installed in access doors in public or commercial premises 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 eligible for 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 eligible for the warranty is a merchant as per the

German Commercial Code (HGB), then the exclusive place of jurisdiction is Stuttgart, Germany.

The Roto NX standard hardware consists of:

- Hardware components for single- and double-sashed rectangular windows with Turn-Only and Tilt&Turn sashes,
- Hardware components that are installed in timber, PVC or aluminium profiles,
- Surface-mounted and concealed hinge sides,
- Standard, floating-mullion sash, reverse-action or Turn-Only / Tilt-Only espagnolettes,
- Roto Line, Roto Samba or Roto Swing handles,
- Burglar inhibiting windows with zinc die-cast / steel strikers,
- Hardware components without electric drives or electronic components,
- Hardware components without tilt stays or arrestable brake stays as accessories,
- Technical hardware components included in the "Roto application diagrams and installation instructions".

Roto Frank Fenster- und Türtechnologie GmbH

Wilhelm-Frank-Platz 1
70771 Leinfelden-Echterdingen
Germany

Phone +49 711 7598 0
Fax +49 711 7598 253
info@roto-frank.com

www.roto-frank.com