

Quality standards profiles

There are a variety of influences when processing elastomer and thermoplastic profiles. This means certain process characteristics cannot be ruled out. The process characteristics described below are intended to rule out discrepancies, define a basis for complaints and prevent avoidable environmental pollution through unnecessary disposal or transport. To guarantee uniform processing.

- Delivered coils can generally contain one cut/gluing spot per coil due to process-related interruptions. In case of combined profiles (glued articles made of elastomer and thermoplastic profiles) and profiles with adhesive tape (SK, AF, AFH), there may be two cuts/gluing spots per coil. This is due to the two different primary materials. By agreement, these cuts/gluing spots can be marked. In order to implement the objective of sustainable action, such bundles are not disposed and are also not a basis for complaints.
- Due to the raw material characteristics, different surface conditions can occur regardless of machine settings. The following regulations apply to surface conditions:
 - o Visible surface – max. 2 surface irregularities per meter, not larger than 2 mm
 - o Non-visible surface – max. 5 surface irregularities per Meter, not larger than 3 mm
- In general, complaints can only be made about goods that have not been changed in their delivery condition. We cannot accept complaints regarding processed goods. There may be exceptions if the error was clearly caused by Industrilås and/or the material would no longer have been usable even in the same condition.
- Complained goods must be returned to Industrilås in the same condition as they were delivered. Returned goods that do not allow a root cause analysis, which may have caused the claimed defect or additional defects, will result in a claim rejection.
- Slightly damaged packaging that clearly does not affect the material contained is excluded from the right to claim.
- Due to high delivery quantities and the difficult root causes analysis in the case of a very small amount of complained goods, we have decided to set a minimum quantity for complaint processing. Up to five pieces and ten meters / or 2% of the delivered quantity will be credited for the complained goods (if there are justified reasons). Though no complaint processing including root cause analysis, corrective actions and 8D report will be carried out. If desired, small quantities can also be charged and returned via a monthly rejection quantity.
- Profiles with gluing spots (rings and frames) may only be exposed to a certain load. In the radius, gluing spots may only be loaded up to a maximum radius of R50 and a maximum force of 100 N. Anything exceeding that is not a basis for a complaint.
- In general, the quality level for each component can be individually agreed, e.g. by defining visible surfaces, test criterias or permissible surface irregularities for each area. These can be defined during sampling or, after consultation, can be added afterwards.