



General Terms of Use - Manufacturer's Warranty

We thank you very much for purchasing the proFAIRssional® mobile advertising and exhibition construction system. To guarantee the highest satisfaction with our products, please consider the following terms of use. The construction manual for your proFAIRssional® set are available on our website www.profairssional-messesystem.de

1. proFAIRssional frames and accessories:

The proFAIRssional® frames are made of aluminium profiles and (according to the respective configuration) of magnetic tapes or Velcro closures ensuring the secure attachment and adhesion of the fillings/graphic panels.

- The frames must not be stored or used at the temperature under + 5°C (due to the magnetic properties of the tapes);
- The frames must be protected from moisture;
- The frames must be protected against mechanical damage (they must not be dropped, they must not be positioned without supports, the frame corners must not hit against the floor, etc.).

Recommended Storage Method:

The frames and accessories of proFAIRssional® should be stored in the packaging supplied by the manufacturer in a dry place at room temperature and must not be exposed to accidental mechanical damage.

How to guarantee the cleanliness of the proFAIRssional® frames?

The frames can be easily kept clean with a cloth and by using gentle cleaners for smooth surfaces. Do not use brushes and alcohol-based cleaners.

Guarantee: 72 months

The manufacturer's warranty for the proFAIRssional® frame is of 6 years from the invoicing date.

The manufacturer guarantees smooth functioning of the proFAIRssional® frames over a period of 72 months from the purchase date. The warranty does not cover any mechanical damage or any other kind of damage resulting from the use of the product by violating the General Terms of Use.

2. Frame Filling (Panels):

The frame filling is made up of specially made mouldings of materials and fabrics in compliance with your order. They are attached to the frames by using magnetic tapes or Velcro straps.

- The panels must not be stored at a temperature under + 5°C;
- The panels must not be stored or used near sources of heat (radiators, sun-exposed areas, etc.);
- In particular, in vehicles, the panels should not be stored for long periods (because a deformation of the panels due to high insolation could occur);
- After the assembling of the panel you should always check if it is appropriate and secure.

Recommended Storage Types:

The panels should be stored horizontally, one on top of the other. Due to the potential deformation of the panels, they should be stored on a flat surface. The panels should not be stored in sunny or damp places and on places exposed to accidental mechanical damage. The recommended storage temperature is between 5 and 35 degrees Celsius. The frame fillings must not be exposed to atmospheric conditions, in particular not to water. If the frame fillings become wet, they have to be dried immediately with a clean cloth.

How to keep the panels and frame fillings clean

The panels and frame fillings should always be cleaned with a soft cloth, or in case of heavy soiling, with a glass cleaner or a cleaner for smooth surfaces. After using detergents with added water you should wipe the panels dry.

Guarantee: 12 months

The panels and frame fillings of the proFAIRssional® system are delivered with a 12-month warranty.

However, the said warranty does not include any mechanical or other kind of damage caused by the incorrect use of the system. In particular, the warranty does not cover panels and frame fillings which have not been supplied or produced by the constructor. The manufacturer is not liable for the operating mode of such frame fillings and panels. As a consequence, it is strongly recommended to use only original panels and original fillings for the proFAIRssional® system.

(General Terms of Use, Manufacturer's Warranty)

3. Warranty management

The warranty is granted for the periods as indicated here. If you find any deficiencies or inaccuracies related to the operating mode of the proFAIRssional® system, please inform the manufacturer as soon as possible. You can call the phone number **+49 911 4702208** or get in touch per e-mail by writing to jb@profairssional-messesystem.de.

You can also notify the authorized dealer whose business card is in the documents you have at your disposal. In the content of your e-mail you have to describe the exact shortcomings and indicate the catalogue number or the designation of the component. If possible, we also ask to add photos of the defect component. The above-mentioned information will allow us to answer you quickly.

In the reply e-mail you will be informed that we have received your complaint. In the simplest cases, the defect component will be exchanged and delivered to the place specified by you **free of charge**. In cases requiring the manufacturer's intervention, we will agree the further course of action with you individually.

ADDITIONAL INFORMATION:

Unless otherwise stated, the proFAIRssional® system is intended for indoor use. The product must not be exposed to the influence of atmospheric conditions. For safety reasons you should always verify if the system frames and fillings are adequate and secure. Only the proFAIRssional® original connection systems ensure that the system can be properly connected and assembled. To avoid the risk of overturning and to guarantee proper stability, the proFAIRssional® system should always be assembled on flat surfaces.

Before installing any electrical equipment, always verify that the electrical wiring is not damaged or crushed by the construction. If lighting sources which are different from LED are used, you have to check that they are located at an appropriate distance from the panels and do not overheat the panel surface. To prevent damage to the system during transport, carry the elements of the proFAIRssional® set in packaging or in transport systems supplied by the manufacturer. Graphics panels should be carried "face-to-face" with the printed page in order to avoid scratches which may be caused by the magnetic stripes. The manufacturer does not assume any liability for any damage to vehicles resulting from faulty transport or securing of the product during transport. It is recommended to attach the graphics in protective gloves in order to avoid the contamination of the panels.

Permissible height of the building constructions: For safety reasons, the straight walls built in the proFAIRssional® system must **not exceed a height of 4m as well as a length of 6m**.

The towers being part of the construction component should **not exceed a height of 5m**. The frame fillings of a height of 2,50 m and more should be attached by using a ladder or scaffolding.

General information regarding fillings and graphic panels:

The proFAIRssional graphic and frame panels are made from high quality materials and are digitally tailored. The original magnetic tapes and Velcro fasteners of the panels are subjected to our constant quality check. As a result, we can ensure that the original and proFAIRssional panels you order are ideally suited to the frame set and also adhere to the frame.

As a consequence, we do not recommend producing panels by yourself or ordering them from other constructors. We do not assume any liability neither for the manufacturing process or any defects of the panels that have not been ordered from us, nor for the quality of their adaptation to the proFAIRssional® set. Such kind of panels are excluded from the manufacturer's warranty of the set of proFAIRssional®.

Use Restrictions for Various Panels partially made of Acrylic Glass

In all projects where you use

- Acryl glass sheets
- Polycarbonate and/or multilayer sheets with acrylic glass content and similar whose upper edges are **higher than 2.5m** above the floor of the hall, an additional, fall-proof device/holder has to be used.

We are glad to offer you suitable solutions, such as the fastening of a Velcro strip. We are glad to provide you with advice and further information in this regard.

Your Team of proFAIRssional®