



QVF® is a trademark of
De Dietrich Process Systems

5 Years GLASS GUARANTEE – The Quality Advantage

We have been manufacturing QVF® components in borosilicate glass 3.3 to the highest quality standards for plants in the chemical and pharmaceutical industries for more than sixty years at our manufacturing facilities in Germany.

- The raw material we use is DURAN® borosilicate glass 3.3 according to DIN ISO 3585, which exceeds EN 1595 by far, and ensures due to unique production processes secure and reliable wall thicknesses.
- We design, manufacture and calculate our glass components according to EN 1595 and AD 2000.
- Our experienced glass engineers, state-of-the-art equipment, and manufacturing processes developed in-house ensure high levels of dimensional accuracy in the most complex of components.
- Our manufacturing process is certified according to DIN ISO 9001.
- Our products are CE-marked in accordance with pressure equipment directive 97/23/EC and 2014/68/EU (module H1).
- The production number on each component ensures manufacturing traceability.
- Each component bears a unique article number for identification.
- The QVF® logo assures quality in all of our glass components.

We are therefore pleased to provide you with our five-year glass guarantee on any order placed on our QVF® SUPRA-Line borosilicate glass 3.3 components subject to the conditions overleaf.

De Dietrich Process Systems GmbH

Dr. J. Korbach
CEO

Mainz, 15th of February 2016

Glass guarantee declaration

15th of February 2016

In addition to the statutory or contractual liability for defects DDPS shall be obliged towards the final customer in accordance with § 443 BGB (German Civil Code) to the following guarantee in case a glass component does not have the statutory or agreed quality or does not fulfil other properties guaranteed by DDPS in writing:

- DDPS will rework or repair the glass component in the item purchased free of charge, or
- DDPS will supply an equivalent substitute for the glass component in the item purchased free of charge.

The conditions of this glass guarantee by De Dietrich Process Systems GmbH (DDPS) for the final customer are as follows:

1. The five-year glass guarantee shall begin on the day of delivery to the final customer according to the invoice.
2. During this time, DDPS shall provide free glass component delivery to the delivery destination as stated on the invoice for any defective QVF® SUPRA-Line borosilicate glass 3.3 component ordered after 1 March 2016 subject to any export licence required.
3. The guarantee service shall consist of rectification, that is, repair or replacement at the discretion of DDPS, using the same or a similar product of equivalent value or newer standard as applicable.
4. Claims for damages by the final customer shall be limited to twice the value of the glass component. DDPS shall not be held responsible for damages such as lost profits, cost of capital, downtime costs or other financial losses incurred by the final customer but not directly affecting the item delivered.
5. DDPS shall be granted an opportunity to inspect any defect or damage on site before beginning repair or replacement.
6. This guarantee is conditional upon the proper use of the glass component according to the specifications of DDPS in the version applicable on delivery. The guarantee shall not cover the following:
 - Wear corresponding to use
 - Wear caused by improper installation or use
 - Alterations to the glass component delivered
 - Damage due to repair or remedy attempts
 - Damage due to external influences such as vandalism, misuse, overuse, accident, or force majeure
 - Properties that are not material defects, but are typical for the type of product
7. The defect covered by guarantee must be reported in writing with a detailed description within ten days of detection, and transmitted to DDPS by submitting this glass guarantee and a copy of the invoice.
8. The guarantee period shall not begin again in the case of guarantee.
9. This glass guarantee declaration shall be subject to the legal statutes of the Federal Republic of Germany.