

**AIRTÈCNICS** is certified according to the international standard **ISO-9001:2015**. To continue with our quality system, we have set out the guidelines to be followed in case of having a non **conformity** or **complaints** to be done.

1. - **Communicate the problem before doing anything**, sending us the serial number of the air curtain and all the information that is considered necessary (report, documentation, pictures, etc.)
2. - Airtècnics **will register** the non conformity and **will give you a solution**.
3. - In case there is **faulty or broken** material, every broken piece or component will have to be sent to us in order to analyze the causes of the failure and to avoid new non conformities in the future. This step is absolutely necessary and without the broken components we cannot accept any cost. Understand that we cannot do any non-conformity claim to our suppliers if we don't have the physical evidence of the fail.
4. - Every non conformity must be **administered by you and us at the same time**. This means that we both will agree and act together about the failure, the solution and the cost.

We consider that non-conformities are not just a penalty, we think that every non-conformity is also a good possibility to improve the quality of our products and service in our way to "Zero Defects".

Is for this reason that we will be grateful because of your collaboration in front of any non conformity and we request that you follow the guidelines that we provide.

Yours Faithfully,

Jordi Hierro  
Quality Dept. Manager.