Damatech d.o.o.
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GENERAL TECHNICAL CONDITIONS

I. DOCUMENTATION

1.1. In the case of a product inquiry based on a plan, a valid technical drawing must be provided by the customer. The customer is obliged to send the documentation in DXF/DWG/STP format at a 1:1 scale, with measurement units in millimeters. The documentation in DXF/DWG/STP format must match the technical drawing. Any engravings must be clearly recognizable and specifically marked (on a separate layer). All requirements, such as tolerances and other specifics (threads, machining allowance), must be marked in the drawings in accordance with SIST EN ISO 128. In the event of discrepancies between the formats, the technical drawing prevails.

1.2. If certain data is missing in the order, it is assumed that the standard technical delivery conditions of the seller and/or steel manufacturer apply.

1.3. If the customer only has a sample product, a drawing in .pdf format (Adobe Acrobat or similar), or the drawing is not in a format suitable for import into the CAD program used by the seller, the seller may prepare a technical drawing for the purpose of creating a quote or order, based on the data provided by the customer (drawing in .pdf, sample product) and with prior written approval from the customer. Upon submitting the offer and confirming the order, the seller will send the customer the prepared technical drawing of the ordered product, which the customer must confirm in writing. The seller will begin production once the customer confirms the technical drawing.

1.4. The cost of preparing a technical drawing necessary for the offer preparation and product manufacturing is €70 + VAT per hour for the required time. If measurements of the sample product or device are required on the customer's site, the seller will also charge the customer for the measurements and related travel or other expenses.

1.5. Upon delivery of the product or separately, the seller reserves the right to charge the customer for the cost of the technical drawing preparation and related expenses. If the customer does not place an order for the product inquired about, the seller has the right to charge the customer solely for the preparation of the product's technical drawing in the CAD program and any other expenses.

1.6. If any data is missing from the inquiry or offer, it is assumed that the parties have agreed to the seller's and/or steel manufacturer’s standard technical delivery conditions. If the customer requires deviations from the standard technical delivery conditions, either regarding material or processing, this must be agreed upon in writing in advance.

1.7. If, after order confirmation, it is determined that the customer provided incorrect or incomplete technical data for product preparation or service execution, the seller is not responsible for any errors in the completed order resulting from incomplete technical documentation provided by the customer.

II. Standard Technical Delivery Conditions

2.1. For individual steel qualities supplied by the seller, whether in sheets or bars, the seller guarantees their mechanical properties in accordance with the steel manufacturer's standard technical delivery conditions, to the same extent as guaranteed by the steel manufacturer. The steel manufacturer's standard technical delivery conditions are listed on the technical data sheets for each type of steel.

2.2. For steel qualities ordered and supplied according to European standards or based on the steel number (Werkstoffnummer), the seller guarantees technical delivery conditions in accordance with the specific standard for the ordered steel quality. Regarding the surface condition and dimensional tolerances of unmachined steel, the seller guarantees the same delivery technical properties as those guaranteed by the steel manufacturer.

2.3. The properties of the steel supplied by the seller to the customer are in accordance with the quality certificate 3.1 issued under EN 10204:2004 (ISO 10474:2013), as provided to the seller by the material manufacturer. The seller does not guarantee the material's compliance with the quality certificate. The quality certificate for the delivered steel is attached to the delivery note or invoice, or can be obtained from the seller upon request.

2.4. In case of other uncertainties regarding material quality and products, the standards and technical specifications published in the form of European standards (EN) adopted by the European Committee for Standardization (CEN) shall apply.
The seller disclaims any compensation or other claims from the customer arising from defects in the steel, as the responsibility for such defects lies with the steel manufacturer.

III. Cutting Tolerances

3.1.The quality of thermal cutting, including water jet cutting, complies with the SIST EN ISO 9013 standard. The SIST EN ISO 9013 standard does not specifically list water jet cutting as a separate process, but it is applicable for evaluating the quality of cut surfaces regardless of the process used. For CNC machined parts, unless otherwise specified, dimensional tolerances follow the EN ISO 2768 C standard.

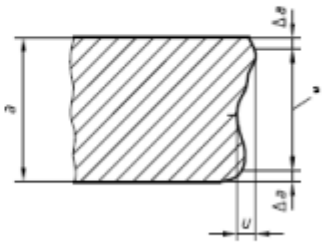
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3.2. The limits of angular and surface deviations in accordance with the SIST EN ISO 9013 standard.

Cut thickness, α mm	Δα mm
≤ 3	0,1α
> 3 ≤ 6	0,3
> 6 ≤ 10	0,6
> 10 ≤ 20	1
> 20 ≤ 40	1,5
> 40 ≤ 100	2
> 100 ≤ 150	3
> 150 ≤ 200	5
> 200 ≤ 250	8
> 250 ≤ 300	10

$$u = 1{,}2 + 0{,}035 * a$$



3.3. Roughness – the quality of a cut

With no additional requirements by the customer, the medium cut quality is used as standard.

Q1…very rough cut
Q2…rough cut
Q3…medium quality of a cut
Q4… smooth cut
Q5…very smooth cut



The roughness increases with the thickness of the material in thermal cuts.

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3.4. There is no specific international standard that exclusively governs band saw cutting, so Damatech applies general guidelines based on commonly accepted tolerances or tolerances specified by the customer. The tolerances are defined in the table below.

Shape	Plate	Flat Bars	Round Bars
Dimensional Range	Up to 6.300 x 2.200 x 250 mm	Up to 1030 x 650mm	Up to 850 mm
Standard tolerances	-0/+5 mm	-0/+5 mm	-0/+5 mm
Tolerances Single Cuts	-0/+2 mm	-/+2 mm	-0/+2 mm
Tolerances Serial Cuts	-0/+1 mm	-/+2 mm	-0/+2 mm

In the band saw cutting offer, standard tolerances are taken into account. The price difference occurs when the customer specifically requests narrower tolerances.

3.5. Flatness

Unless requested by the customer, products are not straightened after cutting (it is possible for the product to deform during cutting due to internal stresses in the material).

3.6. Surface Quality

Since thermal cutting processes are used, there may be remnants of molten material (burrs) on the surfaces. On the underside of the sheet surface, there may be signs of handling and remnants of cutting burrs.

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IV. CONDITIONS FOR SELF-PICKUP

4.1. Permitted types of pickup vehicles: Trucks with appropriate load capacity and the ability to load from the side or top of the vehicle.

4.2. Prohibited types of pickup vehicles: Trucks that cannot be loaded from the side or top of the vehicle, or closed-type vehicles.

4.3. Vehicles with loading restrictions:

a.) Light closed-type commercial vehicles (van-type trucks) where goods are loaded by forklift:
- Maximum allowable pallet dimensions: 300x400, 400x700, 600x800, 1200x800, 1000x2000 mm
- Material in cardboard packaging
- Tubes, if there is a suitable holder on the outside of the vehicle and loading is possible with a crane

b.) Passenger vehicles: Only manual loading of material packed in cardboard packaging is possible. The seller does not perform the loading.

4.4. If the pickup vehicle is already loaded with other goods (not belonging to Damatech d.o.o.) and does not have enough space for additional loading, Damatech d.o.o. will not rearrange other goods on the vehicle to make room for the pickup and loading of goods ordered from Damatech d.o.o.

The order must be picked up within 72 hours of receiving the pickup notification.

After the pickup deadline has passed, we will organize delivery to your default address at your expense. Personal pickup of the material is possible every working day between 7 a.m. and 5 p.m.

Pickup without the recall number (PWD), which is visible on our delivery note, is not possible.

Jesenice, 01.10.2024