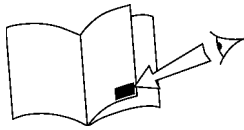




Trusted Quality Fall Protection



IFU 5902392

### SPECIFIC INSTRUCTIONS



EN795 CLASS B  
Please read this User Manual carefully before installing and using this product.

#### CE Type Test

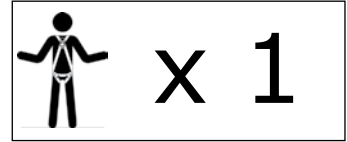
No. 0082  
APAVE SUDEUROPE SAS  
Z.I. avenue Gay Lussac  
BP3  
33370 ARTIGUES-pres-  
BORDEAUX  
France

#### CE Production Quality Control

No. 0086  
BSI Product Services  
Kitemark Court  
Davy Avenue  
Knowlhill, Milton Keynes  
MK5 8PP, UK

### Fixed Anchorage Point

Model Number: AM211

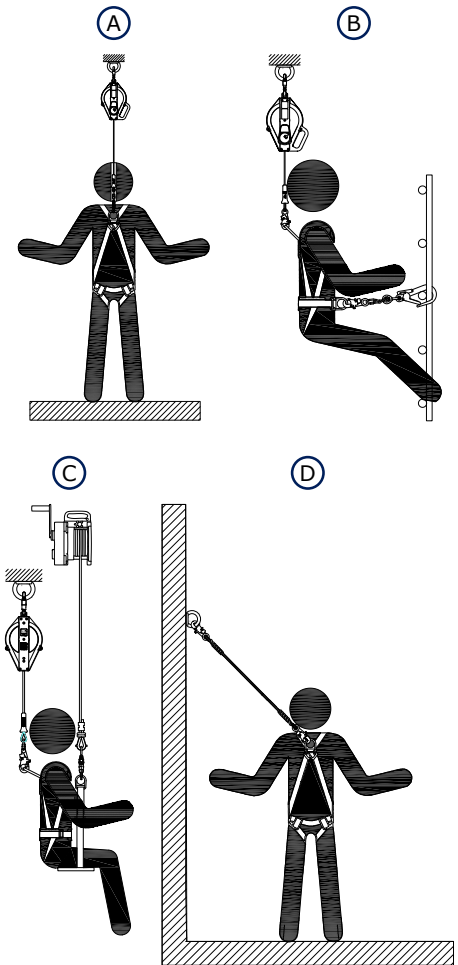
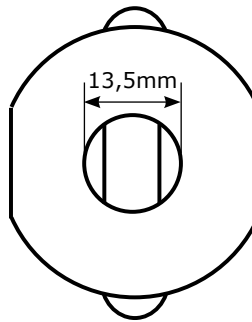
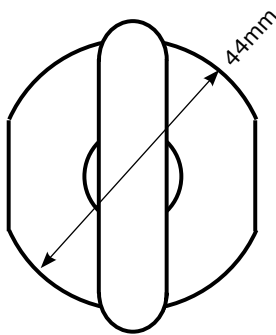
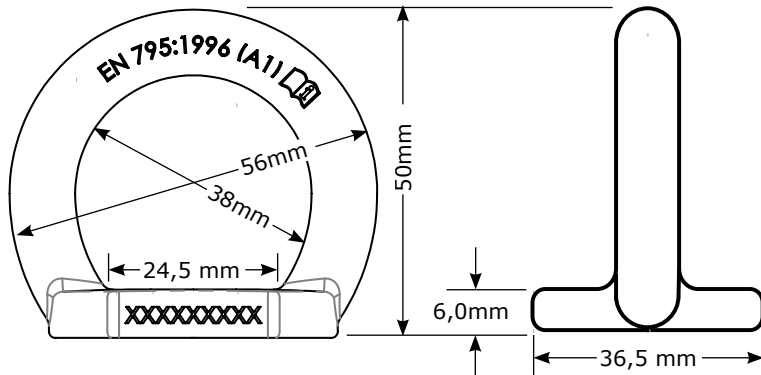


## USER INSTRUCTION MANUAL - FIXED ANCHORAGE POINT

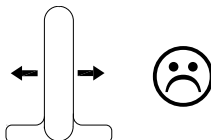
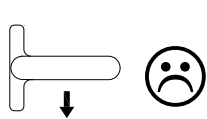
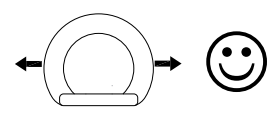
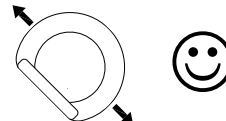
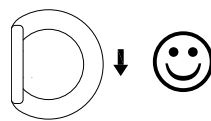
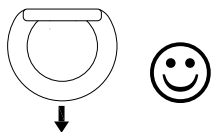
This manual is intended to meet the Manufacturer's Instructions and should be used as part of an employee training program.

EN

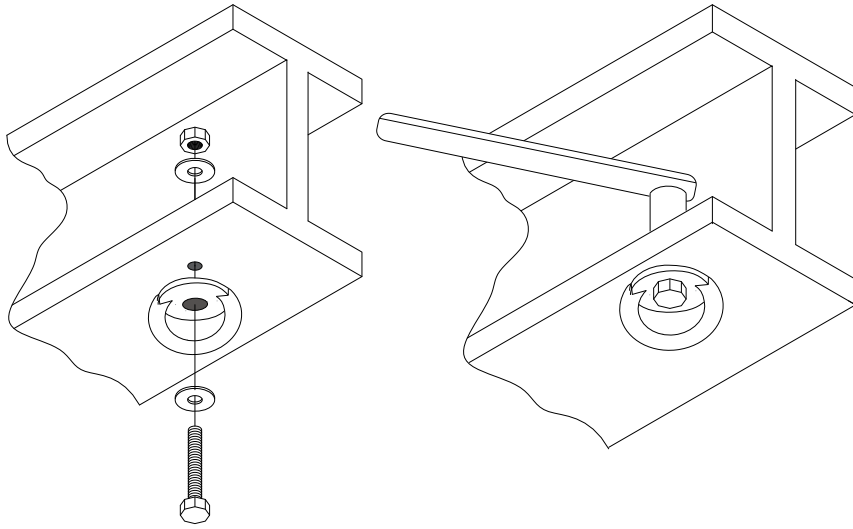
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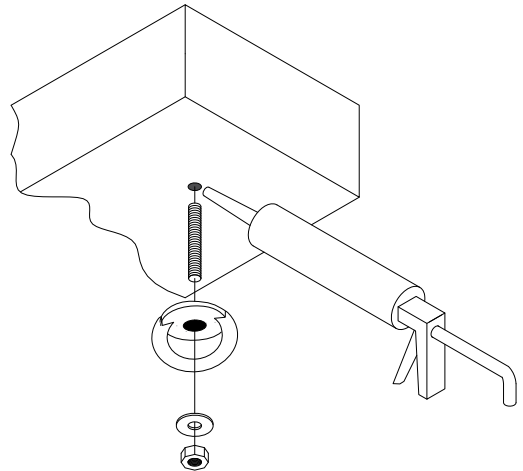
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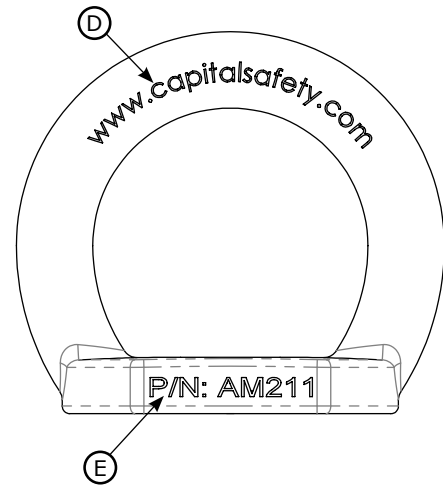
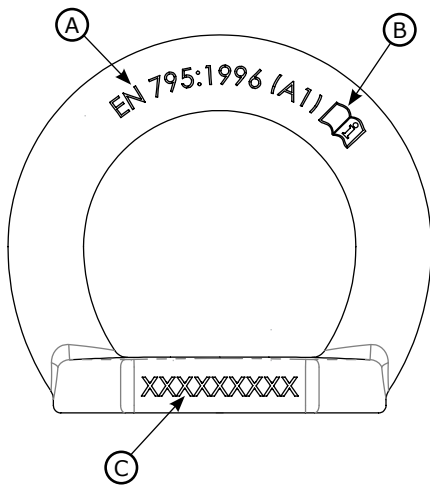
3



4



5



## FOREWORD

This instruction describes installation and use of the Protecta *Fixed Anchorage Point*. It should be used as part of an employee training program.

**IMPORTANT:** Before using this equipment, record the product identification information from the product markings (identified in photo on front cover) on the 'Equipment Identification Sheet' at the back of the "General Instructions for Use and Maintenance" (5902392).

## PURPOSE

**DESCRIPTION:** The Protecta *Fixed Anchorage Point* (Figure 1) is a stainless steel anchor rated for one user in two directions. It installs in steel structures with an M12 A2 or A4 class bolt, or in masonry with an M12 chemical resin fastener.

**APPLICATIONS:** Figure 1 illustrates typical applications. The Fixed Anchorage Point can be used as an anchorage point for Fall Arrest (A), Positioning (B), Suspension (C), and Fall Restraint (D) systems.

## USE

The Fixed Anchorage Point is a single point fall arrest anchor tested to, and in conformance with EN795 Class B. It can serve as the anchorage point(s) for a lanyard. The Fixed Anchorage Point allows the user full freedom in the work zone while securely connected to a safety system. Users should attach to the *Fixed Anchorage Point* via a energy absorbing lanyard attached to a full body harness.

**WARNING:** When connecting to the Fixed Anchorage Point, exercise caution and observe that the connector is fully closed and locked. Failure to establish secure connections to the Fixed Anchorage Point for the rescuer or rescue subject may cause severe injury or death.

**WARNING:** Working at height has inherent risks. Risks include, but are not limited to: falling, suspension/prolonged suspension, striking objects, and unconsciousness. In the event of a fall arrest and/or subsequent rescue (emergency) situation, some personal medical conditions may affect your safety. Medical conditions identified as risky for this type of activity include, but are not limited to the following: heart disease, high blood pressure, vertigo, epilepsy, drug or alcohol dependence, psychiatric illness, impaired limb function, and balance issues. We recommend that your employer/physician determine if you are fit to handle normal and emergency use of this equipment. A rescue plan must be in place to deal with any emergencies that could arise during work.

**WARNING:** Do not use the Fixed Anchorage Point for applications other than those addressed in these instructions. Inappropriate use may result in injury or death. This product is part of a fall protection system. Installers and users must read and follow the manufacturer's instructions for each component of the system. Alterations or misuse of this equipment, or failure to follow instructions, may result in serious injury or death.

**TRAINING:** It is the responsibility of users of this equipment to understand these instructions and be trained in correct installation, use, and maintenance of this equipment. Users must be aware of the consequences of improper installation or use of this equipment. This instruction manual is not a substitute for a training program. Training by a competent person trainer<sup>1</sup> must be provided on a periodic basis to ensure user proficiency. Contact Capital Safety for information on training classes, or if you have questions regarding use of this equipment.

**PERSONAL PROTECTIVE EQUIPMENT (PPE):** All types of Fall Arrest or Restraint PPE may be attached to the Fixed Anchorage Point. PPE used with the Fixed Anchorage Point must be tested to relevant EN standards and bare the CE mark where appropriate. Other fall arrest equipment, such as inertial reel retractable blocks or rope grabs can be used with the Fixed Anchorage Point. Consult the manufacturer's instructions for orientation restrictions. A full body harness is the only acceptable body-holding device that can be used with a Fall Arrest system.

**WARNING:** All Personal Protective Equipment (PPE) must be used and inspected in accordance with the manufacturer's instructions for use. Always consult the manufacturer to determine suitability of use with the Fixed Anchorage Point with respect to connectors, fall clearances, sharp edges, etc.

**CAPACITY:** The maximum number of persons that can be connected to the Fixed Anchorage Point for Fall Arrest purposes is one (1) user.

**APPLIED LOADS:** Figure 2 shows correct (☺) and incorrect (☹) loading directions for the Fixed Anchorage Point. Loads should always be applied in directions parallel to the anchor faces and never perpendicular to the anchor faces. The Fixed Anchorage Point is designed for use with systems that limit applied arrest loads to 6 kN or less. Static loads must not exceed 272 kg. Only one person can be attached to the Fixed Anchorage Point. Attachment of two PPE systems by a single user is prohibited.

**FALL FACTORS:** The Fixed Anchorage Point can be used in all Fall Factor situations: 0, 1, or 2.

**PRE-USE INSPECTION:** Prior to each use to the Fixed Anchorage Point, inspect the Fixed Anchorage Point per the instructions in Table 1.

<sup>1</sup> **Competent Person Trainer:** An individual who by training, knowledge, and experience is capable of conducting competent person training.

## INSTALLATION

Installation of the Fixed Anchorage Point must be performed by competent person(s)<sup>2</sup> familiar with the Fixed Anchorage Point. The following guidelines must be read and understood by all members of the installation team:

**PRIOR TO INSTALLATION:** Plan your fall protection system. Consider all factors that will affect safety during use of the equipment. Select a suitable strength structure that will prove overall safety and proper loading strength. The Fixed Anchorage Point installation should include the following considerations:

- Height above the work surface.
- Clearance to obstacles.
- Work area hazards.
- Type of fall protection system desired/needed.
- PPE to be used in the system.

**IMPORTANT:** If you have questions on the use, care, or suitability of this equipment for your application, contact Capital Safety. Modification and alteration of the Fixed Anchorage Point is not permitted without prior agreement from Capital Safety.

**WARNING:** When working at height to install the Fixed Anchorage Point, use fall protection incorporating anchorage independent of the anchorage you are installing.

**ANCHORAGE STRUCTURE:** The structure to which the Fixed Anchorage Point is mounted must be capable of sustaining 12 kN of force in the anticipated direction(s) of loading (see Figure 2). Each Fixed Anchorage Point location must be capable of sustaining this load.

**PLANE OF ANCHORAGE SURFACE:** If the Fixed Anchorage Point is to be installed on a surface that is not perpendicular to the user walking level (e.g., curved or inclined roof, narrow ledge at head height), or a curved surface perpendicular to the user walking level (e.g., silo or vat), consult Capital Safety prior to installation.

**INSTALLATION HEIGHT:** The Fixed Anchorage Point may be installed at any practical height above the work surface.

**RESTRAINT SYSTEMS:** Where possible, installations should be designed as a restraint application (see Figure 1). Restraint systems prevent the user from reaching a position where a fall can occur; therefore, no free-fall is possible.

**FALL ARREST SYSTEMS:** When the Fixed Anchorage Point is used in a Fall Arrest system, it is important to consider the following factors during design:

- **Anchorage Point** - Mount the anchor as high as possible in relation to the user. This minimizes possible free fall, making rescue easier and less distressing for the victim. Avoid anchor locations that increase the chance of swing fall. Swing falls occur when the anchorage point is not directly above the point where a fall occurs. The force of striking an object in a swing fall may cause serious injury or death. Minimize swing falls by working as close to the anchorage point as possible.
- **Anchor Orientation** - The Fixed Anchorage Point must be correctly oriented to support the loads applied by the system (see Figure 2).
- **Hazards** - The work area and path below should be free of any hazards (vehicles, fences, balconies, pedestrians, water/chemicals, etc.) that could injure the user or others if a fall occurs.

**FASTENING REQUIREMENTS:** The Fixed Anchorage Point is installed with M12 fasteners:

- (Figure 3) Install in metal with an M12 A2 or A4 Class Stainless Steel Bolt.
- (Figure 4) Install in masonry with an M12 Adhesive Anchoring System (Hilti HIT-HY 150 or equivalent). Follow the manufacturer's instructions for installing the Adhesive Anchoring system.
- A Locking Nut and Washer must be used in all installations. All fasteners should be tightened to the fastener manufacturer's torque recommendations.
- Attach the included Installation Label to the Fixed Anchorage Point after installation.

**PROOF LOAD TESTING:** After installation, the Fixed Anchorage Point must be proof loaded. Using a tension tester, apply a 5kN load for at least 15 seconds in a direction perpendicular to the mating surface. There should be no pull out from the installation structure or deformation of the Fixed Anchorage Point eye.

<sup>2</sup> **Competent Person:** An individual designated by the employer to be responsible for the immediate supervision, implementation, and monitoring of the employer's managed fall protection program who, through training and knowledge, is capable of identifying, evaluating, and addressing existing and potential fall hazards, and who has the employer's authority to take prompt corrective action with regard to such hazards.

**NOTE:**

- Capital Safety strongly recommends that all anchors be fitted in accordance with the manufacturers instructions for use, and with the installation requirements of EN 795 Class B and BS 7883 Class B (UK only).
- Proof loading is not required for through-hole installations in steel structure, unless required by the purchaser.
- Each of Fixed Anchorage Point must sustain the 500 kg proof load without showing any deformation, permanent yield, or slip of the fastener. Any of these occurrences constitutes a failure. Any failure indicates that the type of fastener tested is not suitable for use in the building material tested and must be rejected. The fastener manufacturer should be consulted for recommendation of a suitable fastener for the base material.
- In the event of a failure, a suitable fastener must be acquired and re-tested. Any rejected anchors must be discarded and their mounting holes plugged to prevent subsequent use.
- After testing the structural material should be carefully examined for cracking, or other signs of failure. This is essential where an anchor is close to the edge of the structural material. For anchors near the edge of a structure, suitability of the intended fastener should be verified with the manufacturer.

**INSPECTION AND SERVICE**

Table 1 lists inspection and service processes and their frequency. Servicing should only be performed by a trained Competent Person. Do not use the Fixed Anchorage Point being inspected/serviced. A different anchorage point and independent fall protection should be utilized.

<b>Table 1 - Inspection &amp; Service</b>			
<b>Frequency</b>		<b>Inspection/Service:</b>	<b>Action:</b>
<b>Before Each Use</b>	<b>Every Year</b>		
<b>X</b>		Verify that all components of the attached safety system are securely and correctly connected together.	Reconnect components which are not correctly connected. Consult the manufacturer's User Instructions for connection requirements.
<b>X</b>	<b>X</b>	Inspect the Fixed Anchorage Point for defects in the metal (excessive corrosion, wear, splits, cracks, bends, etc.).	If defects are sufficient to decrease the strength of the Fixed Anchorage Point, remove the anchor from service and replace.
<b>X</b>	<b>X</b>	Inspect the markings on the Fixed Anchorage Point (see cover photo). All markings should be present and legible.	If markings are not present or are illegible, remove the anchor from service and replace.
<b>X</b>	<b>X</b>	Inspect the fastener(s) and structural material for damage that could affect the anchors holding strength. Inspect the surrounding work area to ensure no hazards or obstructions are present which may injure the user or affect system performance.	Replace damaged fasteners. Re-install the anchor in a new hole if structural material around the mounting hole is damaged. Where the anchor is installed in masonry with an adhesive anchoring system, Re-install in a new hole.
	<b>X</b>	<b>Installations in Masonry:</b> Every 12 months, proof load test anchors installed in masonry (see <i>Proof Load Testing</i> ). Torque fasteners with a torque wrench to the manufacturer's recommended torque value. <b>Defective articles must be replaced.</b>	
	<b>X</b>	<b>Through-Hole Installations in Metal:</b> Every 12 months, visually inspect through-hole anchor installations in metal for defects in the surrounding metalwork. Torque fasteners with a torque wrench to the manufacturer's recommended torque value. <b>Defective articles must be replaced.</b>	

**IMPORTANT:** Extreme working conditions (harsh environments, prolonged use, etc.) may require more frequent inspection. Record the inspection/service date and results in the 'Periodic Examination and Repair History' in the "General Instructions for Use and Maintenance" (5902392).

**IMPORTANT:** Equipment should be removed from use if pre-use inspection creates any doubt about the equipment condition. Equipment must not be put back into service until a competent person confirms in writing that it is acceptable to do so.

**IMPORTANT:** In the event of a fall and subsequent fall arrest, the Fixed Anchorage Point must be withdrawn from use and inspected by a competent person to determine if it can be returned to service. If it is returned to service, this action must be recorded in the Inspection and Maintenance Log in this instruction.

**IMPORTANT:** To ensure user safety if the Fixed Anchorage Point is re-sold outside the original country of destination, the reseller must provide instruction for use, maintenance, periodic inspection and repair in the language of the country in which the product is to be used.

**MARKINGS** (See Figure 5)

(A)	Standard to which Anchor conforms.
(B)	Read user instruction.
(C)	Batch Code.
(D)	Manufacturer.
(E)	Part Number.



EN

**LIMITED LIFETIME WARRANTY**

**Warranty to End User:** CAPITAL SAFETY warrants to the original end user ("End User") that its products are free from defects in materials and workmanship under normal use and service. This warranty extends for the lifetime of the product from the date the product is purchased by the End User, in new and unused condition, from a CAPITAL SAFETY authorised distributor. CAPITAL SAFETY'S entire liability to End User and End User's exclusive remedy under this warranty is limited to the repair or replacement in kind of any defective product within its lifetime (as CAPITAL SAFETY in its sole discretion determines and deems appropriate). No oral or written information or advice given by CAPITAL SAFETY, its distributors, directors, officers, agents or employees shall create any different or additional warranties or in any way increase the scope of this warranty. CAPITAL SAFETY will not accept liability for defects that are the result of product abuse, misuse, alteration or modification, or for defects that are due to a failure to install, maintain, or use the product in accordance with the manufacturer's instructions. THIS WARRANTY IS THE ONLY WARRANTY APPLICABLE TO OUR PRODUCTS AND IS IN LIEU OF ALL OTHER WARRANTIES AND LIABILITIES, EXPRESSED OR IMPLIED.

FR

**Garantie limitée à vie**

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IT

**Garanzia di durata limitata**

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DE

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ES

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**Garantía para el Usuario final:** CAPITAL SAFETY garantiza al usuario final original ("Usuario final") que sus productos están libres de defectos en materiales y mano de obra bajo condiciones normales de uso y servicio. Esta garantía abarca toda la vida útil del producto, desde la fecha de compra del producto por parte del Usuario final, en estado nuevo y sin uso, a un distribuidor autorizado de CAPITAL SAFETY. Toda la responsabilidad de CAPITAL SAFETY para con el Usuario final y el recurso exclusivo del Usuario final en virtud de esta garantía, se limita a la reparación o sustitución en especie de cualquier producto defectuoso dentro de su vida útil (como CAPITAL SAFETY lo determine y estime conveniente a su sola discreción). Ninguna información oral o escrita, o información dada por CAPITAL SAFETY, sus distribuidores, directores, técnicos, agentes o empleados, creará ninguna garantía distinta o adicional, ni de alguna manera ampliará el alcance de esta garantía. CAPITAL SAFETY no acepta responsabilidad por defectos que sean resultado del abuso, mal uso, alteración o modificación del producto, ni por los defectos que se deban a una instalación, mantenimiento o utilización que no esté de acuerdo con las instrucciones del fabricante. ESTA GARANTÍA ES LA ÚNICA GARANTÍA APLICABLE A NUESTROS PRODUCTOS Y SUSTITUYE A CUALQUIER OTRA GARANTÍA O RESPONSABILIDAD, EXPRESA O IMPLÍCITA.

PT

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SW

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FI

**Rajotettu käyttöiän aikainen takuu**

**Takuu loppukäyttäjälle:** CAPITAL SAFETY takaa alkuperäiselle loppukäyttäjälle ("loppukäyttäjälle"), ettei sen tuotteissa esiinny materiaali- tai valmistusvirheitä normaalissa käytössä ja normaalisti huollettuna. Tämä takuu kattaa tuotteen normaalin käyttöiän siitä päivästä alkaen, kun loppukäyttäjää ostaa tuotteen uutena ja käyttämättömänä valtuutetulta CAPITAL SAFETY -jälleenmyyjältä. CAPITAL SAFETY:n ainoa korvausvelvollisuus loppukäyttäjää kohtaan ja loppukäyttäjän ainoa hyvitys tämän takuun puitteissa rajoittuvat virallisen tuotteen korjauksen tai vastaavaan tuotteeseen vaihtoon tuotteen käyttöiän aikana (CAPITAL SAFETY:n harkintansa mukaan määrittämällä ja sopivaksi katsomalla tavalla). Mitkään CAPITAL SAFETY:n, sen jälleenmyyjien, johtajien, toimihenkilöiden, edustajien tai työntekijöiden antamat suulliset tai kirjalliset tiedot tai ohjeet eivät muuta tämän takuun sisältöä eivätkä millään tavalla laajenna sitä. CAPITAL SAFETY ei vastaa vioista, jotka johtuvat tuotteen väärinkäytöstä tai muuttamisesta, eikä vioista, jotka johtuvat tuotteen asennusta, kunnossapitoa ja käyttöä koskevien valmistajan ohjeiden laiminlyönnistä. TÄMÄ TAKUU ON AINOA TUOTTEISIIMME SOVELLETTAVA TAKUU, JA SE KORVAA KAIKKI MUUT NIMENOMAISET JA OLETETUT TAKUUT JA KORVAUSVELVOLLISUUDET.

NO

**Begrenset livstidsgaranti**

**Garanti for sluttbruker:** CAPITAL SAFETY garanterer den opprinnelige sluttbrukeren ("Sluttbrukeren") at materialene og håndverket som gikk med i tilvirkningen av produktene er uten defekter i sammenheng med vanlig bruk. Garantien gjelder for produktets livstid fra datoen Sluttbrukeren kjøper produktet i ny og ubrukt stand fra en autorisert leverandør av CAPITAL SAFETY. CAPITAL SAFETYs fulle og hele ansvar overfor Sluttbrukeren og Sluttbrukerens eneste rettighet under denne garantien er begrenset til reparasjon og erstatning i natura for alle defekte produkter innen sin livstid (som CAPITAL SAFETY anslår og anser som passende etter sitt eget forgdottbefinnende). Verken muntlig eller skriftlig rådgivning fra CAPITAL SAFETY eller dets leverandører, styremedlemmer, ledere, agenter eller ansatte skal opprette ulike eller ytterligere garantier, eller på noen måte utvide omfanget til denne garantien. CAPITAL SAFETY tar ikke ansvar for defekter som er resultatet av produktmisbruk, misbruk, endring eller modifikasjon, eller defekter som skyldes montering, vedlikehold eller bruk som ikke samsvarer med produsentens anvisninger. DENNE GARANTIE ER DEN ENESTE GARANTIE SOM GJELDER FOR VÅRE PRODUKTER, DEN GJELDER I STEDET FOR ALLE ANDRE GARANTIER OG ALT ANNET ANSVAR, BÅDE UTTRYKT OG UNDERFORSTÅTT.

DA

**Begrenset levetidsgaranti**

**Slutbrugergaranti:** CAPITAL SAFETY garanterer over for sluttbrukeren ("Slutbruger"), at virksomhedens produkter er fri for defekter i materialer og udførelse, når de anvendes under normale forhold. Denne garanti gælder i produktets levetid fra den dato, Slutbruger køber produktet i ny og ubrukt stand fra en af CAPITAL SAFETY autoriseret distributør. CAPITAL SAFETYs fulde ansvar over for Slutbruger samt Slutbrugers eksklusive retsmiddel begrænses sig i henhold til nærværende garanti til reparation eller erstatning af defekte produkter inden for deres levetid (udelukkende efter CAPITAL SAFETYs skøn og vurdering). Ingen muntlige eller skriftlige oplysninger eller råd fra CAPITAL SAFETY, virksomhedens distributører, direktører, funktionærer, repræsentanter eller medarbejdere kan udgøre en anden eller yderligere garanti, eller på nogen måde udvide nærværende garanti. CAPITAL SAFETY påtager sig intet ansvar for defekter, der er forårsaget af misbrug, forkert brug, ændringer eller modifikationer af produktet, eller for defekter, der skyldes installation, vedligeholdelse eller brug af produktet, der er i modstrid med produsentens anvisninger. DENNE GARANTI ER DEN ENESTE GARANTI, DER ER GÆLDENDE FOR VORES PRODUKTER, OG DEN TRÆDER I STEDET FOR ALLE ANDRE GARANTIER, UDTRYKKELIGE ELLER UNDERFORSTÅEDE.

SK

**Obmedzená doživotná záruka**

**Záruka pre koncového používateľa:** Spoločnosť CAPITAL SAFETY zaručuje pôvodnému koncovému používateľovi (ďalej len „Koncový používateľ“), že jej výrobky sú bez chýb materiálu a vyhotovenia pri bežnom používaní a servise. Táto záruka platí po celú dobu životnosti výrobku, od dátumu, kedy bol výrobok zakúpený koncovým používateľom, v novom a nepoužívanom stave, od autorizovaného distribútora spoločnosti CAPITAL SAFETY. Celkové ručenie spoločnosťou CAPITAL SAFETY voči koncovému používateľovi a výhradný nápravný prostriedok podľa tejto záruky sa obmedzuje na fyzickú opravu alebo výmenu každého chybného výrobku po dobu jeho životnosti (ako spoločnosť CAPITAL SAFETY určí podľa svojho vlastného uváženia a aké považuje za primerané). Žiadne ústne alebo písomné informácie ani rady poskytnuté spoločnosťou CAPITAL SAFETY, jej distribútormi, štatutárnymi predstaviteľmi, riaditeľmi, zástupcami alebo zamestnancami nezadávajú žiadne iné ani ďalšie záruky, ani akýmkoľvek spôsobom nerozširujú rozsah tejto záruky. Spoločnosť CAPITAL SAFETY neručí za chyby spôsobené nevhodným, neodborným používaním výrobku, jeho úpravami alebo zmenami, ani za chyby, spôsobené nesprávnou inštaláciou, údržbou alebo používaním výrobku v rozpore s pokynmi výrobcu. TÁTO ZÁRUKA JE JEDINÁ ZÁRUKA NA NAŠE VÝROBKY A NAHRÁDZA VŠETKY OSTATNÉ ZÁRUKY A ZODPOVEDNOSTI, ČI UŽ POTVRDENÉ SLOVNE ALEBO IMPLICITNE.

NL

**BEPERKTE LEVENSLANGE GARANTIE**

**Garantie voor eindgebruiker:** CAPITAL SAFETY garandeert de oorspronkelijke eindgebruiker ("eindgebruiker") dat zijn producten bij normaal gebruik en service vrij zijn van defecten in materialen en vakmanschap. Deze garantie strekt zich uit tot de levensduur van het product vanaf de datum waarop het product in nieuwstaat en in ongebruikte toestand door de eindgebruiker wordt aangeschaft bij een door CAPITAL SAFETY geautoriseerde distributeur. De gehele aansprakelijkheid van CAPITAL SAFETY jegens de eindgebruiker en de enige remedie die de eindgebruiker ter beschikking staat onder deze garantie, is beperkt tot het repareren of vervangen van het defecte product binnen zijn levensduur (uitsluitend zoals CAPITAL SAFETY naar eigen goeddunken bepaalt en van toepassing acht). Geen enkele informatie of geen enkel advies, mondeling of schriftelijk, verstrekt door CAPITAL SAFETY, diens distributeurs, directeurs, functionarissen, agenten of medewerkers creëert andere of aanvullende garanties en vergroot in geen enkel geval de reikwijdte van deze garantie. CAPITAL SAFETY neemt geen aansprakelijkheid voor defecten die het gevolg zijn van misbruik, verkeerd gebruik, verandering of aanpassing van het product, of voor defecten die het gevolg zijn van het niet opvolgen van de instructies van de fabrikant bij het installeren, onderhouden of gebruiken van het product. DEZE GARANTIE IS DE ENIGE GARANTIE DIE VAN TOEPASSING IS OP ONZE PRODUCTEN EN TREEDT NIET IN DE PLAATS VAN ANDERE UITDRUKKELIJKE OF STILZWIJGENDE GARANTIES EN AANSPRAKELIJKHEDEN.



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