

ZENTIA 15 YEAR PRODUCT GUARANTEE SUSPENSION SYSTEM

Zentia warrants that its suspended grid systems (the 'Products') as defined below will be free from defects in design, material and workmanship if properly installed and used under normal conditions by the customer or any third party (the 'Warranty').

Products covered under this Warranty

Prelude 15, Prelude 24, Prelude 24 Max, Prelude 24 Sixty2, Prelude 35, Interlude, Silhouette, System Z, Prelude 24 Corrosive Resistant, Clean Room 24, Seismic Rx, Axiom Canopy systems, Axiom Blind Box/Profiles/Transitions/Perimeters, Perimeter trims & accessories for the above products.

Coverage

The Warranty will cover any failures of the Products, under normal use, which result from a defect in design, material or workmanship ('Warrantable Failure') subject to the conditions set out in A to E below. The Warranty coverage for the Product is fifteen (15) years from the date of completed installation.

Limitations and Exclusions

Zentia will not be responsible for any Warrantable Failures which result from:

- A. Improper storage. Products must be stored in an enclosed, dry and clean environment protected from the outside elements including, but not limited to, rain, snow or other causes of moisture;
- B. Incorrect installation or failure to comply with all applicable Zentia specifications and published recommendations in relation to the installation or the repair, replacement, adjustment or alteration of the Product;
- C. Abuse or neglect, misapplication, abnormal or improper use or modification of the Products including subjection to the weight of unauthorized loads or use in standing water environments, such as indoor swimming pools, or any outdoor environment;
- D. Exposure to abnormal conditions, including excess humidity (relative to the published performance criteria for the respective components), chemical fumes, vibration, ultra violet light, moisture, temperatures outside the 0°C to + 30°C range or discoloration as a result of aging or the installation environment as described in this paragraph D; and
- E. Normal wear and tear.

A claim for a Warrantable Failure ('Claim') must be made in writing or electronically within seven (7) days of the Warrantable Failure occurring. The Claim must contain the description of the Products, the order reference number, full particulars of the defect, the date of purchase and the reasons why the customer holds Zentia responsible for the repair and/or replacement costs.

If Zentia accepts responsibility for a Warrantable Failure it will, at its cost and at its sole option, either repair or replace the Products with the same grade and type of suspended grid system or, if such replacement product is not available, supply an alternative product of its choice which performs materially the same function.

Any replacement Product will not benefit from a new fifteen (15) years period of coverage but will only get the benefit of the unexpired warranty period for the replaced Product.

The Warranty is the sole warranty made by Zentia in relation to the Product and all other representations, conditions, warranties and terms, whether express or implied by law, statute or otherwise as to the satisfactory quality or fitness for a particular purpose are excluded.

The repair or replacement of the Product is the sole remedy for the Warrantable Failure and Zentia accepts no liability for any loss of profit, loss of use, loss of production, loss of contracts or for any financial or economic loss or for any indirect or consequential losses whatsoever.