

ZENTIA 30 YEAR SYSTEM GUARANTEE

Zentia warrants that its ceiling tile and grid system as defined below (the “System”) 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’).

The System is defined as:

- Zentia ceilings tiles (“Ceilings Tiles”) installed using a compatible Zentia suspension system (“Grid System”) (see Zentia website/brochures for details of compatibility)

Ceiling Tiles and Grid Systems covered under this Warranty

Ceiling Tiles: Zentia mineral ceiling tiles with either “95%”, “<100%” or “100%” published relative humidity (“RH”) performance (see Zentia website/brochures for details of RH performance)

Grid System: Gridline 15, Gridline 15 Shadow, Gridline 24, Gridline 24 Clean, Gridline 24 Corrosive Resistant, Gridline System Z, DecoFrame Kit Canopy Systems, Gridline Aluminium Accessories & Perimeter trims, Gridline Aluminium Blind Boxes, Gridline Aluminium Profiles, Gridline Aluminium Transitions, & accessories for the above products.

Coverage

The Warranty will cover any failures of the System, under normal use, which result from a defect in design, material or workmanship (‘Warrantable Failure’) subject to the conditions set out in A to F below. The Warranty coverage for the System is thirty (30) years from the date of completed installation.

Limitations and Exclusions

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

- A. Installation of the Ceiling Tiles with a third party grid system or installation of the Grid System with a third party ceiling tiles;
- B. Improper storage. System 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;

- C. 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 System;
- D. Abuse or neglect, misapplication, abnormal or improper use or modification of the System including subjection to the weight of unauthorized loads or use in standing water environments, such as indoor swimming pools, or any outdoor environment;
- E. Exposure to abnormal conditions, including excess humidity (relative to the published performance criteria for the respective components, Ceiling Tile or Grid System of the System), chemical fumes, vibration, ultra violet light, moisture, temperatures outside the 0°C to + 30°C range or discoloration as a result of ageing or the installation environment as described in this paragraph E.
- F. 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 System, 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 System with the same grade and type of Ceiling Tile and/or Grid System or, if such replacement System is not available, supply an alternative System of its choice which performs materially the same function.

Any replacement System will not benefit from a new thirty (30) years period of coverage but will only get the benefit of the unexpired warranty period for the replaced System.

The Warranty is the sole warranty made by Zentia in relation to the System 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 System 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.