

# CARB.O.LITE WARRANTY

## 2 year manufacturers Limited Warranty

### Definition

CARB.O.LITE Pty Ltd offer a **2 year parts and labour warranty** on all supplied finished awnings/materials from CARBOLITE Pty Ltd. Extended warranties do occur on the following items (polycarbonate twin wall sheeting only).

**Parts and Labour** as defined as parts (being materials supplied) and labour being (our factory to rectify within the factory only the fault/damage from a fabricated awning). It is important to understand what is covered and that parts and labour are deemed separate. Labour does not include contract labour to rectify faults.

### Sheeting

The manufacturer, Sabic offer a 10/5-year-limited warranty based on the following conditions with regards to the supplied **polycarbonate sheet only**.

**Lexan is a registered trademark of Sabic International.**

### Light transmission failure

The product shall not lose more than 6% of its light transmitting capability (herein after decrease) for a period of 10 years from the commencement date, as defined below, as a direct and exclusive solar radiation impact (as measured pursuant to the procedures specified in ASTM D-1003-77).

### Colour failure

The product shall not display a change in yellowness of more than 10 units delta in the case of transparent clear product or 15 delta units in the case-opaque products for a period of 10 years from commencement date as a direct and exclusive result of the impact of solar radiation (as measure pursuant to the procedures specified in ASTM D-1925-77).

### Breakage/Hail Damage

The product shall not break due to loss of impact strength as a direct and exclusive result of weathering and/or, shall not break as a direct and exclusive result of the impact of hail, measuring up to 20mm (1") diameter, attaining a velocity of up to 20m/s (44.7mph) (loss of above capability shall be hereinafter referred to as breakage). Excessive loss of impact strength will be determined by test according to ISO 660321-1985(E) and/or ASTM D 5628-95 method F, to apply on a sample of the broken sheet. This warranty applies only if the sample will be brittle broken in this test into separate pieces (shatter). **Hail damage period is for 5 years only.** Data can be obtained from the Dept. of Meteorology to verify size of hail stone. A polycarbonate sheet with indents only as a result of impact is deemed not to have failed under warranty cover.

### Storm Damage

All CARBOLITE awnings are tested to withstand winds to AS 1171 of 45m per second if product was installed to our specifications. Any damage occurred to awnings above and beyond this, as proved within the department of meteorology can be rectified through home and contents insurance under storm and tempest damage. All products must have been installed to manufacturer's specifications of materials supplied by CARBOLITE Pty Ltd to be eligible for warranty claims. Any awning found installed with other supplier's materials unless agreed by CARBOLITE Pty Ltd will warrant any claim null and void.

### Self Install/DIY

Any awning supplied to a customer and self installed will be covered by the manufacturers warranty on the provision the awning has been installed strictly to the manufacturer's instructions. Copies of engineering specifications/installation guides are supplied with DIY awnings. Any variation not previously agreed to by the manufacturer will warrant any claim null and void.

### Cleaning/Handling

Polycarbonate sheets must be cleaned using a soft cloth and water only. Anything abrasive will scratch the sheet. Gently rub the marks and wipe. Do not use direct water pressure (ie hose) as this may break both the silicone seals and adhesive tapes. Never rest sheets against sharp objects as polycarbonate is a soft material that will dent easily. Never leave sheets with protective plastic still on the sheets in direct sunlight.

### Claims and Notifications

Every warranty claim must be notified in writing to the manufacturer within the warranty period and immediately after occurrence of decreased or breakage, enclosing the original sales receipt and this warranty. The claimant must allow the manufacturer to inspect any or all of the sheets involved and the installation site itself while the sheets are still in their original position and have not been removed or altered in any way/or return the sheets to the manufacturer for testing. The manufacturer reserves the right to investigate independently the cause of any failure.

### Compensation

If a claim under this limited warranty is justified, the manufacturer will provided the purchaser with free substitute product. No liability will occur if replacement sheets do not match existing sheets in terms of colour due to the change of batch supply. Proof of purchase must be supplied prior to compensation.

Under no circumstances will Carbolite Pty Ltd be held responsible for re-installation costs to amend faulty material outside of the 2 year parts and labour period (factory labour only). All efforts will be taken to ensure faulty material remains in the factory under our quality control systems.

### Awning Componentry

#### Aluminium Extrusions

CARBOLITE warrants performance of its aluminium extrusions and colouring for a period of 2 years from corrosion or oxidation. This includes failure of the powder coat to adhere to any materials supplied by CARBOLITE Pty Ltd. No allowance for extrusions within 500m of salt water reservoirs, seas or oceans.

#### Componentry

CARBOLITE warrants the performance of its componentry for a period of 2 years. Componentry includes all aluminium extrusions, arm/wall brackets, rubber gaskets and end caps. All componentry must have been supplied by CARBOLITE Pty Ltd and installed to manufacturer's specifications.

#### Freight

Any damaged material resulting from freight organised by manufacturer will be replaced F.I.S. No allowances will be made for any labour charges to make good.

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This limited warranty shall be the sole warranty for the product. Any other claims for damage or loss either direct or consequential, whatever the cause thereof are expressly excluded from the warranty. This warranty is in lieu of all other warranties written or oral, statutory expressed or implied including any warranty of merchantability or fitness or a particular purpose. The warranty is non-transferable.