



Warranty Declaration

OWAcoustic[®], OWAconstruct[®], Ceilector Steel Grid, OWAtecta[®]

For a period of 30 years, if tiles and grid of the range of products listed below are used together, and for a period of 15 years, if only tiles or grid are used, Odenwald Faserplattenwerk GmbH (“OWA”) warrants that products listed below as specified above and installed in the building mentioned above in the quantity stated above [at the time of delivery] are free of product defects caused by faulty materials or deficient manufacturing and, meet the product specifications issued by OWA as effective at the time of delivery. In particular, it is warranted that the stated tiles, if installed in occupancy conditions for which they are intended, under normal climatic conditions [including high temperature and humidity] do not visibly sag, warp or shrink and the tile’s surface will not peel or spall. The warranty period commences as of the stated date of installation.

Products eligible to be covered by warranty:

OWAcoustic [®] mineral fibre tiles:	complete range according to product literature and installation guide
Ceilector steel grid:	complete range according to product literature and installation guide
OWAtecta [®] ceilings tiles and grids:	complete range according to product literature and installation guide

Preconditions for warranty:

The above stated warranty applies and is valid only, if the following preconditions are fulfilled.

1. Products must be supplied by an official OWA supplier and in full accordance with the current relevant installation instructions published by OWA (installation guide DS 801E as amended, relevant system leaflets) or Ceilector (ie. re grid) [plus our standards terms and conditions of sales].
2. Products must be installed in areas free from excessive humidity, damp, freezing temperatures, chemical fumes and any [mechanically initiated] structural vibrations. Temperature range must not exceed 0 - 49 °C.
3. Before commencement of installation all wet trades, plastering, flooring etc. must be completed and dry. Exterior doors and windows must be fitted and glazed.
4. Heating, ventilation and air conditioning must be in operation to ensure that normal occupancy environmental conditions prevail during entire installation phase and after.
5. Products shall not support any fixtures or fittings. Fixtures and fittings must be mechanically suspended by a compatible and approved support system.
6. Products must be stored in a clean, dry enclosed area, protected from rain, frost, snow and excessive humidity.

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Geschäftsführer: Diplom-Betriebswirt Mathias Schaper (Sprecher) & Diplom-Ingenieur Sigurd Kroihns

Deutsche Bank Aschaffenburg | BIC: DEUTDEFF795
IBAN: DE11 7957 0051 0023 2355 00

HypoVereinsbank Aschaffenburg | BIC: HYVEDEMM407
IBAN: DE11 7952 0070 0001 6880 30

Sparkasse Miltenberg-Obernburg | BIC: BYLADEM1MIL
IBAN: DE86 7965 0000 0620 3011 01

Defects not covered by warranty:

This warranty does not cover defects arising from a failure to comply with OWA guidelines, limitations, specifications, installation guides (for instance DS801E) and standards (for instance EN 13964), before, during and after installation. In particular, the warranty does not cover damage to the products arising from:

- Abnormal climatic conditions, unless according to the product specifications a product is explicitly suitable for such conditions.
- Exterior applications.
- Damaging environmental exposure, such as chemical fumes, corrosive substances, freezing temperatures or vibration.
- Ceiling panels used to support any other materials or fixtures and fittings such as lights, signs, air conditioning grilles, insulation (which is above maximum back loading limitations) etc.
- Ceiling panels installed on furring strips, or if nails, staples or adhesives have been used in the installation process.
- Components in the ceiling systems not manufactured or supplied by OWA or Ceilector such as hanger wires, fasteners, accessories. An exception can be made if the following applies: As part of the OWA/CSR Co-Operation agreement, OWA agrees to the third party components outlined in the Ceilector Steel Grid Installation manual (dated April 2014) **and Rondo Duo® Exposed Grid System Data Sheet (see attached)**. As these are represented to market as a “system”, OWA would like to propose that in the event of any “warranty claim” both parties OWA and CSR would jointly undertake to review any issue as a system and determine what the fault is, how that fault may have occurred and steps for rectification. If the fault is clearly caused by a third party component CSR will rectify the claim with the third party (or the producer of this component).
- Damage by extraneous cause, such as fire, water (including condensation) or other elements of nature or act of God.
- Accidents, abuse, neglect deterioration [by chemical action], damage during shipment, storage, installation or use for purposes other than for which products were designed.
- RH conditions over 99%, or 100% in relation with OWA Aqua Cosmos

Moreover, the warranty is excluded, if products were removed or altered before inspection by OWA / Ceilector or without the consent of OWA / Ceilector or in case of attempts to repair defective products not approved by OWA / Ceilector.

Claims in case warranty applies:

OWA in its free discretion will either (i) replace or repair the faulty product or (ii) refund or credit an amount equal to the purchase price of the faulty product (exclusive of all taxes, duties and levies). OWA does not compensate and does not assume any costs of the initial installation or the removal of an installed faulty product or the installation of a repaired product or a product supplied as replacement of a faulty product. Moreover, OWA does not assume any direct, indirect or consequential damage or loss of any nature.

How to assert claims?

Contact your local CSR Ceilector representative or our Customer Service on 1300 374 253.