

## Warranty Declaration - Troldtekt acoustic panels

For a period of 10 years after delivery from the factory, Troldtekt A/S warrants that the below mentioned panels are free of product defects due to faulty materials or manufacturing, and meet the specifications issued at the time of the delivery. It is warranted that the panels, if installed under normal climatic conditions do hold the tolerances stated at the CE-label upon delivery.

### Products to be covered by the warranty:

*Troldtekt acoustic panels:*

*Structures: Extreme fine (0.5mm), Ultrafine (1.0mm), Fine (1.5mm), Coarse (3.0mm)*

*Thicknesses: 25mm, 35mm*

*Sizes: 600 x 600mm, 600 x 1200mm, 600 x 2400mm*

*Colours: Natural Wood, White 101, Grey 202, Grey 208, Black 207*

### This warranty applies and is valid only if the following preconditions are fulfilled:

1. Products must be supplied by an official Troldtekt dealer (Listed at [www.troldtekt.com](http://www.troldtekt.com))
2. Products must be stored horizontal with proper support, in a clean, dry enclosed area, protected from rain, direct heat, frost, snow and excessive humidity.
3. Products must be handled, acclimatized and installed according to valid instructions at the time of delivery, published by Troldtekt. In particular, Troldtekt panels are not to be installed and acclimatized before all wet trades, plastering, flooring etc. are completed and dry, and exterior doors and windows are fitted and glazed.
4. Products must be installed in areas free from excessive humidity, damp, chemical fumes and structural vibrations.
5. Products must be installed in areas with a temperature range of 0 – 50 °Celsius.
6. Heating, ventilation and air conditioning must be in operation during entire acclimatization, installation phases and after, to ensure the normal occupancy environmental conditions.
7. Products shall not support any fixtures or fittings.

### The warrant does not cover damages to the products arising from:

- a. Damaging environmental conditions, e.g. direct heat, chemical fumes, corrosive substances, temperatures outside the range of 0 – 50 °Celsius, RH conditions over 95%.
- b. Damaging vibrations and mechanical impact.
- c. Damage caused by accidents, abuse, neglect deterioration, damage during shipment, storage, installation, fire, water, condensation, elements of nature or act of God.
- d. Panels used to support any other materials, fixtures or fittings such as, but not limited to, lights, signs, sensors, wires, fasteners, back loading insulation above 10 kg/m<sup>2</sup> etc.

The warranty is excluded if the products were removed, repaired or altered before inspection by Troldtekt or the official Troldtekt dealer, or without prior agreement.

If warranty applies Troldtekt is in its free discretion to either (i) replace or repair the faulty product or (ii) refund an amount equal to the purchase price of the faulty product (exclusive of all taxes, duties and levies). Troldtekt 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, Troldtekt does not assume any direct, indirect or consequential damage or loss of any nature.