

# Zenolite® Ten Year Limited Warranty

**EGR Zenolite® panels are manufactured and designed as a decorative finish for indoor use only.** Zenolite is designed to be attached on to a solid wall or structure in accordance with local building regulations and the **Zenolite Installation Guide**. Zenolite is not suitable for backlighting or for use as a structural building element.

The Zenolite warranty covers faulty materials and workmanship only for a period of ten years from the date of sale by EGR subject to the terms, conditions and exclusions contained within this warranty document.

Should a valid warranty claim be made, EGR will provide replacement panels and/or a refund based on 100% of the original purchase price for the first two years and then a reducing value of the original purchase price of 10% per year after the first two years.

In the event of a valid warranty claim, EGR will supply replacement panels of equal value and compensate the purchaser (if requested) to a limit of \$200 AUD, for any fabrication, installation or transportation costs incurred for the replacement of the faulty panel. EGR accepts no other liability, consequential loss or damages of any kind related to a valid warranty claim.

## Usage behind cooktops

Please refer to the **Splashback installation behind a cooktop** guide available on [allplastics.com.au](http://allplastics.com.au) for detailed instructions. Zenolite is not suitable for use as a wall finish behind gas cooktops.

Zenolite can be used as a splashback wall finish behind electric and induction cooktops with a minimum clearance of 50mm between the rear edge of the cooktop and the face of the Zenolite panel in its installed position.

## Colour Change

Within ten years of the date of sale by EGR, Zenolite installed indoors will not change colour beyond a Delta E of 5 measured by reflection from the clear side of the panel.

## Warranty Exclusions

The Zenolite warranty specifically excludes the following claims:

- damage by abrasion of any kind
- damage by impact of any kind
- poor handling, incorrect fabrication or installation techniques
- use of inappropriate cleaning agents or methods (refer to '*Recommended Cleaning Procedure*' in this document)
- surface damage of any kind from cookware or cooking utensils
- exposure to aggressive chemicals of any kind.

## Validation of a Claim

For a warranty claim to be validated the affected panel may be required to be returned to EGR at *40 Machinery Street, Darra, QLD 4076, Australia* for evaluation.

## Warranty Case

Warranty claims shall only be considered if the following conditions have been met:

- a) It can be proven that the panels have been used as set out in this warranty and that the panels have been installed as set out in the **Zenolite Installation Guide**.
- b) The claim is made immediately upon the detection of a defect in the panel.

- c) The invoice from the supplier of the Zenolite panel can be produced. The invoice should show the purchase date, and the supplier's name, address and details.

To the extent permitted by law this written warranty for Zenolite is in lieu of all other warranties and conditions (express or implied) including without limitation, any written or verbal statement or representation.

EGR shall, to the extent permitted by law, not be liable for any damages arising out of the use or application of Zenolite panel, nor shall EGR be liable for any amount greater than the original invoice value for the Zenolite panel.

This warranty represents, to the extent permitted by law, the purchaser's sole and exclusive recourse.

## Recommended Cleaning Procedure

Zenolite panels should be cleaned regularly. A regular cleaning program will reduce the effects of ageing but will not eliminate them.

Cleaning Steps:

1. Using a soft microfibre cloth or soft sponge, lightly wash the panels with lukewarm water and mild detergent only.
2. Do not scrub or use brushes, scourers or harsh instruments at any time. Zenolite panels are not scratchproof.
3. Rinse off the panel with clean lukewarm water.
4. Dry with a soft clean microfibre cloth to prevent water spotting.
5. Do not clean in direct sunlight.





## Ten Year Limited Warranty

EGR Zenolite sheet is manufactured and designed as a decorative finish for indoor use only. Zenolite is designed to be attached on to a solid wall or structure in accordance with local building regulations and the Zenolite Technical Guide. Zenolite is not suitable for back lighting or for use as a structural building element.

The Zenolite warranty covers faulty materials and workmanship only for a period of 10 years from the date of sale by EGR subject to the terms, conditions and exclusions contained within this Warranty document.

Should a valid warranty claim be made, EGR will provide replacement sheet and or refund based on 100% of the original purchase price for the first 2 years and then a reducing value of the original purchase price of 10% per year after the first 2 years.

In the event of a valid warranty claim, EGR will supply replacement sheet of equal value and compensate the purchaser ( if requested ) to a limit of \$200 aud, for any fabrication, installation or transportation costs incurred for the replacement of the faulty panel. EGR accepts no other liability, consequential loss or damages of any kind related to a valid warranty claim.

### Colour Change

Within 10 years of the date of sale by EGR, Zenolite installed indoors will not change colour beyond a Delta E of 5 measured by reflection from the clear side of the panel.

### Use behind Cooktops – Subject to local building regulations

Zenolite is not suitable for use as a wall finish behind Gas Cooktops.

Zenolite can be used as a splashback wall finish behind electric induction and vitroceramic cooktops with a minimum clearance of 50 mm between the rear edge of the cooktop and the face of the Zenolite panel in its installed position.

### Warranty Exclusions

The Zenolite warranty specifically excludes the following claims

- damage by abrasion of any kind
- damage by impact of any kind
- poor handling, incorrect fabrication or installation techniques
- use of inappropriate cleaning agents or methods ( refer recommended cleaning procedure in this document )
- surface damage of any kind from cookware or cooking utensils
- exposure to aggressive chemicals of any kind

### Validation of a Claim

For a warranty claim to be validated the effected panel may be required to be returned to EGR at 53 Coulson St, Wacol, for evaluation. The panel must be accompanied by the original signed and dated product warranty.

### Warranty Case

Warranty claims shall only be considered if the following conditions have been met:

- a) It can be proven that the panels have been used as set out in this Warranty and that the panels have been installed as set out in the Zenolite Technical Guide.
- b) The claim is made immediately upon the detection of a defect in the panel.
- c) The invoice from the supplier of the Zenolite panel can be produced. The invoice should show the name and address of the customer, the purchase date, the suppliers name and business address and a suitable description or other evidence ( such as an approved drawing or specification ) identifying the Zenolite panel as part of the project.
- d) A signed and completed copy of this warranty has been returned to EGR by the supplier, within one month of the sale to the customer. EGR will acknowledge receipt in writing and this acknowledgment must be produced by the supplier to validate a claim.

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EGR reserves the right to undertake independent investigations into the cause of any warranty claim. Prior to the shipment of replacement material, the entire defective panel or panels must be returned to EGR.

To the extent permitted by law this written warranty for EGR Zenolite is in lieu of all other warranties and conditions (express or implied) including without limitation, any written or verbal statement or representation.

EGR shall, to the extent permitted by law, not be liable for any damages arising out of the use or application of EGR Zenolite panel, nor shall EGR be liable for any amount greater than the original invoice value for the EGR Zenolite panel.

This warranty represents to extent permitted by law the purchaser's sole and exclusive recourse.

NOTE: The information given in the above warranty is based on our knowledge and experience to date. It does not release the user from the obligation of carrying out their own tests and trials, in view of the many factors which may affect the application; neither do they imply any legally binding assurance of certain properties or suitability for a specific purpose.

Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Supplier Name: \_\_\_\_\_ Date of Sale: \_\_\_\_\_

Address: \_\_\_\_\_

Supplier Signature: \_\_\_\_\_ Supplier Invoice Number: \_\_\_\_\_

Number of sheets purchased: \_\_\_\_\_ EGR Lot/Serial No(s): \_\_\_\_\_

#### EGR Recommended Cleaning Procedure

EGR Zenolite sheet, like all polymers, should be cleaned regularly. A regular cleaning program will reduce the effects of aging but will not eliminate them.

#### STEPS

1. Using a soft microfibre cloth or soft sponge, lightly wash the panel with lukewarm water and a mild detergent only.
2. DO NOT SCRUB or use brushes, scourers or harsh instruments at any time. EGR Zenolite panels are not scratch resistant.
3. Rinse off the panel with clean lukewarm water
4. Dry with a soft clean microfibre cloth to prevent water spotting.
5. Do not clean in direct sunlight.



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