



Knotwood US

Limited Lifetime Warranty
Application Form



**Warrants to (name of Person or
Entity where product is installed):**

That any Knotwood aluminum products as identified by the Product Codes listed below. Knotwood products will conform to the standards set out in Clause 1 and Clause 2 of this Warranty (attached), subject to the terms and conditions set out in Clause 3 of this Warranty (attached).

**Print Name of
Contractor or Owner:**

Project Name:

Property Address:

Substantial Date of Completion:

Description of Product on Job Site:

Knotwood Order Number:

I have read and agree to the terms of the Knotwood Product 15 year finish warranty and acknowledge receipt of a copy of the Warranty Certificate.

Signature of Contractor or Owner:

Date:

**Duly Authorized on behalf of
Knotwood* - Name & Signature:**

Date:

*For purposes of this Warranty, Knotwood, LLC. is the company providing the warranty for the Knotwood products in North America as contained herein. All representations and responsibilities for the Knotwood product in North America under this Warranty will be provided for by Knotwood, LLC.

Clause 1. Knotwood expressly warrants that its aluminum products are free from manufacturing defects in material or workmanship.

When installed according to Knotwood specifications and properly maintained, such product is guaranteed against the following:

- 1.1 Buckling:** The product itself will be free of any buckling that is not associated with the substrate and/or structure to which the Knotwood system is attached. For the purpose of this warranty, buckling shall be defined as warping of the product(s) exceeding one sixteenth of an inch out of plane per linear foot.
- 1.2 Corrosion:** When applied by an approved applicator and properly maintained, such product is further guaranteed against rusting and corroding. Subject to the limitations set out in Clause 3.
- 1.3 What we will do.** If, during the Limited Warranty Period, the Product is defective in material or workmanship as noted in this Clause 1, Knotwood will, in its sole discretion, replace the defective portion of the Product utilizing such normal materials,
- 1.4 methods and workmanship** as are needed to fulfill the original guarantee. Knotwood's replacement of the defective Product of this Limited Warranty is the exclusive remedy for any defect in materials or workmanship. KNOTWOOD WILL NOT REFUND OR PAY ANY COSTS IN CONNECTION WITH LABOR OR ACCESSORY MATERIALS.

Clause 2. Knotwood Finish

During the warranty period there will be:

- 2.1 Checking/Cracking.** No visible checking or cracking of the Knotwood Finish.
- 2.2 Chalking Resistance.** No chalking of the Knotwood Finish in excess of that represented by No.6 rating based on ASTM D4214.
- 2.3 Color Retention.** No color change of the Knotwood Finish greater than 5 (five) CIE Lab AE units calculated in accordance with ASTM 2244 Section 6.3. Color change shall be measured on the exposed paint surface which has been cleaned of oil, grease, chalk, oxidized film or other 3 contaminants, corresponding values shall be measured on the original retained batch panel. (Panel stored in the dark at temperatures below 30° C)
- 2.4 Gloss Retention.** Coated surface will exhibit gloss retention of a minimum of 30% of the original. Gloss retention shall be measured on the exposed paint surface which has been cleaned of oil, grease, chalk, oxidized film or other contaminants, corresponding values shall be measured on the original retained batch panel. (Panel stored in the dark at temperatures below 30° C)
- 2.5 Adhesion.** Adhesion of Knotwood Finish when initially applied to test panels and measured by reference to AAMA 2604-02 Clause 74.1.1 will show no removal of the film.
- 2.6 What we will do.** Knotwood's exclusive liability under this Clause 2 warranty will be limited to refinishing, repairing and/or replacing, at Knotwood's sole discretion, the defective portion of the Product. Knotwood's replacement of the defective

Product of this Limited Warranty is the exclusive remedy. KNOTWOOD WILL NOT REFUND OR PAY ANY COSTS IN CONNECTION WITH LABOR OR ACCESSORY MATERIALS.

Clause 3. Warranty Terms and Conditions

- 3.1** The "Warranty Period" for the warranties in Clause 1 shall mean the lifetime of the product for as long as the "owner", "purchaser" named above shall live and own the property on which the material was originally installed and for the warranty in Clause 2 shall mean fifteen (15) years, commencing on the date of completion.

3.2 Registration of the product is required for the warranty to be in effect. This warranty is valid for the original purchaser and one other owner of the structure where the product(s) have been installed.

3.3 One time transfer of warranty. Upon change of ownership, this Warranty, if still in effect, may be transferred to the new owner by the original purchaser under the terms and conditions of this Warranty, provided that the transfer must be registered not later than 90 days after transfer of the legal title to the property on which the product is installed; and provided that after the transfer, the Warranty shall be prorated based upon the date of installation. The right to transfer this Warranty is limited to the original purchasers and does not extend to transferees. If the transfer is not registered within ninety (90) days after transfer of the legal title, then Knotwood shall have no further obligation under this Warranty.

3.4 If, in Knotwood's sole opinion, it is not commercially practical to repair, refinish or replace the product under either Clause 1 or 2, Knotwood will as the sole exclusive remedy refund an amount up to the owner's original purchase price of the defective product.

3.5 The warranty will not extend or cover:

- (a) Damages to the coated metal caused by handling, shipping, processing and/or installation; or
- (b) Damages to the coated metal caused by scratching or abrading after installation; or
- (c) Damages to the coated metal as a result of standing water in horizontal installations.
- (d) Color variation and blemishes that occur as a direct result of the normal sublimation process. The product is designed to look like real wood, so there will be some color and image inconsistencies and not every piece of the product is designed to be exactly the same.
- (e) Knotwood product that is exposed to atmospheric conditions with corrosive or aggressive atmospheres, such as those contaminated with chemical fumes or other corrosive elements, product is not meant for marine use on boats, ships, or within a body of salt water or offshore platforms.
- (f) The warranty will not be applicable to damage or failure, which is caused by acts of God, falling objects, external forces, explosions, fire, riots, civil commotion's, acts of war, or other such similar or dissimilar occurrences beyond Knotwood's control.
- (g) Customer shall make available to Knotwood, the dates of the installation of the coated metal, the maintenance records including details of washing and cleaning procedures in compliance with the annual cleaning requirements as stated in the Required Maintenance section of this warranty. Customers shall demonstrate that the failure of the coated metal was due to a breach of the warranty stated herein.
- (h) Claims must be made in writing to Knotwood within 30 days of the discovery of a problem and authorization obtained prior to beginning any repair and/or refinish work. The claimant must provide proof of coverage. Claims can be made by writing to Knotwood at the Product Performance Department. After receiving such notice, Knotwood must be given a reasonable opportunity to inspect and verify the claim.
- (i) The warranty on any refinished, repaired or replaced coated metal supplied hereunder shall be for the remainder of the warranty period applicable to the originally coated metal. All warranty work will be performed by a company or contractor selected by Knotwood. **Color variance between refinished and/or repainted product and original shall not be indicative of a defect.**

3.6 Required Maintenance. On an annual basis use a soft sponge or cloth, water and mild detergent, non-abrasive soap with the pH range of 5-9 to clean the powder coated area of dirt, grim and other debris. Pressure washing and the use of harsh detergents or chemicals is not recommended. Include in your maintenance records the following: date, time, specific products used, name of maintenance person and their designation, maintenance company name and general condition of the powder coated finish. Knotwood requires fresh water cleaning and maintenance program be in effect to prevent corrosion from accumulated deposits

3.7 NOTHING IN THIS WARRANTY SHALL BE CONSTRUED AS A WARRANTY OF THE WORKMANSHIP OF ANY INSTALLER OR AS IMPOSING ON KNOTWOOD ANY LIABILITY FOR UNSATISFACTORY PERFORMANCE CAUSED BY FAULTY WORKMANSHIP IN INSTALLATION.

3.8 EXCLUSION OF WARRANTIES. THIS WARRANTY REPRESENTS THE ENTIRE AGREEMENT BETWEEN PARTIES IN RELATION TO ITS SUBJECT MATTER AND SUPERSEDES ANY PREVIOUS AGREEMENT WHETHER WRITTEN OR ORAL BETWEEN THE PARTIES IN RELATION TO ITS SUBJECT MATTER. THE LIMITED WARRANTIES STATE THE ENTIRE LIABILITY OF KNOTWOOD WITH RESPECT TO THE PRODUCTS COVERED BY THEM. KNOTWOOD SHALL HAVE NO LIABILITY FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES. NO PERSON IS AUTHORIZED TO MAKE ANY REPRESENTATION OR WARRANTY ON BEHALF OF KNOTWOOD EXCEPT AS EXPRESSLY SET FORTH ABOVE, AND ANY SUCH STATEMENT SHALL NOT BE BINDING ON KNOTWOOD EXCEPT AS EXPRESSLY SET FORTH ABOVE, KNOTWOOD MAKES NO WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. WARRANTIES SHALL BE THE DURATION OF THE LIMITED WARRANTY OR SUCH SHORTER DURATION AS PROVIDED UNDER APPLICABLE LOCAL LAW. THESE LIMITED WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM AREA TO AREA.

Care + Maintenance

The frequency of cleaning shall be more frequent in more corrosive areas according to the classification of exterior environments as defined in AS4312-2008. Consistent with the warranty and standards stated by the AkzoNobel Interpon powder coating warranty, in environments with very high corrosivity levels, such as industrial or marine, the normal frequency of cleaning should be at the minimum levels set forth in the below table

Corrosivity Zone	Example Environment	Environment Description	Recommended Minimum Cleaning
C1 & C2	Very Low & Low	Non-hazardous Environment	Every 12 Months
C3/T	Medium	Typical Environment	Every 12 Months
C4	High	Swimming & Leisure Pools / Light Industrial	Every 6 Months
C4	High	Coastal Environment	Every 6 Months
C5-M	Very High	Beach Front / Marine	Every 3 Months
C5-I	Very High	Heavy Industrial Environment	Every 3 Months

Warranty and Publicity Photo Release

By signing above, the signee grants Knotwood and its affiliates, successors, and assigns permission to take photographs for warranty purposes as well as to use and publish images of the above-stated project, including Knotwood products used therein, for warranty, advertising, promotion, and other commercial purposes worldwide, indefinitely, in any medium now existing or developed in the future. This includes any associated business names, trademarks, or other identifying information related to the project ("Project IP"). Signee acknowledges that all materials created using the Project IP shall be owned by Knotwood, and assigns all related intellectual property rights to Knotwood. Signee waives any rights to review or approve the use of Project IP and releases Knotwood from liability for any claims arising from such use. Additionally, the signee agrees to indemnify Knotwood against any claims arising from breaches of this agreement or related warranties. Opt-Out Option: If the signee does not wish to grant these permissions, they may opt-out by writing "opt-out" on page two of this agreement.