

## **STATEMENT OF WARRANTY FOR SATURA PRODUCTS** **Residential use**

**Description of product:** The warranty applies to concrete landscaping and masonry products manufactured by Oldcastle Building Products Canada, Inc. (hereinafter “Permacon”) and intended for residential use only.

**Definition of warranty:** Permacon hereby guarantees that, on the date of delivery, its concrete products are free from manufacturing defect. In addition, all Permacon products meet or exceed the current applicable standards set by the BNQ (Bureau de Normalisation du Québec), the CSA (Canadian Standards Association) and the ASTM (American Standards for Testing Materials).

Under the strict condition that the provisions stated hereinafter are complied with, Permacon guarantees the structural integrity of its concrete landscaping and masonry products, for a period of fifty (50) years from the date of purchase of the product.

The surface coating of products enhanced by Satura technology is guaranteed for ten (10) years. The warranty applies to normal, non-abusive use of the installation and appropriate maintenance (see Satura Maintenance Guide for details). The expected lifetime of the industrial coating is ten (10) years on Satura products. It is mandatory to simply reapply a surface coating after ten (10) years in order to maintain its stain resistance, brightness of colors and protection from general wear. Coating specification and application procedure must be followed as per manufacturer’s requirements.

To avoid as much as possible any abnormal deterioration of the surfaces, please make sure to follow the Cleaning Maintenance Protocol along with the Precautions. Note that the use of deicing calcium chloride based salts and/or abrasive agents and the use of a vibrating plate on the industrial coating are proscribed with the Satura slabs. (see Satura Installation and Maintenance Guide for details).

**Warranty exclusions:** The warranty does not apply to the following:

Defects that are not visible to the naked eye at a distance of two metres. Cracks, fissures, scratches and efflorescence that are normal for a product. The warranty does not apply to efflorescence due to limestone. The warranty excludes breakages caused by impacts, abrasions or over-stressing. The warranty does not apply when deterioration results from a design or installation not complying with applicable codes, standards and recognized work procedures, or if the installation instructions of the Technical Manual have not been followed.

This warranty does not apply to any damage resulting from an act of God or other damage to concrete products that may result from deliberate act or negligence on the part of the customer, owner of the building, installer or any third party.

**Implementation of warranty:** In the event of a claim, the Customer must present a valid proof of purchase, namely the invoice, delivery slips or Permacon product identification sticker from the pallet. Permacon will supply, free of charge, a new product in replacement of the defective one if necessary, following inspection of the product by Permacon or one of its representatives or agents. Installation expenses remain the responsibility of the Customer.

**Transferability:** The warranty is transferable to the current owner or to any subsequent owner of the building or the installation, on condition that it is accompanied by a valid proof of purchase.