



# silvadec

Life is composite

## Warranty for Silvadec cladding boards, profiles and accessories

SILVADEC SAS **guarantees** the buyer that:

- For a period of twenty-five (25) years for residential use, and ten (10) years for commercial, professional or public use, starting from the date of purchase, and subject to the product being used under normal conditions and maintained regularly, the SILVADEC® wood composite cladding boards and sun shade profiles shall not produce splinters and shall not suffer structural damage caused by fungi, wood-boring (xylophagous) insects or termites.
- For a period of ten (10) years starting from the date of purchase, and subject to the product being used under normal conditions and maintained regularly, cladding accessories made from powder-coated aluminium, anodised aluminium and/or stainless steel shall not present defects that lead to functional damage, excluding aesthetic damage.

**Exclusions:** SILVADEC SAS's warranty does not, under any circumstances, cover damage due to:

- incorrect installation of Silvadec cladding boards, profiles and accessories, and/or failure to comply with the installation instructions or the maintenance sheets (PU29, PU35, FE01 and FE03) supplied by SILVADEC SAS [or downloadable from the website *and which the buyer acknowledges having read*];
- failure to comply with: the building regulations stipulated in the DTU documents, the applicable Eurocodes relating to wooden cladding and derived products, recommendations issued by professional bodies (such as "cahiers CSTB" test methods) or specific local construction rules;
- the use of Silvadec wood composite or aluminium cladding profiles for purposes other than their normal use or in applications other than those intended by SILVADEC SAS and specified in the sales and technical documentation;
- the movement, deformation, settling or collapse of the support structure on which the Silvadec wood composite or powder-coated aluminium cladding profiles are installed;
- any case of force majeure (flood, storm, earthquake, lightning, vandalism, etc.), environmental problem or staining caused by external agents (e.g. atmospheric pollution, surface moulds, lichen, soiling, fruit, rust, etc.) which could have been removed by regular maintenance of the product;
- changes in appearance from one board or profile to another, such as variations in colour, texture or brushing, and changes in colour caused by exposure to UV rays;
- unsuitable handling, or inadequate storage / treatment resulting from negligence of the buyer or of a third party;
- any type of installation that prevents proper ventilation behind the structure;
- direct or indirect contact with non-natural heat sources such as barbecues, cigarettes, pyrotechnic products and/or fire.





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**Limitations:** If a fault occurs during the warranty period, the buyer shall notify SILVADEC SAS in writing, describing the fault in question and enclosing photographs of said fault and of the installation system (structure, support, etc.), with a description of the environment around the location of the structure (e.g. proximity to an industrial, agricultural, or forested area), and attaching proof of purchase.

SILVADEC SAS shall only start addressing the fault after validation of the claim. It then takes steps to:

- replace defective or confirmed non-compliant Silvadec goods with similar Silvadec products, which may be of a slightly different colour, or
- substitute the goods with a Silvadec replacement product which SILVADEC SAS considers to be of comparable value and quality, or
- refund a fraction of the purchase price paid by the buyer for the defective item.

The option chosen remains at SILVADEC SAS's exclusive discretion.

The warranty shall take into account the date of purchase of the faulty Silvadec goods and their overall condition. An estimate of the depreciation in the goods' value due to fair wear and tear will then be made.

SILVADEC SAS reserves the right to discontinue, at any time, any Silvadec cladding boards, profiles and/or accessories.

The expenses incurred by removing or replacing defective Silvadec products (shipping, delivery, removal or re-installation costs) are not covered by this warranty.

No person or legal entity is authorized by SILVADEC SAS to enter into any commitments or make any declarations (and SILVADEC SAS shall not be bound by any declaration of this type) as to the characteristics, performances and any recommendation regarding installation of Silvadec cladding products in any terms other than those contained herein, and in our installation instructions.





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Under no circumstances shall SILVADEC SAS be liable for any special, accidental or indirect compensation, and its obligation regarding the faulty goods shall not under any circumstances exceed the cost of replacing said goods or refunding their cost as described above.

This warranty is only valid in countries of the European Union, Iceland, Norway, Switzerland, Bosnia and Herzegovina, Serbia, Kosovo, Montenegro, North Macedonia, Albania, Moldova, Great Britain and Morocco.

PU29: Co-extruded (open) rhombus cladding boards - installation instructions

PU35: Silvadec sun shade - installation instructions

FE01: Maintenance advice for the Elegance and Emotion boards

FE03: Maintenance advice for the Atmosphere and Aluminium boards

SILVADEC SAS-GAR-2v5-EN dated 2021/11/08

