

# Prorated 25-Year Limited Warranty



## Maibec Acenta™ stone accent system

WARRANTY APPLICABLE IN NORTH AMERICA TO PRODUCTS SOLD THROUGH AUTHORIZED MAIBEC DISTRIBUTORS AND RETAILERS.

### DURATION AND SCOPE OF WARRANTY

Under the terms and conditions of this warranty, Maibec Inc. warrants the product against product **chipping, natural colour fading, cracks and fissures** caused by product failure and product **disintegrating** for a period of **twenty-five (25) years** from the date of purchase. The coverage under this Limited Warranty is only for manufacturing defects that significantly affect the performance of the Concrete Products on the Owner's property, and the conformity of the Concrete Products to their published specifications (colour, finish etc.) and for no other cause whatsoever.

A. By purchasing the product, the purchaser accepts the terms and conditions of this warranty, which replaces any other representation, warranty or condition, explicit or implicit, statutory or other. Maibec limited warranty is made to the original retail purchaser of the product, the original owner of the structure on which the product is installed, and the next owner of that structure (collectively hereinafter referred to as "Owner") and is only valid if owner registers their purchase at [maibec.com](http://maibec.com).

B. For the **first five (5) years** after the purchase date, Maibec Inc., at its sole discretion, shall reimburse either the purchaser or subsequent owner of the building, on which the product is applied, as the case may be, for the cost of purchase of a sufficient amount of product to replace the damaged surface, without exceeding the initial cost of purchase of the product, and reimburse the Owner for Reasonable removal, replacement and disposal costs for Defective Concrete Products (the "Labour Warranty"). "Reasonable" means a maximum of 1 1/2 times the MSRP amount at the date of purchase of the Defective Concrete Products, excluding of applicable sales taxes. The Labour Warranty and the Materials Warranty coverages are prorated based on the remaining Product Lifetime at the time the Owner submits a warranty claim. During the first five (5) years of the Product Lifetime, Maibec covers one hundred percent (100%) of the cost of the Materials Warranty and the Labour Warranty. Commencing on the fifth anniversary of the Concrete Product's installation, Maibec reduces its warranty coverage for the remaining Product Lifetime. The table below illustrates the warranty coverage:

YEAR	% COVERED BY MAIBEC	% COVERED BY THE CUSTOMER
1 to 5	100	0
6	75	25
7	70	30
8	65	35
9	60	40
10	55	45
11	50	50
12	45	55
13	40	60
14	35	65
15 to 19	30	70
20	25	75
21	20	80
22	15	85
23	10	90
24	5	95
25+	0	100

C. During the remaining twenty (20) years of the warranty, Maibec Inc.'s sole responsibility is to replace the product considered damaged naturally.

This warranty specifically excludes any other damage, of whatever nature, including the cost of labour if needed (except what is provided for the first five (5) years of warranty as mentioned above), installation or reinstallation costs and other direct or indirect damage, real or anticipated, present or future.

### CONDITIONS OF THIS WARRANTY

- This Limited Warranty is conditional upon compliance with Maibec installation requirements\*, local regulations and building codes applicable in your region. Failure to comply with these requirements and codes will void the warranty. The installation requirements can be found in the product bundle and / or are also available on [maibec.com](http://maibec.com).
- This Limited Warranty is also conditional on compliance with the written notice and claim requirements set forth below and Maibec performing an inspection prior to any repairs being made to confirm that the product has a performance problem. Failure to comply with these requirements will void the warranty.

## Prorated 25-Year Limited Warranty (cont'd)

### EXCLUSIONS

- A. If a product is found to be unsatisfactory prior to installation, for whatever reason, it must not be installed and Maibec must be contacted immediately. Installation of more than 50 sq. ft. of the product constitutes full and complete acceptance of the product by the client and Maibec Inc. will not be held liable, in any way, if a defective or non-standard product is installed. Maibec Inc. shall not be liable for any consequential or special damages, or for other expenses (material, labour or any other expenses) which may arise in connection with this warranty.
- B. This warranty shall be void if the product is immersed in water or comes into direct contact with the ground or adjacent horizontal structures including house boat and boat house.
- C. This warranty does not cover any other damages other than chipping, colour fading, product cracks and fissures and product disintegrating such as, but not limited to, defects due to (a) improper handling, faulty installation, improper ventilation and drainage, improper storage or defective building design; (b) repairs and/or altering of the product; (c) fractures caused by structural movement; (d) movement of the structure to which the product is installed; (e) wear and abrasion caused by the combined effects of the wind and salt air, the wind and sand or the wind and snow/ice; (f) acts of God such as, but not limited to, hurricanes, tornadoes, floods, earthquakes, and sleet and hail; (g) Any claim under this Limited Warranty where the Owner or Transferee, if applicable, deliberately, or negligently misrepresents or withholds any material fact.
- D. Efflorescence (small white crystals that may form on the surface of concrete products) is a naturally occurring process that dissipates over time. Natural weathering is recommended. In case you want to clean your siding, use water, soap and a soft bristle brush. Do not use a pressure washer.
- E. Fastened stone siding is for vertical installation only. Siding installed to non-vertical surfaces such as sloping or angled walls are not covered by any warranty. In case you want to clean your siding, use water, soap and a soft bristle brush. Do not use a pressure washer.

### SUBMITTING A CLAIM

- A. The covered person must contact Maibec Inc. within thirty (30) days following the discovery of any product failure or defect covered by this warranty. The claimant is responsible for providing the information and supporting documents needed by Maibec Inc. to investigate the claim.
- B. Any claim under this warranty made by the purchaser or subsequent owner, as the case may be, must be made in writing during the period covered by the warranty and must include the original invoice from the authorized retailer of the Maibec siding product. The quantity of replacement product will be equal to the amount of product to be replaced due to chipping, natural colour fading, cracks and fissures caused by product failure or disintegration. In the case of natural colour fading, a staining solution could also be proposed.
- C. Upon reasonable notice, the purchaser or owner must allow Maibec's agents to enter the property and structure on which the product(s) is applied to inspect such product(s). For the avoidance of any doubt, such an inspection may require the removal of some of the product from the structure to which it has been installed.
- D. Any settlement between Maibec Inc. and the covered person regarding the refund, material replacement or corrective action constitutes a full settlement and release of all claims relating to this warranty.
- E. In the event that the claimed product is no longer offered, Maibec reserves the right to provide another product of equivalent value.

Maibec Inc.

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**REGISTER YOUR  
WARRANTY AT  
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