

## 1. General info about product, production technology, general warranty conditions.

### 1.1. Product.

- Puidukolors special profile 39130279 or 39150279.
- Specie Spruce (Picea Abies).
- Surface rifled, fine-sawn, brushed.
- Moisture content of timber before treatment max. 18%.

### 1.2. Production technology.

- **Opaque shades:**

Treatment	Product description	Painting method
Timber protection (1x100 g/m <sup>2</sup> )	Teknol Aqua 1410 - 01	Vacumat or brush machine
Primer (1x150 g/m <sup>2</sup> )	Teknos Teknol 1881	Vacumat or brush machine
2 x Topcoat (2x125 g/m <sup>2</sup> )	Teknos Nordica Eko 3330	Vacumat, brush machine, spray

- **Transparent shades:**

Treatment	Product description	Painting method
Timber protection (1x100 g/m <sup>2</sup> )	Teknol Aqua 1410 - 01	Vacumat or brush machine
Primer (1x100 g/m <sup>2</sup> )	Teknos Aquaprimer 2900-02	Vacumat or brush machine
2 x Topcoat (2x125 g/m <sup>2</sup> )	Nordica Eko 3330-12, 5% paste	Vacumat, brush machine, spray

### 1.3. General warranty conditions.

- For opaque shades the warranty covers functionality of the paint combination chosen by the customer for 10 years as of painting for 1-2 storey buildings with eaves.
- For transparent tones, warranty lasts for 5 years upon jointly selected tones on 1-2 storeys buildings with eaves.

## 2. Technical conditions and terms. Special conditions and limitations. Reporting.

### 2.1. Technical conditions and terms.

- Warranty applies only on 1-2 storey buildings with eaves.
- Minimum length of eaves 600mm, minimum height of bottom edge of cladding at least 300mm from ground. Smaller parameters do not comply with current warranty.
- Buildings higher than 2 storeys or without eaves do not comply with current warranty. It has to be considered that this kind of facade is considered to be a facade in extreme conditions and the cladding manufacturer cannot be held responsible for the service time of this kind of facade.
- Installation must be done according to instructions, including required aeration, fastenings, painting of end-cuts and flashings of windows and door. For more information, see "Puidukoda guide exterior cladding". In case of errors during installation of the products the warranty is void.
- Normal maintenance must be executed according to "Puidukoda guide exterior cladding". In case of irregular maintenance and repairs the warranty is void.

## WARRANTY CONDITIONS

### **2.2. Special conditions and limitations. Puidukoda Ltd. Holds no liability under the following circumstances.**

- Complaints due to mould problems of painted surface: Dirt builds up on all painted surfaces and that acts as substratum for mould spores. Painted surfaces must be washed by the end user with water if necessary.
- External reasons not under the influence of Puidukoda Ltd. that have resulted in damage to the painting system (is not limited to the following examples): unreachable areas, mechanical damage, incorrect washing or usage, negligence, explosion, ionising, water damage and other similar.
- Errors during installation of products that result in weakened coating.
- Knot yellowing. Resin is a naturally emerging substance; its presence does not depend on possible faults in materials or labour force. In case resin damages the painted surface, resin and damaged paint must be removed and the foxing surface re-painted. The warranty will be void if repairing works are not done immediately.
- Finished surfaces under warranty are allowed minor damages (5% of the total area) that do not need actions to be taken.

### **2.3. Reporting.**

The end customer shall execute yearly inspections during which the detected faults are repaired and reported to the manufacturer. Warranty is void if customer has not filed the yearly reports to the manufacturer. For painted surfaces, the report must state the following.

- Executed maintenance; washing dates.
- General impression (the object is inspected from a further location).
- Single faults and shortcomings exceeding 5% of the area, pictures.
- Measures and timetable for repairing faults and shortcomings.

## **3. Handling of claims**

Claims for refund of damages of the painted surface must be notified to the Puidukoda UK dealer in writing within 14 days as of detection of the fault or as of the day the customer should have reasonably noticed the fault.

If a claim has considered to be justified and meeting the requirements of the warranty, the company can either reimburse the full cost of purchased faulty coatings or deliver compensatory coatings to replace the damaged ones at own discretion. All costs related to reinstallation or penalties will not be reimbursed.

Professional evaluation of the damage and its reasons is responsibility of the Puidukoda UK dealer, Puidukoda OÜ or Teknos OÜ. In case the parties do not reach mutual understanding regarding the claim, an independent qualified person or organization shall execute the inspection and issue an expert opinion that can be approved by all parties.

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