



## 25 YEAR LIMITED WARRANTY

CONTACT OUR SUPPORT TEAM

1-800-425-0788

warranty@genstone.com

**REGISTER YOUR WARRANTY:** <https://genstone.com/warranty/registration>

GenStone Enterprises, LLC ("GenStone") Faux Stone, Rock, and Brick Products (the "Products") are manufactured in accordance with high standards and tight quality controls. GenStone will not rust or corrode because the panels are made of polyurethane.

### WHAT DOES THIS WARRANTY COVER?

**Limited Lifetime Warranty Manufacturing Defects.** GenStone warrants to you, the owner of the property at the time the Products were installed, that the Products are free from defects in material and workmanship in the course of manufacture if installed according to our specifications.

**Limited Fade Warranty.** GenStone also warrants to you that for a limited period specified below, the Products will not excessively fade. "Excessive Fading" is more than 'normal fading' (see below) which is in excess of a Delta E of five (5) Hunter units, as determined by GenStone.

**Limited Hail Damage Warranty.** GenStone also provides you with a limited hail damage warranty, more fully outlined below. This Warranty is limited to the terms and conditions, exclusions and limitations, requirements and legal rights stated in this Warranty.

### HOW LONG DOES THE COVERAGE LAST?

**Limited Lifetime Warranty Manufacturing Defects.** If you are an individual, this Limited Warranty lasts for the life of the property on which the Products were originally applied ("Property") for as long as you own the Property. If you are not an individual (e.g., you are a corporation, condominium, cooperative housing arrangement, unincorporated association, school, church, government or public entity, etc.), the warranty period will be 25 years from the date of original installation of the Products on the Property, prorated as outlined in the Warranty Coverage Schedule below. This Limited Warranty may be transferred with the Property. However, upon the transfer, the warranty period will be no more than 25 years from the date of original installation of the Products on the Property, prorated in accordance with the Warranty Coverage Schedule below.

**Limited Fade Warranty.** GenStone's excessive fade warranty will last as long as GenStone's Limited Warranty lasts, and upon transfer with the Property, shall continue based upon the coverage terms for the GenStone Limited Warranty. **Limited Hail Damage Warranty.** GenStone's hail damage warranty will last as long as GenStone's Limited Warranty lasts, and upon transfer with the Property, shall continue based upon the coverage terms for the GenStone Limited Warranty.

### WHAT WILL WE DO?

You must notify us in accordance with the notice requirements outlined below, and we must validate the complaint. Upon the notification and validation, we will undertake the following:

**Limited Warranty Manufacturing Defect.** We will repair, replace or refund the purchase price of the defective portion of our Product that blisters, checks, crazes, flakes, peels or weathers unevenly due to a defect in our manufacturing process.

Our obligations under this Warranty will in no event exceed the purchase price of the originally installed Products found to be defective. Any additional costs and expenses beyond these amounts are your responsibility.

**Limited Fade Warranty.** We will repair, replace or refund the initial purchase price of any portion of our Product that experiences excessive color fade after the installation of the Product, subject to our examination of a Product sample and you performing the recommended annual preventative maintenance as outlined on the GenStone website. Our obligations under this Warranty will in no event exceed the purchase price of the originally installed Product found to be defective. Any additional costs and expenses beyond these amounts are your responsibility.

**Limited Hail Damage Warranty.** It is your responsibility to pursue the cost of repair or replacement of damaged material through your homeowner's insurance or all other applicable insurance coverage. After you exhaust such coverage, if you have any Product cost that you have incurred in the purchase of the Product that is necessary to replace the Product on your Property which was damaged by hail, and these costs are in excess of your total insurance coverage (excluding your insurance deductible), we will reimburse you for that difference, up to the cost of replacement Product for the damaged Product. Any additional costs and expense beyond these amounts are your responsibility. We will have no responsibility for any costs associated with the labor required to remove, replace or install any Product. In the event of repair, replacement or refinishing under this Warranty, the Warranty applicable to the replacement material or to the repaired or refinished Products will extend only for the time remaining under the original Warranty.

#### **THIS WARRANTY DOES NOT COVER**

- Damage of any kind resulting from faulty or improper installation;
- Normal weathering is the damaging effects of sunlight and extremes of weather and atmosphere that may cause any colored surface to fade, chalk, or become soiled or stained; exposure to the elements will cause gradual, uniform change over time; the degree to which normal weathering occurs will vary depending on air quality, the building's location and other local conditions over which we have no control.
- installing the interior finish outdoors, voids the warranty
- settlement;
- damage from shipping;
- improper use;
- animals or birds of any kind;
- structural shrinkage or distortion of the property structure;
- fire;
- lightning, hurricane, tornado, windstorm, earthquake, or other acts of God;
- harmful chemicals (including harmful cleaning compounds and pesticides);
- fumes or vapors;
- surface deterioration due to air pollution;
- misuse or abuse;
- vandalism;
- airborne stains, mold and mildew accumulation;
- your failure (or the failure of subsequent Property owners) to provide reasonable and necessary maintenance of the Product (see "Care and Maintenance Instructions" below and other guidelines on <https://genstone.com/resources/advice-and-insights/maintenance-and-upkeep>);
- impact of foreign objects

## THIS WARRANTY DOES NOT COVER CONTINUED

- Warping or distortion due to exposure to excessive heat sources (e.g., barbecue grills) or exposure to unusual or excessive reflective heat sources (e.g., skylight or window reflection, roofing materials, pools, decks, blacktop, or concrete materials);
- Products that have been painted or whose surface has been altered in any way without written authorization from GenStone; or
- any other causes beyond our reasonable control.

## OTHER LIMITATIONS

1. This Warranty covers only genuine GenStone Products. It is your responsibility to verify that the products installed are our Products.
2. Due to normal weathering, replacement Products may differ in gloss and color from Products originally installed on the property.
3. We reserve the right to discontinue or change any design or color of any of our Products at any time and without notice or liability. If, for any reason, Products of the type originally installed are no longer available from us at the time you make a warranty claim, we may substitute another product determined by us to be of comparable quality and price.
4. There are no warranties on these Products other than as set forth in this Warranty. We are not liable to you for a breach of any other written or oral express warranties, such as those, if any, given to you by dealers, contractors, applicators, or distributors of the Products.
5. WE EXCLUDE AND ARE NOT RESPONSIBLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING OUT OF ANY BREACH OF THIS EXPRESSED WARRANTY, OR ANY OTHER ORAL, WRITTEN OR IMPLIED WARRANTY THAT MAY APPLY TO YOUR PURCHASE, AS IT RELATES TO OUR PRODUCTS. THIS IS YOUR EXCLUSIVE WARRANTY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.
6. This Warranty gives you specific legal rights. You may also have other rights which vary from state to state. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL

**Coverage** means the extent of our commitment to respond to any claim relating to the siding.

**Excessive Color Fade** means a change in the color of any Product in excess of a Delta E of five (5) Hunter units, as determined by us, following the initial installation of the Product, provided that any uneven or abnormal fade distribution is not due to a buildup or accumulation of stains, dirt, mold, mildew, or any other deficiency caused by the lack of at least an annual preventative maintenance by the homeowner as such annual preventative maintenance is described on the GenStone website.

**First-time Transferee** means the first individual, person or entity to which any interest of the initial purchaser in the building on which the Product is initially installed or in the Product itself is voluntarily or involuntarily conveyed, transferred or assigned, whether by gift, sale or operation of law, after the initial installation of the Product.

**Purchase Price** means the sum of the total original cost of the Product that is defective or otherwise being replaced. If we cannot determine these amounts from original documents, we will compute the purchase price using our suggested retail price in effect at the time of the installation for the cost of material.

**Residence** means regular or full-time permanent lodging by a single family.

**Products** means faux polyurethane stone, rock, or brick materials manufactured by GenStone.

**Weathering** means changes caused by exposure to sunlight, rain, air pollution, variations in temperature and other atmospheric conditions.

**Weathers Unevenly or Uneven Weathering**, such as checker boarding, means uneven or non-uniform change in color of contiguous elements of siding under uniform, even and equal exposure to sunlight, natural radiation, rain, natural variations in temperature or other atmospheric conditions.

### **HOW DO YOU REGISTER YOUR WARRANTY?**

For all GenStone Products used on each installation project, one Application for Warranty Registration must be completed by filling out the form on:

<https://genstone.com/warranty/registration>

or by mail

**ATTN: GenStone Warranty Registration Department**

10639 Bradford Road, Suite 103

Littleton, CO 80127

Failure to register the Warranty will not void the Warranty, but registration of this Warranty confirms the date of purchase of our Products and assists GenStone in processing any Warranty claim you might have. This confirmation is of benefit to you, especially if your original proof of purchase is lost. It is a good idea to retain your proof of purchase in case it is needed if you submit a warranty claim.

### **HOW DO YOU TRANSFER YOUR WARRANTY?**

You and subsequent Property owners may transfer this Warranty by providing written notice to us within 30 days after the date of transfer of ownership. The notice should include the warranty registration number (if available), the address of the Property, the name and mailing address (if different) of the new owners and the date of transfer. The notice should be sent to

**ATTN: GenStone Warranty Registration Department**

10639 Bradford Road, Suite 103

Littleton, CO 80127

Failure to notify GenStone will not void the Warranty, but the notice will assist GenStone in processing any warranty claim. Warranty coverage upon transfer is as described in detail above. Upon any transfer of the property, your obligations become the obligations of the new Property owners.

### **HOW DO YOU SUBMIT A WARRANTY CLAIM?**

You must submit your claim in writing to us within the warranty period and within a reasonable period of time after the defect is discovered. To initiate a claim, you should contact our warranty services number at 1-800-425-0788 to receive a warranty claims packet. If you would like to submit a claim request in writing, please provide the following information: a description of the claimed defect and the date the defect was discovered; the product you installed; the date of original installation; and your name, address and phone number. Written claims should be sent to GenStone Warranty Department, 10639 Bradford Road, Suite 103, Littleton, CO 80127 or fax your information to 303-854-0238. GenStone will provide notification of any additional information and physical evidence that may be required to process your claim. When a sample is required, it must be sent at the homeowner's expense.

In the event the claim is approved and the homeowner wants the sample returned, there will be a \$25 handling fee. ANY REPAIR OF THE PRODUCTS UNDERTAKEN WITHOUT PRIOR WRITTEN AUTHORIZATION FROM GENSTONE WILL VOID THIS WARRANTY.

### WARRANTY COVERAGE SCHEDULE

PERCENTAGE OF PURCHASE PRICE OF ORIGINALLY INSTALLED NUMBER OF YEARS FROM PRODUCTS FOUND TO BE DEFECTIVE DATE OF ORIGINAL INSTALLATION FOR WHICH GENSTONE TO DATE OF CLAIM BY GENSTONE WILL BE RESPONSIBLE DURING THE ORIGINAL PURCHASER’S OWNERSHIP OF THE PROPERTY:

YEARS FROM PURCHASE DATE	GENSTONE’S COVERAGE	PURCHASER’S RESPONSIBILITY
0 - 1 Year	100%	0%
1 year and 1 Day to 2 Years	95%	5%
2 Years and 1 Day to 3 Years	90%	10%
3 years and 1 Day to 4 Years	85%	15%
4 Years and 1 Day to 5 Years	80%	20%
5 Years and 1 Day to 7 Years	70%	30%
7 Years and 1 Day to 9 Years	60%	40%
9 Years and 1 Day to 12 Years	40%	60%
12 years and 1 Day to 20 Years	20%	80%
20 Years and 1 Day to 25 Years	10%	90%

### CARE AND MAINTENANCE

GenStone Products are some of the most durable building products materials available today for residential applications. In most cases, normal rainfall is sufficient to keep it clean. But if your GenStone Products should need cleaning, we recommend the following procedures. Particular attention should be given to areas under eaves, porches, awnings and other overhangs that have limited exposure to the natural washing effect of rainfall.

1. **Moderate Atmospheric Dirt:** We recommend an occasional washing with clear water using a garden hose and soft-bristled brush (a long-handled, car-washing brush is ideal for this purpose).
2. **Heavy Industrial Atmospheric Dirt:** Wash in the manner indicated above, but use the following solution:
  - a. 1/3 cup detergent or 1/3 cup dish soap (Tide®, for example)
  - b. 2/3 cup trisodium phosphate (Soilmax or Dirtex, for example)
  - c. 1 gallon water
3. **Mildew Accumulation:** Mildew can collect on surfaces of all types of building products and is often evident on surfaces that have not been properly cared for and maintained. Normally, mildew will appear as black spots. Mildew is easy to remove by using the basic cleaning solution above with the addition of sodium hypochlorite as follows:
  - a. 1/3 cup detergent (Tide®, for example)
  - b. 2/3 cup trisodium phosphate (Soilax®, for example)
  - d. 1 gallon water
4. **Caulking Compounds, Tar and Similar Substances:** Use mineral spirits in reasonable amounts and apply directly to the foreign substance. Immediately after cleaning, rinse the area thoroughly with water.

**CAUTION:** Do not exceed the recommended concentrations of cleaners, it can cause damage to the Product. Avoid skin and eye contact with the solution, and in all cases follow manufacturer's instructions for the use of cleaning compounds and solutions. Avoid use of abrasive-type cleaners and strong solvents. Test any cleaner on an inconspicuous area before applying to major areas. To minimize streaking, always follow with a rinsing of clear water. Excessive scrubbing is unnecessary and can be harmful to the Products, and may cause undesirable look in areas over the finish.

**Anvil Aqua Seal or Similar Product:** At the first sign of any undesirable change in the appearance of your GenStone, we recommend applying Anvil Aqua Seal immediately and as required in the future. Applying a water based concrete sealant like Aqua Seal will bring the panels back to their original look and color concentrations.

**Paint Kits:** Before applying the Aqua Seal, we recommend touching up areas where the paint may have come off of the panels. Flaking paint is very uncommon and usually a result of the homeowner cleaning the GenStone with a high powered stream of water or harsh environmental factors. Paint kits are available to purchase on the product's page on <https://genstone.com>

**Documentation:** Save the receipt(s) from the Aqua Seal you purchase so that GenStone can verify you have performed the recommended maintenance and upkeep precautions as outlined.

**Other Similar Products:** In the event Anvil Aqua Seal is unavailable, you must receive written approval from a GenStone customer service representative. Dealers and their employees do not qualify, to contact the GenStone team, please email [warranty@genstone.com](mailto:warranty@genstone.com)

### **IMPORTANT: FIRE SAFETY INFORMATION**

GenStone Products require little maintenance for many years. Nevertheless, common sense dictates that builders and suppliers of GenStone Products store, handle and install the Products in a manner that avoids damage to the product and /or structure. Owners and Installers should take a few simple steps to protect the Products from fire.

#### **TO THE HOME AND BUILDING OWNER**

GenStone Products are made from polyurethane material and will melt or burn when exposed to a significant source of flame or heat. Building owners, occupants, and outside maintenance personnel should always take normal precautions to keep sources of fire, such as barbecues, and combustible materials, such as dry leaves, mulch and trash away from GenStone Products. When GenStone Products are exposed to significant heat or flame, the Product may soften, sag, melt or burn, and may thereby expose material underneath. All building materials should be installed in accordance with local, state and federal building code and fire regulations (Self Ignition 1004°F).

We designed and manufactured GenStone Products to perform best when installed by qualified applicators. While GenStone does not assume responsibility for installation of its products, it does keep installers informed on new techniques and provides detailed installation instructions on all of its products. We frequently update our installation manuals with new and improved methods of application. You should discuss any product adjustments with the dealer or applicator that did the work. These adjustments can best be made by the original dealer or applicator, since he or she is most familiar with your particular installation.

Any dispute arising out of or related to this Warranty shall be resolved only by binding arbitration in Denver, Colorado at the Judicial Arbiter Group, Inc.