

## Residential & Commercial Products - Limited Warranty

### Products & Coverage

Halstead C&W Corp. warrants that its TopTile® Teknotile™ Ceiling Tiles (hereafter referred to as “products”) will be free from manufacturing defects for a specified length of time from the date of purchase as set forth below. This Limited Warranty only applies provided the products covered by this warranty are installed and maintained according to the instructions included in the sold package (see reverse). Products should be used only in interior areas that are not exposed to direct sunlight. Products should only be installed in areas with relative humidity not in excess of 72% and temperatures between 59°-85° Fahrenheit (15°-30° Centigrade). Products must, beginning 24 hours post-installation, be continuously maintained at relative humidity not exceeding 90% and at temperatures between 59°-104° Fahrenheit (15°-40° Centigrade).

Coverage	Application / Period of Coverage	
	Residential	Commercial
Manufacturing Defect	Limited Lifetime	Limited 35 Years

### Pre-Installation

Halstead C&W Corp. warrants that its products are free of visual defects. You and/or your installer should carefully inspect each piece before installation. Any pieces that appear to have defects should not be installed. Halstead C&W Corp. will not be responsible for any claim for TopTile® products installed with visual defects.

### Installation

This warranty covers materials and reasonable labor costs if professional installation was paid for when the products were originally installed, provided that such products are installed according to the installation instructions contained within each package.

### Replacement/Repairs

Halstead C&W Corp. reserves the right to repair any products and/or to use its own source to obtain an installer for replacement products. In the event that Halstead C&W Corp. repairs or replaces any products covered under this Limited Warranty, this warranty shall remain in effect with respect to such products for a period limited to the remaining eligible duration of the original warranty.

### Terms for Warranty

**WITHIN 2 YEARS** – If a defect covered by this warranty is found and reported to the merchant from whom these products were purchased in writing within two years of the date of purchase, Halstead C&W Corp. will supply new material of similar color, pattern and quality to replace the defective area. We will also pay all reasonable labor costs if professional installation was paid for when the ceiling was installed.

**AFTER 2 YEARS AND UP TO 4 YEARS** – If a defect covered by this warranty is found and reported to the merchant from whom these products were purchased in writing after two years but within four years of the date of purchase, Halstead C&W Corp. will supply new material of similar color, pattern, and quality to replace the defective area. We will also pay 50% of all reasonable labor costs if professional installation was paid for when the ceiling was installed.

**AFTER 4 YEARS AND UP TO 10 YEARS** – If a defect covered by this warranty is found and reported to the merchant from whom the products were purchased in writing after four years but within ten years of the date of purchase, Halstead C&W Corp. will supply new material of similar color, pattern, and quality at 50% of the original purchase price. Halstead C&W Corp. will not pay labor costs.

### Terms for Warranty (Continued)

**AFTER 10 YEARS AND UP TO 20 YEARS** – If a defect covered by this warranty is found and reported to the merchant from whom the products were purchased in writing after ten years but within twenty years of the date of purchase, Halstead C&W Corp. will supply new material of similar color, pattern, and quality at 25% of the original purchase price. Halstead C&W Corp. will not pay labor costs.

**AFTER 20 YEARS** – If a defect covered by this warranty is found and reported to the merchant from whom the products were purchased in writing after twenty years but within thirty-five years, with respect to a commercial warranty, or after twenty years, with respect to a residential warranty, of the date of purchase, Halstead C&W Corp. will supply new material of similar color, pattern, and quality at 10% of the original purchase price. Halstead C&W Corp. will not pay labor costs.

### Exclusions

The following are not covered by this warranty:

- Dissatisfaction or damage due to improper installation or maintenance
- Labor charges for apparent defects at the time of installation
- Damage caused by fire or burns, abuse, flooding, leaks, smoke, fumes, construction or installation
- Changes in color, shade or sheen appearance when exposed to sunlight
- Normal wear and tear or shade variations due to exposure to light
- Exterior application
- Scratches or damage caused by handling or instruments
- Minor shading, color or texture differences between samples or printed color photographs or illustrations and delivered product
- Products sold as irregulars or trial grade materials or “as is”
- This warranty is void if, beginning 24 hours after installation, these products are not continuously maintained at relative humidity not exceeding 90% and at temperatures between 59°-104°F (15°-40°C).
- Damage caused by nonstandard conditions of standing water, moisture, leaks, condensation or excessive humidity. If these products are exposed to any such nonstandard conditions, they may facilitate the growth of mold. Mold or damage caused by mold is not covered by this warranty and is not the responsibility of Halstead C&W Corp. If these products are exposed to nonstandard conditions, please remove these products immediately and replace them when installation conditions are normal.
- Halstead C&W Corp. cannot guarantee the fire class rating after painting
- Loss due to loss of time, inconvenience, incidental expenses (such as telephone calls, labor and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages

Some states do not allow the exclusion or limitation of incidental or consequential damages so that the above limitations and exclusions may not apply. Your warranty gives you specific legal rights, and you may have other legal rights, which vary from state to state.

This warranty is in lieu of any other warranties, expressed or implied. Please keep your receipt or obtain it from the original purchaser. Halstead C&W Corp. needs the receipt in order to verify date of purchase to help resolve any problems.

### Warranty Owner

With respect to the residential warranty, this warranty applies only to a resident homeowner who is the original purchaser of TopTile® products, not to any subsequent homeowner.

### Questions About This Warranty

Questions about this warranty can be sent via email to [info@halsteadcw.com](mailto:info@halsteadcw.com) or via mail to: Halstead C&W Corp., 29 Oakwood Ave., Norwalk, CT 06850 USA (postage to be paid by sender)