



SUNTUF® Lifetime Limited Warranty

“SUNTUF®” Corrugated Polycarbonate sheets (hereinafter “the Product”) are hereby warranted by Palram Americas (hereinafter “the Manufacturer”), subject to any other terms contained herein. **SCOPE OF WARRANTY** Suntuf® Polycarbonate panels are warranted by Palram Americas, a subsidiary of Paltough-Palram Ltd., Arcadia West Industrial Park, 9735 Commerce Circle, Kutztown, PA 19530. This warranty is extended to the original purchaser of Suntuf panels from an authorized dealer or retailer.

1. LIGHT TRANSMISSION

Suntuf Polycarbonate panels shall not lose more than 8.5% of its light transmitting capacity from the original date purchased for a period of 10 years and no more than 1% per year thereafter as a direct result from the impact of solar radiation (as measured to the procedures in ASTM D1003-77).

1A. Hail Damage

Any breakage or damage resulting from hail is covered exclusively by the appendix to warranty “Hail Damage Warranty.” (see page G-5)

1B. Commencement Date

The commencement date shall be the date the product was purchased from an authorized dealer or retailer.

2. LIMITATIONS

This warranty shall be valid if:

2A. The original proof of purchase is presented;

2B. The product is installed, stored and maintained in accordance with Palram Americas’ written instructions, and is not used in any non-customary fashion. Such instructions include, but are not limited to:

- placing the correct side of the sheet facing outward;
- maintaining proper purlin distance;
- avoiding contact with chemicals, paints, adhesives, cleansing agents or other incompatible materials;
- using only EPDM washers, never PVC washers when fastening sheets;
- spacing screws properly and avoid overtightening as set forth in the instructions;
- maintaining roof pitch as set forth in the instructions;
- cutting, drilling and fastening, according to the instructions and diagrams found in the instructions;
- curving according to Palram Americas’ recommendations to proper distance and curve radius.

3. The product is not thermoformed and not otherwise adversely affected by connection, fastening or sealing.

4. Any decrease in light transmission is not due to product alteration or damage, directly or indirectly caused by fire, vandalism, structural defects at the site of installation, natural disasters, improper storage or installation (including, but not limited to, negligently transporting or installing the product), the accumulation of dirt, lack of proper maintenance, scratches, chemicals, paint or any other similar factor.

5. The product is used for its intended purposes.

6. CLAIMS

In case of a claim of product failure, Palram Americas must be notified within 30 days, in writing, describing the claimed defect or failure and must include the bill of purchase and this warranty. Palram Americas reserves the right to inspect any or all of the sheets involved and the installation site itself while the sheets are still in their original position and have not been removed or moved or altered in any way. Such inspections shall be conducted by the technical personnel or the designated representatives. In addition Palram Americas reserves the right to investigate independently the circumstances of such failure, including checks with the local weather institute and others. The claimant shall provide Palram Americas, the original panels returned to Palram Americas warehouse, transportation charges prepaid by the claimant, immediately upon request by Palram Americas.



SUNTUF® Lifetime Limited Warranty (*continued*)

7. COMPENSATION

- A. In the event that Palram Americas is duly notified of product failure within 3 (three) years of the commencement date, and a claim is properly made and approved, Palram Americas will provide free substitute product or, at its sole option, refund the original purchase price.
- B. In the event Palram Americas is duly notified of product failure after more than 3 (three) years and up to 20 (twenty) years from the commencement date, and the claim is made and approved, Palram Americas will provide substitute product based on the following purchase price formula: The price to be paid by purchaser will be calculated at a rate of 5% of the effective price at time of replacement multiplied by the number of years from replacement time to commencement date less 3 (three) years.
- C. In the event that Palram Americas is duly notified of product failure after more than 20 (twenty) years from the commencement date and claims properly made and approved, Palram Americas will provide substitute product based on the following purchase price formula:
The price to be paid by the purchaser will be calculated at a rate of 85% of the effective price at the time of replacement plus 1% per year for every year in excess of 20 years from commencement date, but not to exceed 95%. The remedies set forth in this warranty constitute the sole and exclusive remedies available to the purchaser. Palram Americas shall be under no liability with respect to the product, including, but not limited to, any cost and/or expense exceeding its limited obligations set forth herein.
The warranties set forth herein are expressly in lieu of other warranties, expressed or implied, whether statutory or otherwise, including any implied warranty of merchantability or fitness.
- D. PALRAM AMERICAS LIABILITY IS LIMITED, SOLELY AND EXCLUSIVELY TO THE PURCHASE PRICE OF THE PRODUCT AND IN NO EVENT SHALL PALRAM AMERICAS BE LIABLE FOR LABOR, INSTALLATION, FREIGHT, TAXES OR ANY OTHER CHARGES.

8. JURISDICTION

This warranty is governed by and shall be construed according to the laws of the State of Pennsylvania, USA. Any claim or dispute related to the product and/or this warranty shall be exclusively brought before the appropriate court in the State of Pennsylvania, USA. which shall have the exclusive jurisdiction in any such claim or dispute.

9. LIABILITY

Palram Americas' liability is limited to providing replacement sheets as set forth above. Palram Americas will not be responsible for any indirect or consequential damages.

PALRAM AMERICAS

Arcadia West Industrial Park • 9735 Commerce Circle • Kutztown, PA 19530
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SUNTUF® 10-Year Hail Damage Warranty

This warranty for hail damage shall be appendix of and an addition to the Manufacturer's Limited Warranty for Palram Americas products, and when presented along with the Manufacturer's Limited Warranty form an integral part thereof. It is hereby warranted by Palram Americas (hereinafter the "manufacturer"), that for a period of 10 years from the commencement date as hereunder defined, Suntuf (hereinafter the "product") shall not fail or break as a direct and exclusive result of the impact of hail, as specified below.

1. The commencement date of this warranty shall be the date of the product's manufacture, or as designated in the Manufacturer's Warranty.
2. Suntuf sheets must be installed in strict accordance with the manufacturer's instructions. Such instructions are contained in the Suntuf technical brochure and includes such requirements as:
 - placing the correct side of the sheet facing outward;
 - maintaining proper purlin distance during installation;
 - avoiding contact with chemicals, paints, adhesives, cleansing agents or other incompatible materials;
 - using only EPDM washers, never PVC washers when fastening sheets;
 - spacing screws properly and avoid overtightening according to the manufacturer's table of recommendations;
 - maintaining roof pitch;
 - cutting, drilling and fastening, according to the instructions and diagrams in the manufacturer's brochure;
 - curving according to Palram Americas' recommendations to proper distance and curve radius;
 - any other instructions which may be contained in product brochures, labels, instruction sheets, diagrams or other promotional or professional literature.
3. This warranty applies in the case of hail measuring up to 1 inch diameter in size, and attaining up to 20 meters/sec. in velocity.
4. In case of a claim of product failure, Palram Americas must be notified by the user within 15 working days. Moreover, Palram Americas reserves the right to inspect any and all of the sheets involved and the installation site itself while the sheets are still in their original position and have not been removed or moved or altered in any way. Such inspection shall be conducted by Palram Americas' technical personnel or Palram Americas designated representatives within 5 working days after notification. In addition, Palram Americas reserves the right to investigate independently the circumstances of such failure, including checks with the local Meteorological Survey and others.
5. In the case of verified product failure, Palram Americas will supply replacement sheets at a fraction of the current market value of the sheets. The replacement price paid by the purchaser will be calculated as follows: 1/120th of the then effective price of the product multiplied by the number of months which have passed from the commencement date until the time of damage.
6. PALRAM AMERICAS LIABILITY IS LIMITED, SOLELY AND EXCLUSIVELY TO THE PURCHASE PRICE OF THE PRODUCT AND IN NO EVENT SHALL PALRAM AMERICAS BE LIABLE FOR LABOR, INSTALLATION, FREIGHT, TAXES OR ANY OTHER CHARGES.

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