Quattro Groove

10-year product warranty

Acoustic Panels Australia Pty Ltd (APA) provides the following voluntary product warranty for Quattro Groove manufactured and supplied in PET polyester. The exclusions and limitations below apply to the extent permitted by law.

01 Warranty cover

APA warrants Quattro Groove against defects in materials and manufacture for **10 years from the date of manufacture.**

Cover is limited to the product as supplied, including factory-applied finishes, bonding and assembly, when correctly stored, handled, installed and maintained in a dry internal environment at the original installation location.

This warranty covers the tiles only. It does not cover ceiling grids, suspension systems, supports, fixings or other components supplied by others.

02 Repair or replacement

For an accepted claim under this voluntary warranty, APA will, at its option, repair or replace the defective tile or component at its factory within a reasonable time.

Cover is limited to the affected tile or component. APA is not required under this voluntary warranty to replace unaffected tiles or an entire ceiling installation to achieve a colour, texture or finish match.

Where the original material or finish is unavailable, APA may supply a replacement of equivalent specification and quality. An exact match cannot be guaranteed due to material variation, ageing and differences between production batches.

Repair or replacement does not restart the warranty period. The repaired or replacement product remains covered for the balance of the original 10-year period, calculated from the original product's date of manufacture.

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03 Customer responsibilities and costs

This is a return-to-factory warranty. After APA has authorised the return, the customer must arrange and pay for safe removal, suitable packaging and delivery of the affected tiles to APA's nominated factory. The customer must also arrange and pay for collection or onward freight and reinstallation.

Except where APA is required to meet these costs, this voluntary warranty does not include:

- Site visits, travel, accommodation or call-out charges.
- Removal, dismantling, installation or reinstallation labour.
- Packaging, freight, transport or handling.
- Scaffolding, lifting equipment or other access costs.
- Repairs to ceiling grids, surrounding finishes or other building works.
- Lost income, project delays, business interruption or other consequential costs.

APA covers factory assessment and repair or replacement of products accepted as defective under this warranty. Third-party work or expenses will not be reimbursed unless approved by APA in writing beforehand.

Any proposed charge for work outside warranty cover must be agreed before that work proceeds.

04 Conditions of cover

Tiles must be stored flat, adequately supported, kept dry and protected from damage before installation.

Installation must follow APA's written instructions and the approved project details. The ceiling grid must be compatible with the tiles, adequately supported and suitable for their weight. Tiles must be properly seated without forcing, bending or placing additional loads on them.

Inspect tiles before installation. Report visible defects as soon as possible and set the affected tiles aside. Additional damage or costs caused by knowingly installing visibly defective tiles are excluded from this voluntary warranty.

Tiles must be maintained in accordance with APA's care instructions and protected from water, excessive moisture and unsuitable cleaning products.

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05 Exclusions

This warranty excludes damage or failure caused or worsened by:

- Incorrect storage, handling, installation or maintenance.
- Impact, scratches, abrasion, misuse or accidental damage.
- Water leaks, flooding, dampness, condensation or excessive humidity.
- Excessive heat, direct weather exposure or use outside a suitable internal environment.
- Building movement, inadequate support or failure of the ceiling grid or another building component.

- Additional loads, fittings or equipment attached to or supported by the tiles.
- Unapproved cutting, drilling, sanding, staining, painting, recoating, bonding or other alterations.
- Repairs or modifications carried out without APA's written approval.
- Damage caused by other trades or repeated removal and refitting.

Normal wear and ageing are not manufacturing defects. An alteration or handling issue does not exclude cover for an unrelated manufacturing defect.

06 Polyester colour and texture characteristics

Quattro Groove may have minor variations in colour, fibre texture and appearance between production batches, consistent with the agreed product specification. These variations are not manufacturing defects.

Movement or distortion caused by unsuitable temperature or moisture conditions, and gradual colour changes caused by ageing or light exposure, are excluded from this voluntary warranty.

Samples and photographs indicate the general appearance of a material. They do not guarantee an identical fibre texture or colour across every tile.

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07 Making a claim

Notify APA as soon as possible after discovering a suspected defect. The defect must first become apparent within 10 years of the product's date of manufacture.

Provide:

- The invoice or other proof of supply.
- The manufacture date or product/batch identification, where available.
- The project address and installation date.
- A description of the issue and the quantity of affected tiles.
- Clear photographs of the affected tiles and surrounding ceiling.
- Details of installation, site conditions and any repairs or alterations.

APA must have a reasonable opportunity to assess the claim and inspect the affected product. Obtain written return authorisation and delivery instructions before sending tiles to the factory.

Retain the affected tiles and relevant evidence, and protect them from further damage. Do not undertake repairs on APA's behalf without written approval.

APA will advise the outcome and proposed action after assessment.

08 Claims and factory returns

Acoustic Panels Australia Pty Ltd

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All factory returns must be arranged with APA before delivery.