

1. WARRANTY APPLICATION: Knauf Insulation Pty Ltd ACN 129 827 336 (**Knauf**) warrants that EarthWool™ products (**Product**) are manufactured in accordance with AS/NZS 4859.1 and are fit for the purpose of insulating ceilings, external frame walls, internal acoustic partitions and floors, if tested in accordance with the methodology referred to in AS/NZS 4859.1, if properly installed in accordance with the installation instructions by a qualified installer and if maintained according to AS 3999/NZS 4246.

2. WARRANTY COVERAGE: Knauf warrants to the person purchasing the Product (**covered person**) that:

- A. The Product is free from manufacturing defects.
- B. When used for its intended purpose, properly installed in accordance with the instructions by a qualified installer, tested in accordance with the methodology referred to in AS/NZS 4859.1 and maintained in dry conditions and otherwise in accordance with AS 3999/NZS 4246, the Product will perform to the technical specifications outlined on the label and in Knauf documentation for a period of 50 years from the date of purchase.

3. CONDITIONS OF WARRANTY: Knauf's liability to the covered person under this Warranty shall be subject to the following terms and conditions:

- A. The claimant must provide proof that he/she is a covered person including a receipt showing the date of purchase of the Product and details of the seller and the installer.
- B. The Product must be transported and stored in dry conditions at all times between purchase and installation and without bearing the weight of other materials. Knauf will have no liability under this warranty in respect of wet or water damaged Product.
- C. The Product must be installed by a qualified installer in accordance with recommended instructions and maintained according to AS 3999/NZS 4246 and all building codes adopted by federal, state or local governments or government agencies and applicable to the installation or maintenance. Failure to properly install or maintain the Product in accordance with AS 3999/NZS 4246 will void this Warranty.
- D. The covered person must provide written notice to Knauf within 30 days after discovery of any claimed defect or failure covered by this Warranty and before beginning any permanent replacement, rectification or repair. The notice must describe the location and details of the defect and such information as is necessary for Knauf to investigate the claim. Photographs of the Product, showing the defect or failure, must accompany the notice. Product samples must be provided.
- E. Before commencing any replacement, repair or rectification work, the covered person must allow Knauf or Knauf's agent to enter the property where the Product is installed and examine, photograph and take samples of, the Product.
- F. Instead of repairing, replacing or rectifying the Product, Knauf may elect to make a full refund of the purchase price of the Product.

4. EXCLUSIONS: Knauf will have no liability under this Warranty in respect of damage or defects resulting from, or in any way attributable to:

- A. the storage, shipping, handling or installation of the Product in an improper manner or in a manner other than as described above;
- B. neglect;
- C. abuse;
- D. misuse;
- E. damage from incorrect design or construction of the structure in connection with which the Product is used;
- F. acts of God including, but not limited to, cyclones, tornados, floods, earthquakes, severe weather, fire or other natural phenomena, (including, but not limited to, unusual climate conditions); and
- G. lack of proper maintenance.

5. CLAIMS: Claims under this Warranty may be made by written notice:

- A. sent to the following address:
Knauf Insulation Pty Ltd
Warranty Claims Section
Unit 2 / 44 Borthwick
Murarie Qld 4172
Email: tech.au@knaufinsulation.com
- B. received within 30 days after discovery of any circumstance giving rise to liability under this warranty;
- C. containing the details specified in section 3 D above and attaching documentary evidence of the matters specified in section 3 A above.

6. DISCLAIMER: This Warranty constitutes the only warranty extended by Knauf for the Product. Knauf disclaims all other warranties, express or implied, except to the extent that any statutory warranties which cannot be excluded may apply.

7. EXCLUSION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES: Knauf shall not be liable for any incidental, special, indirect or consequential damages. Any monetary compensation is limited to a refund of the purchase price of the Product except as required by law.

8. MODIFICATIONS AND ALTERATIONS OF PRODUCT: Knauf shall have no liability under this Warranty for any Product subjected to further processing or alteration by any person other than Knauf or its related companies.

9. SETTLEMENT OF CLAIM: Any refund or material replacement by Knauf pursuant to this Warranty shall constitute a full settlement and release of Knauf by the covered person of all claims, potential claims or actions of any covered person under this Warranty for damages or other relief.

Knauf Insulation is part of the Knauf Group of Companies, a family owned global building material business with annual revenue in excess of \$US7 billion. As one of the world's leading insulation manufacturers, we are active in more than 50 countries and have over 30 manufacturing sites producing glasswool, rock mineral wool, extruded polystyrene (XPS) expanded polystyrene (EPS), extruded polyethylene (XPE) and reflective foil insulation. With over 5,000 employees, we are global specialists in insulation manufacture, research and development and providers of advanced energy efficiency solutions for buildings for any country and climate.

The Knauf Insulation businesses in Australia and New Zealand supply a wide range of high performance glasswool products (branded Earthwool™) and also reflective foil insulation products. State of the art proprietary technology enables our business to manufacture insulation of the highest quality which set new benchmarks in Australia and New Zealand for ease of handling, sustainability, health and safety.

Recognising that Australia and New Zealand have unique climatic conditions and therefore specific insulation requirements, Knauf Insulation supplies a range of products to suit local construction methods and proven solutions to provide comfort and energy efficiency in buildings. Long term, equal value partnerships with our customers are an important part of our approach. With continual advancements in building regulations for energy efficiency, acoustic performance, fire resistance and sustainable building materials, we are constantly innovating and enhancing our product range for the Australian and New Zealand markets.

