

ASONA PRODUCT AND SYSTEM WARRANTY



WE ARE 100% BEHIND OUR PRODUCTS AND SYSTEMS.

If any of our products or systems fail to perform as claimed or an issue associated with any Asona product or system does occur, Asona will work with the relevant parties to help resolve the issue.

YOUR'E PROTECTED WITH ASONA PRODUCTS & SYSTEMS.



For over 13 years, architects and building professionals have relied on Asona products and systems. Locally manufactured for local conditions they meet or exceed the New Zealand building code, are Branz appraised, Global Green Tag Certified and are backed by full technical information and support to give complete confidence in using Asona products & systems.

SYSTEM AND PRODUCT COMPONENTS.

A system is a group of related product components that interact to perform a task. Ensure the full Asona system, including the appropriate Asona branded products are specified and installed. This will ensure performance is not compromised and that any failure that is attributable to Asona products and/or systems will be supported. Asona is unable to support product/system performance where substitute products are used as these have not been tested by us as part of our systems and we cannot be responsible for the ongoing quality and performance of these products.

NZ BUILDING CODE CLAUSE B2-DURABILITY.

The Building Code sets the required durability standard for specific elements of building work. Clause B2 Durability aims to ensure that the building elements and buildings are durable enough so all other objectives of the Building Code are satisfied though out the life of the building, without the need for reconstruction or major renovation.

PRODUCT AND SYSTEM WARRANTY



The Asona warranty covers Asona products and systems for a minimum of 5 years from the date of purchase. Asona warrants that Asona products will be free from defects caused by factory workmanship and/or materials and , subject to compliance with the conditions attached, that the product or system will perform to the extent set out in relevant Asona published literature current at the time of installation. Nothing in this document shall exclude or modify any legal rights a customer may have under the Consumer Guarantees Act or otherwise which cannot be excluded or modified at law. This Product and System Warranty is transferable to subsequent owners of the building.

CONDITIONS OF WARRANTY

This warranty is subject to the following conditions:

- a) Receipt of your written claim as soon as practicable but in any event within 30 days after the defect would have become reasonably apparent or, if the defect was reasonably apparent prior to installation, then the claim must be made prior to installation. We may also request written proof of purchase and photographic proof as a condition to considering your claim;
- b) The panels shall be installed in accordance with all applicable Asona recommendations in effect at the time of installation, using approved installation procedures and Asona product data sheets.
- c) The panels shall be installed in areas free of direct contact with water or water vapour including but not limited to condensation, leaking pipes and/or ducts or steam which can lead to staining.
- d) The panels shall be installed only in areas where the relative humidity and temperature shall be controlled to max 99% R/H at 45oC.
- e) The acoustical panels must not be used to support any other material such as light fixtures or mechanical equipment, except thermal insulation not exceeding 1kg/m2.

ASONA PRODUCT AND SYSTEM WARRANTY



- f) Prior to installation the acoustical panels must be stored in a dry area and protected from possible damage caused by rain, snow, impact or crushing damage.

Deviations from these terms and conditions shall void the warranty.

Damage caused by improper maintenance, abuse, fire, exposure to smoke, fumes, chemical vapours, exterior elements, freezing temperatures, vibrations and normal wear and tear are not covered by this warranty.

Asona Ltd will, at its option, replace the goods or refund the purchase price, and, where the product has already been installed, repair or replacement will be at Asona's discretion for damage caused by a defect in the product.



Neil Ridgway
Managing Director

Asona Limited

P.O Box 96-241 Balmoral,
Auckland, New Zealand
Sales Tel: 09 525 6575
Email: info@asona.co.nz
Web: www.asona.co.nz

Factory:
Unit 14, 7 Cain Rd,
Penrose, Auckland
Tel: (09) 525 6575
Fax: (09) 525 6579