



# Altro Whiterock™ FR-U product warranty

Altro makes no warranties, whether express, implied or statutory, other than the warranty that the Altro products sold by Altro are free from defects in materials and workmanship with normal use and service within the specified term after the installation date, when installed and maintained in accordance with Altro's recommendations.

This warranty is the sole and exclusive warranty provided by Altro and is in lieu of any other warranty of any kind, express or implied, including but not limited to any warranty of merchantability or fitness for a particular purpose. No waiver, alteration, additions or modifications of the foregoing conditions shall be valid unless made in writing and signed by an officer of Altro.

All statements, technical information and recommendations concerning products sold or samples provided by Altro are based upon tests believed to be reliable but do not constitute a warranty.

All products are sold, and samples of products provided, with the understanding that buyer has independently determined the suitability of such products for its purposes.

All purchases of *Altro Whiterock™ FR-U* are subject to the terms and conditions of sale of Altro as amended by the terms of this warranty. Any claim made under this warranty shall be investigated by Altro.

## Terms of warranty

### Altro Whiterock FR-U

All Altro warrants that, in the event that any portion of the *Altro Whiterock™ FR-U* system requires replacement, due to a defect in the product, anywhere within North America, the defective product(s) will be replaced free of charge provided that:

- The warranty term (in years) does not exceed what is posted on the chart.
- It has been installed, in an indoor setting, by a professional installer that has completed the Altro Whiterock Installation clinic and advanced pharmaceutical training clinic.
- The installer conducted a material inspection prior to installing and no defects were found.
- The instructions detailed in the Altro Whiterock Installation Guide were followed, including but not limited to the use of the proper Altro branded adhesives for the application type and all system accessories outlined within.
- It has been subjected to normal wear and shows no signs of physical or chemical abuse.
- It has been maintained as directed in the Maintenance guide for [Altro] walls.
- It has not been installed in direct sunlight
- 3rd party accessories, adhesives and similar products were not used in conjunction with the Altro Whiterock system.
- Due to the formula and manufacturing required to produce the Altro Whiterock™ FR-U product it is possible that slight shading variance in the product may occur within the same batch of material, this shading does not affect product performance or warranty and only infrequently occurs.

## Exclusive remedy

Correction of non-conformities, in the manner and for a period of time provided above, shall constitute fulfillment of all obligations and liabilities of Altro to Buyer relating in any way to the problem. The remedies set forth in this instrument are exclusive and represent Buyer's sole remedy. Altro shall not be liable for special, indirect, consequential or incidental damages of any kind. Any action for breach pursuant to this warranty must be commenced within one year after the cause of action has occurred.

This warranty gives you specific legal rights and you may also have other rights which vary from state to state or province to province. Some states or provinces do not allow limitations on how long an implied warranty lasts and they do not allow the exclusion or limitations of incidental or consequential damages so the above limitations or exclusions may not apply to you.

Nothing in this warranty affects your statutory rights as a customer.

**All warranties must be submitted within 90 days of installation.**

## What to do in case of a problem

Buyer must contact the contractor who installed the product upon discovery of a problem with a product. If the contractor is unable to remedy the problem and Buyer believes the problem is covered by the warranty provided herein, or Buyer is dissatisfied with the contractor's response, Buyer must notify Altro, in writing, by certified mail of any failure to conform to this warranty within the specified term (see Term of Warranty chart) after the installation date and within thirty (30) days after the claimed defect first arises.

Buyer must retain all information and documents related to the problem until the matter is resolved. After Altro is so notified, Altro reserves the right to have an authorized Altro representative inspect and verify the defect. On receipt of notification, Altro shall correct any product that Altro determines is defective in materials or workmanship by, at its option, repairing the defective product or replacing such product from regular inventory product lines.

## Warranty submittal

To register your product warranty under the terms of Altro's North American Limited Product Warranty, complete the form online at <https://www.altro.com/us/technical/technical-information/warranty>

**Altro will return completed warranty registration numbers via email unless another method has been requested.**

Term of warranty (in years)	
Wall cladding	
Altro Whiterock™ FR-U	1 year

## Send defect claims to

**Altro USA, Inc.**  
80 Industrial Way  
Suite 1  
Wilmington, MA 01887 USA

**Altro Canada**  
6221 Kennedy Road  
Unit 1  
Mississauga, ON L5T 2S8 Canada