



# PRODUCT WARRANTY

Steni AS (“Steni”) provides the following function and colour warranties (“Warranty”) on **STENI Colour, STENI Colour Reuse, STENI Nature, STENI Vision** façade panels supplied on or after 1. December 2024 (and until a more recent Warranty Document is published on [www.steni.com](http://www.steni.com)).

## 1. FUNCTION WARRANTY

### 1.1 Warranty period

Steni provides a **60-year** function warranty on Steni Colour, Steni Colour Reuse, Steni Nature and Steni Vision.

### 1.2 Product characteristics under warranty

Steni guarantees that while under warranty, the products:

- are weatherproof and do not swell due to moisture;
- do not delaminate due to frost;
- do not crack or break as a result of normal load from the weather elements,
- do not crack or break due to stresses from normal human activity in the local area, such as the unintentional damage from people playing ball games nearby;
- are easy to keep clean from growth, grass stains and grime from the surrounding area;
- maintain their function as protective external cladding; and
- correspond with the applicable technical data sheet at the time of purchase.

## 2. COLOUR STABILITY WARRANTY

**2.1** Steni uses a unique colour and coating technology based on electron beam hardening with extra UV protection. This technology ensures that normal colour changes due to the external effects of weather and sun exposure are minimised and happen slowly and steadily.

### 2.2 Warranty period

- For the STENI Colour and STENI Colour Reuse standard collection, Steni provides a **15-year** colour stability warranty.
- For the STENI Vision standard collection, Steni provides a **10-year** colour stability warranty.
- For the STENI Nature standard collection, Steni provides a **10-year** colour stability warranty.

For products outside the standard collection, the following applies: For Steni Colour special colour in HM and HG gloss, Steni provides a 10-year colour stability warranty. For Steni Colour special colour in Matt gloss and for Steni Vision Custom (custom print) any colour stability warranty of 10 years can be granted after internal assessment/test and approval.

### 2.3 Colour stability warranty

Steni guarantees that the product will maintain its colour stability for the duration of the warranty period. Colour stability is defined as under normal exposure to sunlight, weather, climate and pollution, there will be no different colour changes or shadings on panels used on the same façade, visible to the naked eye at the standard viewing distance as specified in the product’s technical data sheet.

## 3. WARRANTY CLAIM

**3.1** In the event of a defect covered by the Warranty, Steni may choose either to rectify the defect or to deliver a new product corresponding to the product in question. If Steni chooses to deliver a new product, this also includes any accessories supplied by Steni for the relevant installation (screws and EPDM etc.) that are required to install the new product.

**3.2** The redelivery of the panels will be of the same type as originally delivered, or of the nearest available type if the original product has been discontinued or for any other reason is not reasonably feasible for Steni to deliver. The customer may not claim rectification instead of redelivery.

**3.3** Minor variations in colour, gloss or stone colours between different production runs is normal. Steni cannot guarantee that a replacement product will come from the same production run as the original product and thus be identical to the original delivery. Differences in colour and/or gloss between the replacement product and the original product due to normal ageing of the original product may also occur and are not covered by the Warranty.

**3.4** The customer may not claim financial compensation under this Warranty in addition to or instead of the redelivery offered by Steni. For instance, the cost of scaffolding, disassembly or reinstallation of the product, installations carried out in conjunction with the product, labour, consequential damage or other expenses or losses will not be covered by Steni under this Warranty. This shall apply even if such costs/losses relate to defects or deficiencies covered by the Warranty.

**3.5** In the event of rectification, the original remaining warranty period will continue to run. For replacement products, the new warranty period will apply from the

date of delivery of the replacement product. The original remaining warranty period will apply to the remainder of the façade. Rectification and redelivery under the Warranty is otherwise carried out in line with Steni's terms and conditions of sale.

#### **4. GENERAL TERMS AND CONDITIONS**

##### **4.1 Installation, cleaning, maintenance and use**

The Warranty requires that the product is:

- handled with due care after delivery and risk transfer has taken place (including when loading to / during / unloading from transport, and during storage, installation and use);
- installed according to the installation instructions applicable at the time of purchase;
- cleaned upon completion of the installation in accordance with installation instructions, and otherwise cleaned properly and regularly during the warranty period;
- maintained in accordance with the applicable product description/MOM documentation at the time of purchase; and
- used for the purpose indicated in the product description.

The documents mentioned above are available at [www.steni.com](http://www.steni.com).

In the event that any of these warranty terms are breached, the Warranty will cease to apply, unless it is evident that the defect or deficiency cannot be attributed to such breach of these warranty terms.

##### **4.2 Complaints and claims and the customer's cooperation**

**4.2.1** Any defect or deficiency under the Warranty shall be notified to Steni in writing without undue delay after the defect or deficiency has been discovered or should have been discovered.

**4.2.2** To the extent possible, the written notification should: i) specify the nature, scope and consequences of the asserted defect or deficiency, ii) document the product's condition when the defect or deficiency was discovered, iii) document that the other conditions required to invoke a claim under the Warranty have been met (the requirement for correct installation, maintenance etc.)

**4.2.3** Claims against Steni under this Warranty may only be brought by Steni's customer (the Warranty applies to business-to-business). End customers or third parties must submit any complaints or claims to the party from which they purchased or received the product. If the end customer has bought the product from a supplier who has ceased to exist or no longer

sells Steni products, Steni can be contacted for clarification with regards to how this should be handled.

**4.2.4** The customer shall make arrangements so that the rectification or redelivery can take place as quickly as possible and no later than six months after the complaint/claim has been approved. If this does not happen, Steni's liability for the defect shall lapse.

##### **4.3 What the Warranty does not cover**

**4.3.1** Normal ageing, normal wear and tear, damage from mechanical external influences and special local influences (such as sun and weather conditions, climate and pollution), or damage as a result of a breach of the conditions outlined in Section 4.1, are not covered by the Warranty.

**4.3.2** Defects or deficiencies in products that have been or are exposed to unsuitable chemical treatment, mechanical treatment or processing and/or damage caused by other work carried out on the building site, that may cause abnormal changes to the product's colour, surface or other characteristics are not covered by the Warranty.

**4.3.3** There is no warranty on:

- Product samples or products otherwise supplied by Steni at no charge to the customer
- B-grade products
- The background colour of the substrate
- Edge paint
- The colour of the glue joint used in the production of designer elements

##### **4.4 Start of the warranty period.**

**4.4.1** The Warranty applies and takes effect from the delivery date (normally FCA Steinsolt, INCOTERMS 2020). For part deliveries with the same order number, the latest delivery date shall apply.

**4.4.2** The Warranty applies to the products at the time of sale. Steni reserves the right to develop and change the technical specifications of its products in the future.

##### **4.5 Residual warranty for reuse**

Steni may, by prior written agreement with Steni's customer, issue a residual warranty on used products if the product is dismantled and is to be reused on a new building. The content and scope of the residual warranty are determined by Steni and are subject to Steni having completed a satisfactory technical examination of the product before installation on a new building.

##### **4.6 Choice of law and legal venue**

The Warranty and any claims submitted under it are subject to the substantive laws of Norway. Any disputes shall be settled in Steni's legal venue.

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**INFORMATION ABOUT THE DELIVERY**

The delivery applies to (project name): .....

Customer (invoiced customer): .....

Steni's order number for the delivery: .....

Delivery date: .....

Builder/owner of the building (name, company and signature): .....