

# CEWOOD WARRANTY

CEWOOD acoustic panels are high quality and durable material. Panels are manufactured from the finest quality wood and binding agent — Portland cement, making them ideal for wall and ceiling finish in different indoor settings with high aesthetic value.

The manufacturer gives to CEWOOD panels listed below a 10 years' guarantee starting from the moment of dispatch from the factory. During the warranty period the manufacturer guarantees compliance of the acoustic panels with the relevant technical specification and European standard applicable to panels. On the moment of delivery, the panels must not have any visual defects. If installation of the panels is done according to instructions and panels are installed in suitable climatic conditions, any non-conformity of manufacturer is covered by the warranty.

The warranty includes the following CEWOOD acoustic panels:

- Panel thickness: 15, 25, 35 and 50mm
- Wood wool width: 0.5mm (E - extreme fine), 1.0mm (S – super fine), 1.5mm (F - fine), 3.00mm (R - regular)

## **Warranty covering CEWOOD acoustic panels is, however, subject to the following conditions:**

Inspection of CEWOOD acoustic panels for visual defects or other non-conformities and compliance according to order must be done upon reception of goods. If any non-conformity is detected, relevant remarks must be made in delivery documents, and/or manufacturer or deliverer must be notified immediately in a written form.

The panels must be stored according to terms and conditions elaborated by CEWOOD and available at [www.cewood.com](http://www.cewood.com), section “Downloads”, instruction “Before Installing”.

Acclimatisation process within goods installation conditions are crucial for the panels. The recommended acclimatisation period before installation is 1–2 weeks. For additional information visit [www.cewood.com](http://www.cewood.com), section “Downloads”, instruction “Before Installing”.

All major construction or repair works in the room where CEWOOD acoustic panels will be installed must be finished to avoid excessive humidity, dust, other dirt, chemicals, unsuitable temperature, increased vibration or other factors having adverse impact on the panels.

Panels can be fixed in temperatures between +5 and +45 °C.

For CEWOOD acoustic panel maintenance guidelines visit [www.cewood.com](http://www.cewood.com), section “Downloads”, instruction “After Installing”.

The panels must be installed according to CEWOOD guidelines found at [www.cewood.com](http://www.cewood.com), section “Downloads”, instruction “Acoustic panel installation”.

The warranty becomes void if panels are installed in unsuitable premises or climatic conditions, and also for panels damaged during transporting, storage or another period. Panel warranty will not apply also if they are installed, processed incorrectly or if they are modified in any way changing their technical features or affecting their load bearing capacity.