

WARRANTY

ALTISPACE BEAMS, ACOUSTIC BLADES, SHAPES, ACOUSTIC SHAPES, ILLUMINATED PRODUCTS, FINS & CLOUDS

LIMITED ONE (1) YEAR WARRANTY

Altispace beams, acoustic blades, shapes, acoustic shapes, illuminated products, fins and clouds are warranted to be free from defects in materials and workmanship for a period of one (1) year from the date of installation (date of installation must be within four (4) weeks of shipment date from the factory or the warranty date will be calculated from the shipment date). In the event of obvious defects in materials or workmanship, Altispace must be notified within 30 days of the date of installation to meet these warranty requirements.

This limited warranty is subject to further conditions listed below.

Please read the following terms carefully, as they are affected by the installation conditions. Altispace does not assume nor does it authorize any person to assume or extend on its behalf any other warranty obligation or liability. This express warranty constitutes the entire obligation of Altispace Inc. and there are no other warranties expressed or implied.

Warranty Conditions

All Altispace limited warranties are subject to use under normal interior conditions. Abnormal Conditions include exposure to harmful chemical fumes, vibrations, humidity from conditions such as building water leaks or condensation, excessive moisture, or excessive dirt or dust buildup.

Before installation, product must be kept clean and dry and in an environment where the temperature is between 45°F (7°C) and 110°F (43°C). The following requirements must be met:

- All subtrades and work processes producing humidity such as plastering, concrete cutting, paint, concrete, etc. must be complete and dry.
- These temperature conditions must be met throughout the lifetime of the warranty.
- The suspension systems must not be suspended from any commercial ceiling suspension system.
- The product must not be used to support any other material.
- The product must not be altered in any way, including onsite painting.

What to do in the event of a product failure?

You must notify Altispace Inc. in writing of any product failure covered by this warranty within 30 days of first observation of an issue covered under this warranty by writing to the following address:

Altispace Inc.
61 Townline Rd
Tillsonburg, ON
N4G 2R5

Or call us at 226-636-5965 ext. 334

WARRANTY

Subject to written confirmation by Altispace of such product failure, Altispace will deliver, at their expense, new replacement product, of the same or similar type and grade, in an amount equal to that which is determined to be defective. Altispace will cover freight costs of replacement products to the location of the project with the product failure.

What does this warranty not cover?

All Altispace warranties are subject to use under normal interior conditions. Any damage occurring from products being subjected to abnormal conditions are not covered by this warranty. Abnormal conditions which are not covered under this warranty include:

- exposure to harmful chemical fumes such as chlorine
- dampness/moisture from conditions such as water leaks or condensation
- vibrations
- improper storage or handling
- excessive moisture
- excessive accumulation of dirt or dust
- installation in exterior locations or locations subject to temperature and humidity changes similar to exterior conditions

All Altispace products must be installed and cleaned in compliance with written Altispace installation instructions for that product and following standard industry practices.

THIS EXPRESS WARRANTY CONSTITUTES THE ENTIRE OBLIGATION OF ALTISPACE AND THERE ARE NO OTHER GUARANTEES WARRANTIES OF ANY TYPE WHATSOEVER, EITHER EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PURPOSE WHATSOEVER. LIABILITY IS LIMITED TO THAT SET FORTH IN THIS DOCUMENT AND ALTISPACE SHALL IN NO EVENT BE LIABLE FOR ANY INSTALLATION OR REMOVAL COST OR FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR PERSONAL INJURY.