

## Limited Guarantee Letter

### GlassRey® Gypsum Board



Scope.

#### Limited warranty against defects:

Panel Rey guarantees that your GlassRey® gypsum board is free from manufacturing defects that may make the product unsafe for its intended use; also, it meets or exceeds the manufacturing requirements and specifications of ASTM C1177. This warranty is valid for a period of five years from the date of purchase.

#### Limited warranty against exposure:

Panel Rey guarantees that your GlassRey® gypsum board will not deteriorate or delaminate after being exposed to normal ambient conditions (e.g., UV rays, wind, rain) or excessive humidity for a period of twelve months from the date of installation in the structure, as long as it has been stored prior to installation as specified in the product data sheet.

The limited warranty of five years and twelve months extends to distributors who sell our products, contractors who install our products and the owners of the works in which this product is installed within the guarantee period. Both guarantees cannot be transferred or reassigned.

#### What is not covered under this guarantee?

1. Poor installation practices, which do not go according to the Panel Rey installation manuals or recommendations of the Gypsum Association.
2. Improper design or installation of any component, fitting or part of the structure.
3. Damage to GlassRey® gypsum board caused by the EIFS system, if not installed according to the instructions provided by the system manufacturer; architectural specifications or ASTM C1397 "Standard Practice for Application of Class PB Exterior Insulation and Finish Systems".
4. Using the material for a purpose not specified by Panel Rey, as well as any action, omission or negligence caused by a third party.
5. Defects caused by humidity as insects, fungi, bacteria and mold.
6. Defects caused by faulty manufacturing or installation of other products manufactured by another company.
7. Use of GlassRey® panel as a substrate for exterior coatings that are applied directly to the panel surface (excluding areas with Soffit type application).
8. Damage caused by floods, fires, hurricanes, tropical storms, high winds, tornadoes, earthquakes or other natural phenomenon and mismanagement, storage or finishing, object impact damage, subsidence, structure or racks movements and any other cause beyond the control of Panel Rey.
9. Lack of reasonable maintenance of the work by the responsible.

Panel Rey is not responsible for the performance obtained by the external system applied over a gypsum panel GlassRey®, including but not limited to coatings and coverings of ceilings and walls.

THIS WARRANTY SETS OUT THE SCOPE OF PANEL REY LIABILITY FOR DEFECTS IN THE PRODUCT, WAIVES ANY REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES APPLICABLE FOR A PARTICULAR PURPOSE OR TRADE.

LOSS OF PROFITS, ANY CONSEQUENTIAL, SPECIAL, ACCIDENTAL, INDIRECT DAMAGE, IS NOT COVERED BY THIS WARRANTY.

Some jurisdictions do not allow exclusion or limitation of warranties or do not allow the exclusion or limitation of incidental or consequential damages, so the above disclaimer may not apply to you.

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### What will Panel Rey do?

Panel Rey, at its option, shall replace the product or generate a credit note for the purchase price and when the product has already been installed, a credit note will be generated for the reasonable costs of the work performed to repair the damage caused by a defect in the product, it will be up to a maximum of twice the purchase price of the original product before it was installed and has been determined to be non-compliant.

### How to file a claim?

All claims must be in writing and supported by evidence, the brief must detail the problem and should have the remission, purchase note and installation date attached. The complaint must be sent in a period no greater than 30 calendar days from the date on which the defect was discovered or should have been discovered and should be within the warranty period of the product. Preferably attach photographic evidence. Send all the evidence to your account manager, the customer must not alter or repair the affected area until Panel Rey has reviewed the issue and determined a possible cause.

THIS DOCUMENT EXPRESSES PANEL REY'S TOTAL LIABILITY REGARDING ITS PRODUCTS. NO OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING ANY MERCHANTABILITY WARRANTY OR APPLICABLE AT THEIR CONVENIENCE FOR A PARTICULAR PURPOSE.

LIABILITY IS LIMITED TO THE ABOVE AND PANEL REY IN NO EVENT SHALL BE LIABLE FOR WORK OR REWORK CHARGES, INCLUDING BUT NOT LIMITED TO LABOR IN CONNECTION WITH REMOVAL OR REPLACEMENT, NOR DIRECT OR INDIRECT DAMAGES.

No representative of Panel Rey has the authority to modify, reformulate, supplement or make any promises with regard to this limited warranty.

