

# Warranty

## DinCEL® Structural Walling System

This warranty applies to Structural Walling System (DinCEL® System) supplied by Jacobsen and when used in accordance with all Jacobsen requirements.

This warranty is to be read in conjunction with all relevant and applicable technical documentation supplied or referenced by Jacobsen.

**Date warranty valid:** 5 years from date of purchase.

All enquiries relating to this warranty must (in the first instance) be directed to the place of purchase, the supplier or the installer.

### > Jacobsen warrants that:

At the time of pick up or despatch from Jacobsen, to the merchant or site (where applicable) the DinCEL® System will:

- be free from defects that may have arisen through defective factory workmanship or materials, and
- conform to the performance characteristics listed in the pass™ ('warranted condition').

### > In the event a breach of the warranty is proven, the following applies:

- Jacobsen will, at its discretion, supply replacement DinCEL® System without charge or refund the value of the product.
- Other losses or damage caused by a breach of the warranty or a failure of the product for any other reason are not covered.
- Jacobsen's obligations under this warranty are limited to the replacement of defective DinCEL® System or the value of the DinCEL® System at the time of purchase. The value of the materials will be reduced pro-rata, based on the remaining warranted life of the product.
- Jacobsen reserves the right to supply other comparable materials should the warranted materials no longer be supplied by Jacobsen.

### > This warranty is subject to the following:

- Receipt of date of purchase of the product.
- Evidence of failure.
- Any claims relating to freight-related defects must be endorsed on the delivery docket of the freight company or notification to Jacobsen within 48 hours to enable any appropriate claim procedures to occur with the appropriate freight company.
- For all other claims a written claim from the claimant immediately when the defect became apparent or, if the defect was reasonably apparent prior to installation, then the claim must be made prior to installation.
- The claim must include full details of the alleged defect.
- Evidence satisfactory to Jacobsen that all maintenance requirements have been carried out.
- The warranty does not cover failure or problems caused by defective use; failure relating to improper design of the project structure; structural failure; settlement; movement of materials to which the product is attached or dependent on;  
acts of God including but not limited to earthquakes, cyclones, floods or other severe weather conditions; inadequate maintenance; growth of mould, mildew, fungi, bacteria or any organism on any product; or acts or omissions of a third party over whom Jacobsen has no control.
- The warranty does not cover failure arising from the failure to follow all of Jacobsen's advice.
- Normal wear and tear are excluded from this warranty.

All relevant information is available from Jacobsen (refer to [www.jacobsen.co.nz](http://www.jacobsen.co.nz)).

Note: All DinCEL® System technical information and this warranty are uncontrolled in printed format, so in all instances refer only to the documentation on the website.

28 May 2020