10-Year Limited Product Warranty – Terms & Conditions

1. Warranty Scope

Roth warrants that Vipanel® wall panels will be free from manufacturing defects and will not crack, craze, blister, or delaminate for a period of ten (10) years from the date of purchase, provided that the panels are installed, sealed, and maintained in accordance with Roth's published installation instructions and guidelines.

This warranty applies only to products used under normal domestic indoor conditions and at the original place of installation.

2. Remedy

In the event of a valid claim under this warranty, Roth will, at its sole discretion, replace the defective panel with the same design or, where the original design is no longer available, with a comparable alternative product.

The warranty is limited to replacement of the product only. Roth shall not be liable for:

- labour costs related to removal, installation, or reinstallation
- transport costs
- or any consequential, incidental, indirect, or special damages, costs, or losses.

The replacement of a product under warranty does not extend or renew the original warranty period.

3. Eligibility

This warranty applies only to the original purchaser or end user of the product and is non-transferable.

The warranty period begins on the date of purchase as stated on the original proof of purchase.

4. Installation Requirements

To remain valid, Vipanel® wall panels must:

- be installed indoors only
- be installed within a normal residential temperature range
- be installed in accordance with Roth's official installation instructions
- be properly sealed, including maintenance of silicone joints and seals where required.

Failure to comply with installation guidelines may result in voiding of the warranty.

5. Pre-Installation Inspection

All products must be carefully inspected prior to installation.

The installer and/or purchaser must verify:

- that panels are free from visible defects or damage
- that colour and surface finish match between panels and profiles
- that the product meets the purchaser's expectations before installation begins.

The protective film should be carefully peeled back to inspect the surface and replaced until installation.

Cutting, fitting, or installing panels constitutes acceptance that the product was received in satisfactory condition.

If installation is carried out by a contractor, the customer must approve the final finish and condition of the installation upon completion.

6. Maintenance Requirements

To maintain warranty coverage, Vipanel® panels must be:

- maintained in accordance with Roth's care and maintenance recommen dations
- cleaned using non-abrasive and suitable cleaning agents
- regularly inspected to ensure silicone seals remain intact and functional.

7. Warranty Exclusions

This warranty does not cover damage resulting from, including but not limited to:

Transport and Handling

- damage occurring during transport, delivery, or handling

Incorrect Installation

- installation not performed in accordance with Roth installation instructions
- structural movement, substrate failure, or other installation-related issues.

Improper Maintenance or Storage

- failure to maintain silicone seals on edges or joints
- improper storage prior to installation
- use of unsuitable or abrasive cleaning agents or materials.

Misuse or Physical Damage

- cracks, dents, or cuts caused by impact or hard objects
- scratches or surface damage caused by sharp or abrasive materials
- damage caused by contractors, service companies, or end users.

Normal Wear and Tear

- cosmetic surface marks resulting from normal use, including:
  - scuffs
  - friction marks
  - minor surface abrasions.

8. Limitation of Liability

To the maximum extent permitted by law, Roth's liability under this warranty is limited strictly to the replacement of defective products.

Roth shall not be liable for any indirect, consequential, incidental, or economic losses, including loss of use or damage to surrounding materials or property.

9. Statutory Rights

This warranty is provided in addition to, and does not affect, any statutory consumer rights that may apply under applicable law.

Vipanel® by roth

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