

ECOTUFF Product Warranty

Ecolife Solutions manufactures ECOTuff Insulation products ("Product[s]") in Australia, for Australian conditions. The bulk insulation component of the Product is manufactured using safe to handle bio-soluble FBS-1 fibre technology with no added formaldehyde and the reflective foil facing component may be laminated to either a paper or a polyweave substrate.

Product Warranty Statement

Subject to the Product Warranty Conditions set out below, Ecolife Solutions warrants that the Product will:

- Achieve the published material R-Value when tested in accordance with AS/NZS 4859.1;
- Achieve optimum Fire Hazard performance indices ignitability: 0, Spread of Flame: 0, Heat Evolved: 0, Smoke Developed: 1 when tested in accordance with AS/NZS 1530.3;
- Comply with BAL requirements when tested to AS 1530.2 flammability index of < 5.

Product Specific Warranties

ECOTuff Insulation products are warranted to be free from defects in materials and manufacture for 15 years from the date of purchase.

Product Warranty Conditions

This Product Warranty will only apply in circumstances where the Product is installed and handled according to current Ecolife Solutions recommendations & installation guides, all relevant Australian Standards & Building Codes, and is not later disturbed, mistreated, relocated or altered.

This Product Warranty does not cover any Product defect or damage to the extent it is caused or contributed to by the following:

1. Any modification of the Product, including: the removal or addition of a facing material; reduction and/or increase of the thickness of the Product; compression and/or expansion of the Product;

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SUNSHINE COAST

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SYDNEY

Ph: 0403 584 705

Fax: (02) 8003 9763

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2. Damage caused to the Product as a result of water exposure and/or incorrect onsite storage prior to or during installation - refer to Ecolife Solutions documentation for correct storage and handling;
3. Damage caused to the Product as a result of a high pressure water cleaner, high pressure media cleaner, mechanical cleaning device, chemical agents, or foreign objects puncturing the facing;
4. The Product is exposed to corrosive in-situ conditions, such as an alkaline or acidic environment, that does not provide adequate air quality to prevent deterioration of the Product;
5. The Product is mistreated or used outside its intended purpose as outlined in the literature supplied by Ecolife Solutions;
6. The Product is not adequately protected from the weather due to inadequately sealed penetrations, deficiencies in or damage to the surrounding building structure; or ;
7. Damage to the reflective foil facing is not correctly repaired to prevent further damage occurring - refer to Ecolife Solutions literature for repair advice or contact Ecolife Solutions if in doubt.

Subject to the conditions above, in the event of any failure of a Product caused by the direct result of a defect in the material or manufacture of the product, Ecolife Solutions will at its option replace or repair the Product, supply an equivalent product, or pay for doing one of these.

The warranties above are provided in addition to other rights and remedies available in respect of the acquisition of Products by a "consumer" {as defined in the *Competition and Consumer Act 2010* (Cth)}. The following statement is provided where Ecolife Solutions has provided Products to a buyer who is a "consumer" under the Australian Consumer Law:

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Commercial & Domestic Insulation Wall / Ceiling & Underfloor Thermal Insulation Thermal pipe wrap Acoustic Wall / Ceiling & Underfloor Insulation Acoustic Pipe Wrap Specialty Acoustic Products BCA Compliance Solutions Acoustic Design Solutions

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Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Other than as expressly set out in the above warranties, and the warranties that cannot be excluded under the Australian Consumer Law (Schedule 2 of the *Competition and Consumer Act 2010 (Cth)*) (and any other law), Ecolife Solutions excludes all other warranties and guarantees with regard to the Products, including all implied warranties and guarantees. In addition, to the extent that it is able to do so, Ecolife Solutions excludes all liability for loss and damage (including consequential loss) where the relevant product or service provided is a good or service other than of a kind ordinarily acquired for personal, domestic or household use or consumption.

Making a Claim

Notification of a warranty claim must be made to Ecolife Solutions within 45 days of discovery of the defect in the Product and prior to any removal or return of the Product. To make a claim under this warranty, you must contact Ecolife Solutions at reception@ecolifesolutions.com.au or (07) 3881 2300. All expense of claiming the warranty will be borne by the customer or consumer making the claim. Ecolife Solutions requires documentation supporting the claim to be provided including proof of purchase, installation date, location of installation and a description of the claim.

Health & Safety Information

Ecolife Solutions manufactures products in Australia for Australian conditions using safe to handle bio-soluble FBS-1 fibre with no added formaldehyde. Information on health risks and safe handling of our products is displayed on the packaging and/or the documentation accompanying them. Additional information is listed in Product Material Safety Data Sheets available from your Ecolife Solutions representative or on our website

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