

HOME'S PRO

Wall Panel Collection

WARRANTY

Important Notes: This warranty applies to the original purchaser ONLY and is not transferable.

INSTALLER/OWNER RESPONSIBILITY

Inspect all wall panel materials carefully for the correct product and any visible defects before installation. These wall panels are manufactured in accordance with accepted industry standards, which permit a defect tolerance of 5%. Our warranty will not cover visible defects once they are installed. It is the responsibility of the installer/owner to ensure the job site conditions are environmentally and structurally acceptable for installation.

As all product is unique, with no two pieces alike, review and compare the new wall panel with the "sample board" from which the wall panel was selected to ensure it meets the homeowner's expectations prior to the installation. Wood is a natural material, and each piece of veneer is unique in terms of color, pattern, and texture. An inherent part of wood's characteristics is that it undergoes changes over time when exposed to light.

- Receive the wall panel and make sure it meets the owner's expectations. Carefully examine the wall panel for color, finish, and quality before installing it.
- Grade out and separate any pieces with visible defects/irregularities.

WARRANTY PERIOD

5-YEAR STANDARD WARRANTY

Home's Pro Wall Panel Collection is warranted to be free from manufacturing defects for 5 years from the date of purchase. If there are any manufacturing defects prior to installation, free replacement with the same or equivalent quality products will be covered by Home's Pro.

WARRANTY EXCLUSIONS

- Any alteration or degradation due to outdoor use and exposure to the elements, use for which our products are not suitable.
- Any alteration or degradation due to an installation close to a heat source including but not limited to stove, fireplace.
- The costs incurred in the removal of defective panels and reinstallation of the panels are excluded from the warranty.
- Damage due to installation, use or maintenance of the product contrary to our recommendations.
- The changes in appearance colour due to normal aging of the product.
- Damage resulting from direct action or negligence of the user, such as impact shocks, burns, scratches, and fire or water damage.
- Problems or failures related to deficiencies in the job site damage after installation.
- The manufacturing defect warranty only applies products prior to installation.
- The warranty does not apply if the malfunction is caused by improper handling and installation.
- The warranty does not cover damage caused by improper product storage.
- The warranty only applies to products installed in indoor areas.
- The warranty does not cover scratches, regular wear and tear, or damages resulting from impacts.
- The warranty does not apply if the panels are used improperly or inappropriately.

INITIAL CLEANING

Once all panels are installed, clean all surfaces with an antistatic solution. This is required as the panel will have static build up and any dust in the atmosphere will adhere to the surface of the panel.

REGULAR MAINTENANCE

Acoustic Oak Veneer Wall Panels and 3D Wall Panels are easy to clean, provided that they receive regular care.

- Wall panels can be cleaned with a diluted soap/detergent solution, such as all-purpose cleaner or glass cleaner. Commercially available care products are sufficient, provided that they are used correctly and regularly.
- Use a lint-free, non-woven wipe or a polyester knit wipe. Both are extremely low in particle generation.
- Recommended the temperature of water does not exceed 140°F (60°C).

DAILY CARE INSTRUCTION

We recommend removing all greasy marks, marks and dirt as quickly as possible, ideally within 48 hours. The longer the dirt remains on the surface, the more difficult it will be to remove it afterwards (e.g. coffee and wine stains). The surface can be cleaned several times a day with general cleaning products such as glass cleaner or all-purpose cleaner, without affecting the surface. **Always clean the entire surface.** This will help to prevent the surface from becoming shiny in certain places over time.

Regular cleaning: Use a soft vacuum brush or a clean soft-bristle brush to gently remove dust and debris from the surface of the acoustic panels. Avoid using coarse and hard brushes to prevent damaging the fibers.

Regular vacuum: Regularly use a vacuum cleaner equipped with attachments suitable for soft surfaces to vacuum and remove deep-seated dust and dirt.

Damp wiping: For more stubborn stains, you can use a slightly damp soft cloth or sponge to gently wipe the panels. Be sure to avoid excessive moisture to prevent damage to the acoustic panels.

Avoid liquid contact: Try to prevent liquids from splashing onto the acoustic panels as polyester fiber is sensitive to water. If any liquid spills occur, immediately use a clean absorbent cloth to gently wipe it clean.

Prevent impact and scratching: Avoid impacting or scratching the surface of the acoustic panels with sharp objects or rough handling to prevent fiber damage.

Regular inspection: Periodically inspect the surface of the acoustic panels for any signs of wear, damage, or loose parts. If any issues are found, promptly repair or replace the damaged acoustic panels.

RECOMMENDATIONS

- Do not use strong solvents such as acetone, MEK or toluene.
- Do not use strongly acidic or alkaline cleaning agents.
- Use a soft cloth, brush or sponge with water and minimal amount of mild soap.
- If edges are not sealed, take care to avoid exposure to liquid which could lead to edge lifting.
- Avoid any abrasive agents that can scratch the surface.
- Always keep the surface dry after cleaning.

We provide this product information based on our current knowledge and experience. We can neither give any warranty nor assume any responsibility for factors outside our control or knowledge.