

Murano Acoustics™ Panels One (1) Year Limited Warranty

The Bartley Group, Inc. (BGI), the exclusive U.S. Distributor of the Murano Acoustics™ product line, offers a one (1) year limited time warranty for the Murano Acoustics™ Products.

Murano Acoustics™ panels will be free of defects in materials and workmanship for one (1) year from the date of installation of panels supplied by BGI in accordance with the requirements specified in the Purchase Order provided to BGI by an authorized Murano Acoustics™ distributor.

This does not apply to obvious defects or deviations from the requirements specified on the Purchase Order provided to BGI. For such defects and deviations warranty claims need to be made to BGI within five (5) days of receipt of the Acoustical Panel shipment. If BGI does not receive written notice of any deficiency as to the Murano Acoustics™ panels within five (5) days after delivery, it shall be presumed that the Murano Acoustics™ panels are without defect. Variations in color, texture or grain are normal characteristics of wood veneer and are not considered defects. These variations are not covered by the one (1) year limited time warranty.

In case of any defects due to a quality nature, and the product cannot be used or requires re-treatment to be used, BGI shall make every effort to correct the imperfection by means of replacing the defective products or having them fixed for Murano Acoustics' account. In all cases, BGI's liability for defective products will not exceed the total amount of the relevant purchase order value.

This warranty applies solely to Murano Acoustics™ panels supplied by BGI that are subject to the following conditions described below.

WARRANTY CONDITIONS PRIOR TO INSTALLATION

To be protected by this warranty, products must not be stored in damp warehouses, placed in moist or freshly plastered buildings, and/or subjected to abnormal heat or dryness. The panels are to be installed in controlled environments and are not directly exposed to sunlight, sources of heat or cold air, water, fire, high or low levels of humidity or moisture, dust, extreme temperatures either low or high, and chemical fumes.

Installation shall be done only when: all wet work has been completed and dried; all mechanical, electrical, and other utility service installations have been completed; all exterior windows and doors are in place, glazed, and weather-stripped; the roof is to be watertight; the area is broom clean.

Temperature and humidity conditions before and during the installation of the Murano Acoustics™ panels must match the normal conditions in the occupied space. The relative humidity of the area shall not drop under 25% or exceed 55% with the following exceptions: the damp Southern Coastal areas of the U.S. the relative humidity shall be maintained between 43% and 70% inclusive and the dry Southwestern U.S. shall be maintained between 17% and 50% inclusive.

The temperature of the room shall not drop under 50°F or exceed 86°F. The HVAC system shall be functioning continuously before, during and after installation.





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The Murano Acoustics™ panels shall be acclimatized to the final environment in which they will be installed for at least 96 hours prior to their installation. Factory finished products require up to a week or more on site for acclimatization. No materials should rest against, or wrap around the Murano Acoustics™ panels.

Damage such as warping, sagging, extreme dimensional changes in the panels, mold growth, fading in wood veneer color, etc. resulting from such exposures are not covered by the one (1) year limited time warranty.

The Murano Acoustics™ distributor in the area of installation shall be responsible for communicating the storage and installation requirements to the Installation Company and General Contracting Company and for ensuring that the installation owner understands how to care for and preserve the installation.

WARRANTY CONDITIONS AFTER THE INSTALLATION

Murano Acoustics™ panels shall be maintained in the same environmental conditions as during their storage and installation throughout the entire life time of the panels. No localized high heat, such as a hot light source, shall come close to or in contact with the finished surface. Exposure to direct sunlight will alter the appearance of the Murano Acoustics™ panels over time.

Murano Acoustics™ panels shall not be exposed to direct contact with moisture. Moisture allowed to accumulate or stay in contact with any wood surface, no matter how well finished, will cause damage. No abrasive or chemical or ammonia cleaners shall be used on the Murano Acoustics™ panels.

Damage such as warping, sagging, extreme dimensional changes in the panels, mold growth, fading in wood veneer color, etc. resulting from such exposures are not covered by the one (1) year limited time warranty.

Damage caused by not complying with the warranty conditions prior to and after the installation render this warranty null and void.

BGI does not make, and expressly disclaims, all representations and warranties not expressly made in this warranty document, including, without limitation, implied warranties of merchantability fitness for a particular purpose and non-infringement.