Topglass® Product Warranty

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1. Introduction

This Product Warranty applies to Topglass® Glass Reinforced Polyester (GRP) roofing and cladding sheets manufactured by Alsynite One NZ Limited.

This warranty provides assurance that Topglass® products have been manufactured in accordance with Alsynite One's quality standards and, when installed, used and maintained in accordance with the applicable technical documentation, will perform as intended for the applicable warranty period.

This warranty is provided to the original purchaser and is subject to the terms, conditions, limitations and exclusions contained within this document.

2. Products Covered

This warranty applies to the following products manufactured by Alsynite One NZ Limited:

- Topglass® GC 2400
- Topglass® GC 3000
- Topglass® FR50
- Topglass® GC Ultra Safe

- Any future Topglass® products with a nominal mass of 2400 gsm or greater that are expressly covered by this warranty.

This warranty supersedes all previous Topglass Product Warranty documents issued by Alsynite One NZ Limited from the date of issue.

3. Warranty Period

Warranty	Period
Weatherproof Performance	25 Years
Structural Performance	20 Years

4. Product Warranty

Subject to the terms, conditions and exclusions of this warranty, Alsynite One NZ Limited warrants that the products covered by this warranty will:

• maintain their weatherproof performance for **25 years** from the original date of purchase; and
• maintain their structural performance for **20 years** from the original date of purchase, provided the products are installed, used and maintained in accordance with the current Alsynite installation instructions and technical documentation.

5. Light Transmission Warranty

Topglass® translucent products are warranted to maintain at least 60% of their original light transmission for a period of twenty (20) years when exposed to normal atmospheric conditions.

This Light Transmission Warranty does not apply to opaque products.

Normal weathering, surface dulling and gradual colour change are expected characteristics of GRP products and do not constitute a manufacturing defect provided the Product continues to satisfy the above performance requirement.

6. Warranty Conditions

This warranty applies only where the Product:
• has been installed in accordance with the current Alsynite Installation Guide;
• has been used within its intended application;
• has been stored, handled and transported correctly prior to installation;
• has been maintained in accordance with the current Alsynite Maintenance Guide;
• has not been modified, repaired or altered without written approval from Alsynite One NZ Limited; and
• has been installed using compatible fixings, flashings and accessories.

7. Exclusions

This warranty does not cover:
• incorrect design or specification;
• incorrect installation;
• inadequate supporting structure;
• structural movement;
• wind, snow or live loads exceeding the design capacity;
• chemical attack;
• fire;
• vandalism;
• accidental damage;
• hail exceeding the published performance of the Product;
• abrasion or misuse;
• contact with incompatible materials;
• failure resulting from inadequate maintenance;
• damage occurring during storage, handling or transport after supply;

• cosmetic changes including normal weathering, gloss reduction, chalking or colour variation that do not affect product performance;
• normal thermal expansion and contraction; and
• events beyond the reasonable control of Alsynite One NZ Limited.

8. Warranty Claim Procedure

The claimant must notify Alsynite One NZ Limited in writing within thirty (30) days of becoming aware of the alleged defect.

Claims should include:
• proof of purchase;
• installation date;
• installation location;
• photographs;
• description of the defect; and
• quantity of affected material.

Alsynite reserves the right to inspect the Product prior to determining the validity of any claim.

9. Warranty Remedy

Following investigation of the claim, Alsynite One NZ Limited will determine the appropriate remedy in accordance with this warranty.

Where Alsynite One NZ Limited determines that a valid warranty claim exists, Alsynite may, at its sole discretion:
• repair the affected Product;
• replace the affected Product; or
• refund the original purchase price of the affected Product.

Alsynite will not be responsible for labour, removal, reinstallation, access equipment or consequential costs unless otherwise required by law.

10. Limitation of Liability

To the maximum extent permitted by law, Alsynite One NZ Limited's liability under this warranty is limited to the remedies described in Section 9.

Nothing in this warranty excludes or limits any rights available under the Consumer Guarantees Act 1993 or any other legislation that cannot legally be excluded.

11. General

The structural performance of products covered by this warranty is supported by independent engineering assessments and product testing. Refer to the applicable Product Technical Statement (PTS), Building Product Information Requirements (BPIR), Engineering Advice Notice and other current Alsynite technical documentation.

The latest technical documentation is available at **www.alsynite.co.nz** or by contacting Alsynite One NZ Limited.