



The 100% Knauf System Performance Warranty

Knauf warrants that its Systems will perform to the specified requirements throughout the lifetime of the building, when installed properly and under normal conditions.

Substantiated System Solutions

Knauf provides a comprehensive range of interior and exterior solutions, systems, and products, robustly tested to provide complete peace of mind for its customers. Systems have been developed and designed as complete building solutions to meet required specified performances. The systems and components are tested by accredited testing facilities in accordance with recognised industry standards and regulations.

The 100% Knauf System Performance Warranty guarantees that your Knauf systems are:

- Manufactured from the highest quality raw materials in state-of-the-art factories. Products comply with UK and/or EU standards and are subject to rigorous quality assurance procedures.
- System testing conducted at UKAS accredited laboratories or equivalent recognised (under ILAC MRA) European testing facilities for fire resistance and acoustic sound insulation testing with continuous factory production control testing to review and maintain published performances.
- Fully supported at every stage of the project by Knauf's market-leading technical and sales support personnel, both pre-site and during construction.

Knauf Technical Services

Help is available via our team of 'Technical Support Officers' who are ready to take your technical enquiries providing you with expert technical advice on interior and exterior solutions to meet your project needs.

Knauf Specification Service

Tailored project specifications can be delivered with the support of highly skilled and trained Project Specification Managers and via Knauf Planner Suite (<https://discover.knauf.com/en-gb/planner-suite>). Knauf Planner Suite – System Finder is a three-in-one solution for simple product and system searches, immediate supporting data, and Drywall Specification Documents. Load your free planning assistant directly in your Revit or ArchiCAD, or simply use the Knauf Planner Suite – System Finder web app.

Knauf On-Site Service

Knauf Project Technical Managers provide on-site project support to assist with the installation of Knauf systems. If Knauf product and system training is required, this can be delivered by the Knauf Technical Services Team.



The 100% Knauf System Performance Warranty – Terms and Conditions

Knauf warrants that its drywall, flooring, ceiling, and exterior solutions systems as defined below (the “System”) will be free from defects in design, material and workmanship if properly installed and used under normal conditions by the customer or any third party (the “Warranty”)

The System is defined as: ‘any system arrangement installed in or on a building incorporating any one or more of the Knauf products defined below (the “Products”)*’.

- Internal drywall systems (partitions, wall linings, shaftwall, encasement, ceiling linings)
- Flooring
- Internal ceilings
- Exteriors
- Knauf AQUAPANEL® systems

*Please visit the Knauf UK website / pricelist / brochures for full up to date details of the individual parts. *Note: There are some components within specialist system(s) that may require inspection as part of the project maintenance plan.* Visit the Knauf UK website (<https://www.knauf.co.uk/>)/pricelist information/ brochures for full up to date information.

Coverage

The Warranty will cover any failures of the System, under normal use, which result from a defect in design, material or workmanship (“Warrantable Failure”) subject to the conditions set out in A to G below. The Warranty coverage is for the lifetime of the building provided that the fabric and intended use of building remains as per its original construction, design and intent.

Limitations and Exclusions

Knauf will not be responsible for any Warrantable Failures which result from:

- A. Installation and construction of the System using third party manufacturer components or products.
- B. Incorrect installation or failure to comply with all applicable Knauf specifications and recommendations, guidance, and procedures (on the Knauf website or via technical service teams) in relation to the installation, repair, replacement, adjustment, or alteration of the System.
- C. Incorrect construction, design, or assembly (of all interfaces) required to install the System.
- D. Improper storage. Products must be stored in an enclosed, dry, and clean environment protected from the outside elements including, but not limited to, rain, snow or other causes of moisture.
- E. Abuse or neglect, misapplication, abnormal or improper use or modification of the Products or the System outside the scope of its normal purpose or use.
- F. Exposure to environmental conditions outside of published Knauf requirements.
- G. Normal wear and tear.

Claim

A claim for a Warrantable Failure (Claim) must be made in writing within thirty (30) days of the Warrantable Failure occurring. The Claim must contain the description of the System, the order reference number, full particulars of the defect, the date of purchase and the reasons why the customer holds Knauf responsible for the repair and/or replacement costs. Knauf must also be given the opportunity to inspect the System.

If Knauf accepts responsibility for a Warrantable Failure, it will, at its cost and at its option, either repair or replace the System with the same grade and type of Products comprised within the System or, if such replacement Products are not available, supply an alternative Product of its choice which performs materially the same function.

Save as otherwise provided herein, the Warranty is the sole Warranty made by Knauf in relation to the System and all other representations, conditions, warranties and terms (including Knauf’s standard terms and conditions of sale), whether express or implied by law, statute or otherwise as to the quality, merchantability or fitness for a particular purpose are excluded.

Knauf UK GmbH

Kemsley Fields Business Park, Kent, ME9 8SR · MD: Ian, Stokes

Phone 0800 521 050 · cservice@knauf.com · www.knauf.co.uk

Factory Locations: Ridham Dock, Sittingbourne, Kent. Queens Road, Immingham, NE Lincolnshire

Registered in England and Wales. Branch Registration Number: BRO00595 VAT Registered Number: GB 509 8325 32

Build on us.



The remedy of repair or replacement of the System is the sole remedy for a Warrantable Failure and Knauf accepts no liability for any loss of profit, loss of use, loss of production, loss of contracts or for any financial or economic loss or for any indirect or consequential damage whatsoever.