

## MBOND® ALUMINIUM COMPOSITE PANEL (MBC) PRODUCT LIMITED WARRANTY

This product limited warranty is issued by **MBOND MANUFACTURER SDN BHD** to the below mentioned customer identified as per follow.

Customer Name	
Invoice No	
Invoice Date	
Project Name	
Project Location	

MBC Item Code						
Series Number						
Warranty Period	<b>10 Years</b>					
Dimension	Width		Length		Thickness	Quantity
Dimension	Width		Length		Thickness	Quantity
Dimension	Width		Length		Thickness	Quantity
Dimension	Width		Length		Thickness	Quantity
Dimension	Width		Length		Thickness	Quantity

### **Summary**

This warranty is eligible for mutual rights, obligations and responsibilities in achieving the performance of MBOND® Aluminium Composite Panel (MBC) products, hereinto both parties agree to all terms, condition, limitations, remedies, and legal rights set forth below.

## Scope of Product Warranty

### **A. Duration**

Subject to the conditions set forth herein, MBOND MANUFACTURER SDN BHD warrants the MBOND® Aluminium Composite Panels (MBC) to be free from defects in manufacturing for the duration of Ten (10) years.

### **B. Colour Fade And Chalk Resistance And Layers Lamination**

The stove-lacquered surface coating will not peel, flake, blister or cracked when exposed to the weather, except for slight cracking or crazing, which may occur during fabrications process of the panels.

- (i) Chalk in excess of a numerical rating eight (8), as measured using the procedure of ASTM D4214-89 (Method D-659)
- (ii) Fade or change color in excess of five (5)  $\Delta E$  units (Hunter Color Difference), as measured using the procedure of ASTM D-2244, comparing an unexposed retain panel to the exposed panel after removal of dirt and chalk.
- (iii) The lamination layers between two aluminium skin and PE/FR will not delaminate, separate or loose adhesion on both sides.

Complaint has to be made within 14 days in writing to MBOND MANUFACTURER SDN BHD for investigation.

ACP to be changed within 45 days if the result proven to be manufacturer defect.  
This warranty will become valid only if :-

- i) The user provides written notice, presenting the original invoice and the defectives sheet to us within 14 days after the defect was detected.
- ii) The user has allowed an inspection by MBOND MANUFACTURER SDN BHD representatives.
- iii) The sheets were used under normal conditions.
- iv) The sheets defectives were proof to be manufacturer's defect.

## **Quality Assurance**

### **A. Installation Prerequisites**

1. The guidelines illustrated in the MBOND® brochure with regards to process methods and handling of the panels having been proven fully practiced and observed throughout the construction period.
2. Panels ought to be erected in accordance with an approved set of shop drawing; in addition, structural strength of anchorage and assorted hardware fastening shall be secure and galvanized as per engineering recommendations, if require.
3. Where aluminium materials come in contact with dissimilar metals, a proper insulator or caulking tape shall be applied to insulate between the dissimilar materials to avoid corrosive and electrolytic action.
4. The bend portions between panels joint shall not be caulked before strippable film removed. Make sure weep holes and drainage channels are unobstructed and free of debris, dirt and sealant.
5. The panels installed vertically shall not be more than 4° from the vertical and have been exposed to normal weathering.

### **B. Warranty Coverage**

The extent of MBOND® Aluminium Composite Panel warranty obligation is restricted to the following:-

- i. The panels NOT having been continuously exposed to the temperature of 70°C or above.
- ii. The panel have been installed in a way that AVOID accumulation of the water on the panel surface or edges.
- iii. The panels have been cleaned with mild soap and water followed by clean water rinse at least once per year.
- iv. The panels having been handled (ship/deliver) with care and stored properly. Protect the panel's surface and edges before usage, in accordance with MBOND® recommendations.
- v. The panels have not been properly installed, fabricated, maintained and handled as recommended.
- vi. If the final product with painted surface has been touched up, experienced abuse, misuse in any way or damaged by malicious mischief, vandalism, etc.
- vii. Improper cleaning and maintenance of the panels or the failure of a building owner occupant to do normal maintenance.
- viii. If there is corrosion in panels from moisture intrusion, water and air leakage caused by improper installation and failure to adequately caulk and seal panel edges and joints as specified.
- ix. Any damage or failure that is caused by act of God, falling objects, external forces, explosions, fire, riots, civil commotion, war, radiation, or other similar or dissimilar occurrences beyond MBOND MANUFACTURER SDN BHD's control.
- x. Any damage to the panels caused by scratching or abrading after installation.

## **Return/Compensation Policy**

1. Upon receipt the customer must inspect the MBOND<sup>®</sup> Aluminium Composite Panels supplied by MBOND immediately. Defects reported by the above-mentioned inspection might only be claimed prior to fabrication; thereafter MBOND<sup>®</sup> shall not be responsible. Concealed defects must be claimed immediately upon discovery, the right to claim such concealed defects will, at any rate, expired as the end of the warranty period stipulated in section “scope of product warranty”. MBOND<sup>®</sup> must be given reasonable opportunity to inspect the panel prior to any alteration or repair.
2. In case any panels are found not to be in conformity with the conditions of this warranty, MBOND<sup>®</sup> reserve the right/authority and option to adjust the quality of its product by either refinish replace or repair the defective panels at their cost. It is MBOND<sup>®</sup> sole option, to discontinue or modify its product lines and coatings. If the original color is no longer available, MBOND<sup>®</sup> will either substitute a product or coating of equal value and quality or refund the purchase price of the defective product only. The warranty period applicable to any refinished, repaired, or replaced panels shall be from the same duration applicable to the original installed product.
3. For the sake of service quality satisfaction, and act in accordance with MBOND<sup>®</sup> specified standard; MBOND<sup>®</sup> will refund customer with the original purchase price if MBOND<sup>®</sup> is unable to ameliorate such non-conformity by repairing or replacing of the defected MBOND<sup>®</sup> Composite Panels so claimed by the customer. Except the quantity of panels that were used on the job site, MBOND<sup>®</sup> is only responsible to the returned quantity multiplies original unit price of panels after returned shipment is transported back safe and sound. All other costs are barred.

## **Remarks**

1. MBOND<sup>®</sup> Aluminium Composite Panels must be installed in a uniform direction to avoid color shade reflection differences as printed on all protective film & aluminium back coated.
2. The foregoing is Mbond<sup>®</sup> sole warranty with respect to the MBOND<sup>®</sup> Aluminium Composite Panels. MBOND<sup>®</sup> makes no other warranties, expression or implied suggestion, including warranties or merchantability and suitability for a particular purpose.
3. The customer’s exclusive remedy against MBOND<sup>®</sup> shall be set forth in the preceding paragraphs. In no event shall MBOND<sup>®</sup> be liable to any of the customer’s direct or indirect, incidental, punitive, special or consequential damages, either directly, or by way of contribution or indemnity. Such as, but not limited to property damage, loss of profit, damage base on loss due to the use of panels, of damages for cover, regardless whether the claim for such damages be based on warranty, express, or implied, contract, tort and so forth.
4. The commencement date for this warranty is from the date of dispatch of the stove-lacquered MBOND<sup>®</sup> Aluminium Composite Panels from MBOND MANUFACTURER SDN BHD. Hereafter, this agreement is consequentially effective for 10 year period beginning from the day of first dispatch.
5. This warranty may not be modified or changed except by a written document signed by an officer of MBOND MANUFACTURER SDN BHD.

Having clearly understood terms and conditions settled hereinabove the parties do hereby affix their signature on the day mentioned above.

**MBOND MANUFACTURER SDN BHD**

SAMPLE