

Glasswool Insulation (Unfaced)

1. WARRANTY APPLICATION:

Knauf Insulation Pte. Ltd. (Company Registration Number: 201510286R) warrants that its unfaced range of glasswool products, including Knauf Insulation and Earthwool® insulation products, are manufactured in compliance with MS 1020:2022 standards. This warranty is valid provided that the products have been tested in accordance with the methodology specified in MS 1020:2022, installed correctly following Knauf installation instructions.

2. WARRANTY COVERAGE:

Knauf warrants to the person purchasing the Product (Covered Person) that:

- a) The Product is free from manufacturing defects as required by the Consumer Protection (Fair Trading) Act 2003 (CPFTA) (Singapore) from the date of purchase.
- b) When used for its intended purpose, properly installed in accordance with Knauf installation instructions, tested in accordance with the methodology referred to in MS 1020:2022 and maintained in dry conditions, the Product is warranted as per the period required in the Consumer Protection (Fair Trading) Act 2003 (CPFTA) (Singapore).

3. CONDITIONS OF WARRANTY:

Knauf's liability to the Covered Person under this Warranty shall be subject to the following terms and conditions:

- a) The claimant must provide proof that he/she is a Covered Person including a receipt showing the date of purchase of the Product and details of the seller and the installer.
- b) The Product must be transported and stored in dry conditions at all times between purchase and installation and without bearing the weight of other materials. Knauf will have no liability under this Warranty in respect of wet or water damaged product.
- c) The Product must be installed in accordance with Knauf installation instructions and all other applicable building codes adopted by federal, state or local government or government agencies and applicable to the installation or maintenance of the Product. Failure to properly install or maintain the Product in accordance with this Clause will void this Warranty.
- d) The Covered Person may not claim for manufacturing defects under this warranty that appear outside the Product Serviceable Life.
- e) The Covered Person must provide written notice to Knauf within 30 days after discovery of any claimed defect or failure covered by this Warranty and before beginning any permanent replacement, rectification or repair. The notice must describe the location and details of the defect or failure and such information as is necessary for Knauf to investigate the claim. Photographs of the Product, showing the defect or failure, must accompany the notice. Product samples must be provided.
- f) Before commencing any replacement, repair or rectification work, the Covered Person must allow Knauf or Knauf's agent to enter the property where the Product is installed and examine, photograph and take samples of, the Product.

- g) Instead of repairing, replacing or rectifying the Product, Knauf may elect to make a full refund of the purchase price of the Product.
- h) Knauf will pay the reasonable, direct expenses of the Covered Person claiming under this Warranty. The Covered Person may submit details of their expense claim to Knauf for consideration.
- i) For the avoidance of doubt, this Warranty applies only to the Covered Person and does not transfer to any subsequent purchaser of any structure in which the Product has been installed.

4. EXCLUSIONS:

Knauf will have no liability under this Warranty in respect of damage or defects resulting from, or in any way attributable to:

- a) the storage, shipping, handling or installation of the Product in an improper manner or in a manner other than as described in the installation instructions;
- b) neglect;
- c) abuse;
- d) misuse;
- e) damage from incorrect design or construction of the structure in connection with which the Product is used;
- f) acts of God including, but not limited to, cyclones, tornados, floods, earthquakes, severe weather, fire or other natural phenomena, (including, but not limited to, unusual climate conditions);
- g) growth of mould, mildew, fungi, bacteria, or any organism;
- h) lack of proper maintenance; and
- i) alteration or modification of the product by third parties.

5. CLAIMS:

For any claim by the Covered Person under the terms of this Warranty:

- a) if the Product is found to be non-compliant with this Warranty, Knauf will (at Knauf's sole option) either (i) refund the purchase price; or (ii) repair, replace or rectify the Product.
- b) such claims must be made by written notice:
 - i. sent to the following address:
Knauf Insulation Warranty Claims Section
Knauf Insulation Sdn. Bhd.
PLO 157, Jalan Teruntum 4 Tanjung Langsat Industrial Area,
81700 Pasir Gudang, Malaysia
Email: info.sg@knaufinsulation.com
 - ii. received within 30 days after discovery of any circumstance giving rise to liability under this Warranty;
 - iii. containing the details specified in section 3 E above and attaching documentary evidence of the matters specified in section 3 A above.

6. EXCLUSION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES:

Under this warranty Knauf shall not be liable for any incidental, special, indirect or consequential damages. Any monetary compensation is limited to a refund of the purchase price of the Product except as required by law.

7. MODIFICATIONS AND ALTERATIONS OF PRODUCT:

Knauf shall have no liability under this Warranty for any Product subjected to further processing or alteration by any person other than Knauf or its related companies.

8. SETTLEMENT OF CLAIM:

Any refund or material replacement by Knauf pursuant to section 5 above of this Warranty shall constitute a full settlement and release of Knauf by the Covered Person of all claims, potential claims or actions of any Covered Person for damages or other relief under this Warranty.

9. OTHER RIGHTS:

The benefits given by this Warranty are additional to other rights and remedies that the Covered Person may have under law.

Singapore customers: Our goods come with guarantees that cannot be excluded under the Consumer Protection (Fair Trading) Act 2003 (CPFTA) (Singapore). You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Product repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

10. LIMITATION OF WARRANTY:

This Warranty constitutes the only warranty extended by Knauf for the Product. Knauf disclaims all other warranties, express or implied, but does not exclude any statutory warranties or consumer guarantees that may apply and which cannot be excluded at law. For the avoidance of doubt, any and all other warranties or conditions which are not guaranteed by the Consumer Protection (Fair Trading) Act 2003 (CPFTA) or the Competition and which are not expressly included in this Warranty as additional warranties or conditions, are expressly excluded where permitted, including liability for incidental or consequential damages caused by the breach of any express or implied warranty or condition.

11. LIMITATION OF LIABILITY:

You may be entitled to statutory consumer guarantees and Knauf does not exclude, restrict or modify those consumer guarantees. In all other respects, in so far as and to the maximum extent that it may lawfully do so, Knauf excludes any liability, whether in tort (including negligence), contract, equity or otherwise, connected with, or arising in relation to, the use or installation of the Product.

This Warranty is given by Knauf Insulation Pte. Ltd. (201510286R)