

HI-MACS® 10-YEAR LIMITED INSTALLED WARRANTY

Congratulations and thank you for selecting HI-MACS® was developed as of 1989 and is a product offering from LG Hausys, an affiliated company from the global company LG.



This limited warranty covers all HI-MACS® products manufactured and/or marketed by LG Hausys. LG Hausys expressly warrants to the owner of a HI-MACS® installation made following the application, fabrication and installation guidelines published by LG Hausys for HI-MACS®, that it will, repair or replace HI-MACS®, if the product fails due to any product manufacturing defect during the first 10 years after installation. LG Hausys will cover in that case the costs related to installation, transportation and fabrication on top of the material. The warranty of the original purchaser can be transferred to the next owner.

This warranty will not apply to damage caused in the following cases:

1) IMPROPER FABRICATION AND INSTALLATION OF YOUR HI-MACS® :

- Failure to follow procedures recommended in the application, fabrication and installation guidelines (sheets 6 mm for vertical application, 9 mm for horizontal application without heat source and 12 mm sheet for horizontal application with heat source or more structural support);
- Faulty or improper installation, including seams (need to use HI-MACS® adhesive only);
- A non-authorized modification of the installation.

2) FAILURE TO APPLY THE HI-MACS® USE & CARE GUIDELINES INCLUDING:

- Improper or inadequate general maintenance;
- Hard chemicals or physical aggression of the installation;
- Exposure to excessive heat due to direct heat (e.g. hot pots and pans put without protection on the surface without trivet with rubber legs or protective pad) or due to a bad thermal isolation (e.g. for cooking plates, bains-marie, etc.);
- Pouring boiling liquids into HI-MACS® shapes without running the cold tap as well;
- Force majeure.

3) HI-MACS® COLOURS AND GLOSS FINISH OF HI-MACS® :

Exclusions

Dark & heavily pigmented colours will show dust, dirt and ordinary wear and tear more readily than light colours and colours with a structured texture.

- Applications using inappropriate gloss finish for the intended end use (as mentioned in the colours brochure or in any other HI-MACS® documentation)
- Disclaimer colours (mentioned with a * on the brochure and on website)
- Differences in colors due to joining/installing different lot number

4) HI-MACS® repairs or replacements under this warranty must be executed by the HI-MACS® official distributors.

5) THIS WARRANTY IS APPLICABLE UNTIL SUPERSEDED, ONLY ON INSTALLATIONS:

- Installations which have not been moved from their original location;
- Installations that are properly maintained and used applying the Use & Care guidelines.

6) LG Hausys' obligation together with the HI-MACS® official distributors is limited solely to the repair or replacement of the products purchased, including reasonable and necessary labour charges when the claim is acceptable within the warranty terms. In case HI-MACS® is not in a position to repair or replace, depending on the case, a defective product, LG Hausys commits to reimburse, within a reasonable time frame after the filing of the claim, the purchase price of the HI-MACS® material, as long as the customer returns to LG Hausys or the assigned HI-MACS® official distributors the defective material.

7) No other expressed or implied warranties of merchantability or fitness for a particular purpose are made by this warranty except for those expressly provided herein. Under no circumstances shall LG Hausys be liable for any loss or damage arising from the purchase, use or inability to use this product, or for any special, indirect, incidental or consequential damages.

8) This warrant entitles the purchaser to specific legal rights. Other rights may also be available, which may vary from country to country.

9) To obtain service under this warranty, please contact directly the source from which you purchased your HI-MACS®. Our HI-MACS® official distributors will evaluate your claim and when accepted will develop a practical and satisfactory solution. For any additional question with regard to the present warranty, you can contact LG Hausys by writing to the following address:

LG Hausys
One IFC Building
10 Gookjegeumyoong-Ro, Yeongdeungpo-Gu, Seoul 150-945 Republic of Korea

Please include your name, address, phone/fax number and e-mail in all correspondence as well as your warranty number. We will respond to all inquiries within 30 working days.

10) The present 10-year limited installed warranty for HI-MACS® from LG Hausys is ruled under the Korean law. Any argumentation in relation to this 10-year limited installed warranty, its interpretation or its execution will fall under the exclusive competence of the courts of Korea.

11) HI-MACS® colours are particularly suitable for outdoor applications because of their good UV-resistance. Their colour-fastnesses are guaranteed 5 years for a tolerance of Delta E3 to Delta E4 according to the colour:

- For Delta E3: S02 Almond, S09 Cream, S28 Alpine White, G34 Arctic White, G38 Sea Oat Quartz, G48 Beach Sand
- For Delta E4: G02 Grey Sand, G04 White Quartz, G05 White Granite, G30 Ivory Quartz, G41 Confetti Quartz, S302 Opal