

multi**PANEL**

the c o l l e c t i o n

Domestic Warranty



2013

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Domestic Warranty

multiPANEL
the luxury alternative to tiling

Grant Westfield Ltd offers a 10 year warranty that **multiPANEL** panels will not crack, blister or delaminate and will remain watertight if fitted and sealed in accordance with our published recommendations.

In the event of a successful claim under your **multiPANEL** guarantee we will replace the panels, but will only cover any claims for consequential costs under exceptional circumstances where a defective panel prohibits ordinary use of the surrounding area.

This guarantee does not cover failure of the product due to:

- *Faulty installation*
- *Incorrect maintenance or storage - panels should not be leaned against walls, or balanced between tressels. If panels have been stored in extremely cold conditions, they should be conditioned at room temperature for 48 hours prior to installation.*
- *Damage or misuse*

Prior to installation the following checks should be carried out and any queries reported, as claims of this nature will not be covered:

- *Colour matching and sheen levels between all panels and profiles*
- *If panels are to be fitted by a tradesman - colours should 1st be approved by the customer*
- *All products have arrived in good condition*
- *Dry fit hydro-lock tongue and groove jointed boards prior to final installation to ensure a flush finish and ensure tightly butted joints*
- *Flaws or defects in laminate - although unlikely. Where protective poly coating has text over printed, this should be removed to check the laminate.*

This guarantee does not confer any rights other than those set out above and claims for consequential loss or damage are excluded.

This guarantee does not affect your statutory rights as a consumer.

Domestic Warranty

tilePANEL

tile effects in waterproof walls

Grant Westfield Ltd offers a 10 year warranty that **tilePANEL** panels will not crack, blister or delaminate and will remain watertight if fitted and sealed in accordance with our published recommendations.

In the event of a successful claim under your **tilePANEL** guarantee we will replace the panels, but will only cover any claims for consequential costs under exceptional circumstances where a defective panel prohibits ordinary use of the surrounding area, eg cannot take a shower.

This guarantee does not cover failure of the product due to:

- *Faulty installation*
- *Incorrect maintenance or storage - panels should not be leaned against walls, or balanced between tressels. If panels have been stored in extremely cold conditions, they should be conditioned at room temperature for 48 hours prior to installation.*
- *Damage or misuse*
- *Protective film not being removed from the reverse of tilePANEL*

Prior to installation the following checks should be carried out and any queries reported, as claims of this nature will not be covered:

- *Colour matching and sheen levels between all panels and profiles*
- *If panels are to be fitted by a tradesman - the correct tile size and colour should 1st be approved by the customer*
- *All products have arrived in good condition*
- *Flaws or defects in laminate - although unlikely.*

This guarantee does not confer any rights other than those set out above and claims for consequential loss or damage are excluded.

This guarantee does not affect your statutory rights as a consumer.

Domestic Warranty

polyPANEL

the economic, PVC wall panel

Grant Westfield Ltd offers a 10 year wear warranty that **polyPANEL** will neither crack nor delaminate and will remain watertight if fitted and sealed in accordance with our published recommendations.

In the event of a successful claim under your **polyPANEL** guarantee we will replace the panels, but will only cover any claims for consequential costs under exceptional circumstances where a defective panel prohibits ordinary use of the surrounding area, eg cannot take a shower.

This guarantee does not cover failure of the product due to:

- *Faulty installation*
- *Incorrect maintenance*
- *Damage or misuse*
- *Exposure to surface heat > 60°C*
- *Exposure to direct sunlight*
- *Minor surface imperfections – although unlikely. Customers used to the high quality laminate surface on **multiPANEL** and **tilePANEL** should be aware that whilst meticulous quality control checks are in place, **polyPANEL** is an economy wall panel, and the inherent qualities of PVC are not as high quality laminate, which may result in very small black dots, tramlines or surface imperfections.*

Prior to installation the following checks should be carried out and any queries reported, as claims of this nature will not be covered:

- *Colour matching and sheen levels between all panels and profiles*
- *If panels are to be fitted by a tradesman - colours should first be approved by the customer*
- *All products have arrived in good condition*
- *Flaws in PVC - although unlikely.*
- *Dry fit tongue & groove jointed boards prior to final installation to ensure a flush finish and tightly butted joints will be achieved.*
- *Check batch numbers match between different packs. Batch numbers can be found on every pack and on the reverse of each panel.*

This guarantee does not confer any rights other than those set out above and claims for consequential loss or damage are excluded.

This guarantee does not affect your statutory rights as a consumer.

Domestic Warranty

cleanPANEL

the extra height solution for hygienic walls

Grant Westfield Ltd offers a 10 year warranty that **cleanPANEL** panels will neither crack nor delaminate and will remain watertight if fitted and sealed in accordance with our published recommendations.

In the event of a successful claim under your **cleanPANEL** guarantee we will replace the panels, but will only cover any claims for consequential costs under exceptional circumstances where a defective panel prohibits ordinary use of the surrounding area.

This guarantee does not cover failure of the product due to:

- *Faulty installation*
- *Incorrect maintenance or storage - panels should not be leaned against walls, or balanced between tressels. If panels have been stored in extremely cold conditions, they should be conditioned at room temperature for 48 hours prior to installation.*
- *Damage or misuse*

Prior to installation the following checks should be carried out and any queries reported, as claims of this nature will not be covered:

- *Colour matching and sheen levels between all panels and profiles*
- *If panels are to be fitted by a tradesman - colours should 1st be approved by the customer*
- *All products have arrived in good condition*
- *Flaws in laminate - although unlikely*

This guarantee does not confer any rights other than those set out above and claims for consequential loss or damage are excluded.

This guarantee does not affect your statutory rights as a consumer.

Domestic Warranty

twinFLOORstick
the floating, self-bond vinyl floor

Grant Westfield Ltd offers a reducing 10 year wear warranty that **twinFLOORstick** will not wear-out under normal foot traffic. Wear-out means the removal of pattern and colours from the floor. Your **twinFLOORstick** warranty covers failure of the GlueStrip and the floor remaining watertight if installed and rolled according to our published recommendations.

In the event of a successful claim under your **twinFLOORstick** guarantee we will replace the necessary amount of flooring, but will only cover any claims for consequential costs under exceptional circumstances where a defective plank / tile prohibits ordinary use of the surrounding area, eg unable to take a shower.

This guarantee does not cover failure of the product due to:

- *Faulty installation*
- *Wet room or conservatory installation*
- *Incorrect maintenance*
- *Damage or misuse*
- *Damage from underfloor heating > 30°C*
- *Exposure to direct sunlight > 110°F/43°C*

Prior to installation the following checks should be carried out and any queries reported, as claims of this nature will not be covered:

- *Colour matching and sheen levels between different planks of the same finish. Note. A degree of variation is normal on wood grain planks to ensure an authentic effect.*
- *If flooring is to be fitted by a tradesman - colours should 1st be approved by the customer*
- *If flooring has been stored in cold conditions, it must be left to condition at room temperature for 48 hours prior to installation.*
- *No dust or foreign particles have been in contact with the gluestrip*
- *All products have arrived in good condition*
- *Flaws and defects in vinyl - although unlikely*

This guarantee does not confer any rights other than those set out above and claims for consequential loss or damage are excluded.

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Grant Westfield Ltd offers a reducing 10 year wear warranty that **twinFLOORclick** will not wear-out under normal foot traffic. Wear-out means the removal of pattern and colours from the floor.

In the event of a successful claim under your **twinFLOORclick** guarantee we will replace the necessary amount of flooring, but will only cover any claims for consequential costs under exceptional circumstances where a defective plank / tile prohibits ordinary use of the surrounding area, eg unable to take a shower.

This guarantee does not cover failure of the product due to:

- *Faulty installation*
- *Wet room or conservatory installation*
- *Incorrect maintenance*
- *Damage or misuse*
- *Damage from underfloor heating > 27°C*
- *Exposure to direct sunlight > 110°F/43°C*

Prior to installation the following checks should be carried out and any queries reported, as claims of this nature will not be covered:

- *Colour matching and sheen levels between different planks of the same finish. Note. A degree of variation is normal on wood grain planks to ensure an authentic effect.*
- *If flooring is to be fitted by a tradesman - colours should 1st be approved by the customer*
- *If flooring has been stored in cold conditions, it must be left to condition at room temperature for 48 hours prior to installation.*
- *No dust or foreign particles have been in contact with the gluestrip*
- *All products have arrived in good condition*
- *Flaws and defects in vinyl - although unlikely*

This guarantee does not confer any rights other than those set out above and claims for consequential loss or damage are excluded.

Domestic Warranty

ceiling**PANEL**

the light and easy PVC ceiling

Grant Westfield Ltd offers a 10 year wear warranty that **ceilingPANEL** will neither crack nor delaminate and will remain watertight if fitted and sealed in accordance with our published recommendations.

In the event of a successful claim under your **ceilingPANEL** guarantee we will replace the panels, but will only cover any claims for consequential costs under exceptional circumstances where a defective panel prohibits ordinary use of the surrounding area, eg cannot take a shower.

This guarantee does not cover failure of the product due to:

- *Faulty installation*
- *Use of ceilingPANEL on walls*
- *Incorrect maintenance*
- *Damage or misuse*
- *Exposure to surface heat > 60°C*

Prior to installation the following checks should be carried out and any queries reported, as claims of this nature will not be covered:

- *Colour matching and sheen levels between all panels and profiles*
- *If panels are to be fitted by a tradesman - colours should 1st be approved by the customer*
- *All products have arrived in good condition*
- *Flaws in PVC - although unlikely. Where protective poly coating has text over printed, this should be removed to check the PVC surface.*
- *Check batch numbers match between different packs. Batch numbers can be found on every pack and on the reverse of each panel*

This guarantee does not confer any rights other than those set out above and claims for consequential loss or damage are excluded.

This guarantee does not affect your statutory rights as a consumer.

Domestic Warranty

multiPANEL vanity tops

bull-nosed shelving elements

Grant Westfield Ltd offers a 2 year warranty that **multiPANEL vanity tops** will neither crack nor delaminate and will remain watertight if fitted and sealed in accordance with our published recommendations.

In the event of a successful claim under your **multiPANEL** guarantee we will replace the vanity top(s), but will only cover any claims for consequential costs under exceptional circumstances where a defective vanity top prohibits ordinary use of the surrounding area, eg cannot use the sink.

This guarantee does not cover failure of the product due to:

- *Faulty installation*
- *Incorrect maintenance*
- *damage or misuse*

Prior to installation the following checks should be carried out and any queries reported, as claims of this nature will not be covered:

- *Colour matching and sheen levels between vanity tops (and matching multiPANEL wall panels if applicable)*
- *If vanity tops are to be fitted by a tradesman, colours should 1st be approved by customer*
- *All products have arrived in good condition*
- *Flaws or defects in laminate - although unlikely*

This guarantee does not confer any rights other than those set out above and claims for consequential loss or damage are excluded.

This guarantee does not affect your statutory rights as a consumer.

Domestic Warranty

hydroSTONE

solid surface vanity tops

Grant Westfield Ltd offers a 10 year warranty that **hydroSTONE** will not crack nor delaminate and will remain watertight if fitted and sealed in accordance with our published recommendations.

In the event of a successful claim under your **hydroSTONE** guarantee we will replace the vanity top(s), but will only cover any claims for consequential costs under exceptional circumstances where a defective top prohibits ordinary use of the surrounding area.

This guarantee does not cover failure of the product due to:

- *Faulty installation*
- *Incorrect maintenance*
- *Damage or misuse*
- *Scratches – these can be repaired, please refer to installation guidelines.*

Prior to installation the following checks should be carried out and any queries reported, as claims of this nature will not be covered:

- *Colour matching and sheen levels between all tops.*
- *If hydroSTONE is to be fitted by a tradesman - colours should first be approved by the customer*
- *All products have arrived in good condition*
- *Flaws in surface - although unlikely.*
- *Check batch numbers match between different packs. Batch numbers can be found on every pack.*

This guarantee does not confer any rights other than those set out above and claims for consequential loss or damage are excluded.

This guarantee does not affect your statutory rights as a consumer.

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Grant Westfield Ltd offers a 1 year warranty that **soundPANEL** speakers and amplifier will not fail if fitted in accordance with our published recommendations.

In the event of a successful claim under your **soundPANEL** guarantee we will replace the speakers and amplifier kit, but will only cover any claims for consequential costs under exceptional circumstances where a defective kit prohibits ordinary use of the surrounding area.

This guarantee does not cover failure of the product due to:

- *Faulty installation*
- *Incorrect maintenance*
- *Damage or misuse*

Prior to installation the following checks should be carried out and any queries reported, as claims of this nature will not be covered:

- *Is there adequate space behind the panel for the speaker unit?*
- *Has the cable run been determined?*
- *Full speaker/audio test carried out prior to fitting and sealing panels?*
- *All kit contents have arrived, and are in good condition*

This guarantee does not confer any rights other than those set out above and claims for consequential loss or damage are excluded.

This guarantee does not affect your statutory rights as a consumer.

Domestic Warranty

multiPANEL seal

seal with ease and confidence

Grant Westfield Ltd offers a 1 year warranty that **multiPANEL seal** will remain watertight if fitted and sealed in accordance with our published recommendations.

In the event of a successful claim under your **multiPANEL seal** guarantee we will replace the seal kit, but will only cover any claims for consequential costs under exceptional circumstances where a defective kit prohibits ordinary use of the surrounding area.

Please check all kit contents have arrived and are in good condition before installation.

This guarantee does not cover failure of the product due to:

- *Faulty installation, including alternative silicone sealant*
- *Incorrect maintenance*
- *Damage or misuse*

This guarantee does not confer any rights other than those set out above and claims for consequential loss or damage are excluded.

This guarantee does not affect your statutory rights as a consumer.

Domestic Warranty

multiPANEL access

making your services accessible

Grant Westfield Ltd offers a 1 year warranty that **multiPANEL access** will remain watertight if fitted and sealed in accordance with our published recommendations.

In the event of a successful claim under your **multiPANEL access** guarantee we will replace the access kit, but will only cover any claims for consequential costs under exceptional circumstances where a defective kit prohibits ordinary use of the surrounding area.

Please check all kit contents have arrived and are in good condition before installation.

This guarantee does not cover failure of the product due to:

- *Faulty installation*
- *Incorrect maintenance*
- *Damage or misuse*

This guarantee does not confer any rights other than those set out above and claims for consequential loss or damage are excluded.

This guarantee does not affect your statutory rights as a consumer.