



PALMEX WARRANTY

Palmex roofing material warranty applies to the owner of the building on which the leaves are installed, from a verifiable installation date and installed corresponding to the manufacturer's specifications.

Primary warranty covers texture defects on protecting part of leaves that may induce water leaks for a 20 years period.

This warranty decreases in percentage according to the installation date as set forth in the below table.

Secondary warranty covers leaf color evolution/change/ fading by percentage according to the time difference between the installation date and date of claim, this over a 20 year period.

WARRANTY CONDITIONS

This warranty is subject to conformance with recommended installation rules. These manufacturer's rules apply to installation techniques, fixing components beam structure analysis as well as to fundamental item as follows:

1/ Appropriate use of Palmex designed fixing rails for Bora Bora and Hawaii models.

2/ Observance of required spacing specified according to roof slope as follows:

Spacing (or gap) for Domingo Model:
28% to 31% = 4 inches or 10 cm gap,
32% to 33% = 4,5 inches or 11,5 cm gap,
34% or more = 5 inches or 12,5 cm gap.

Spacing (or gap) for Bora Bora Model:
29% to 31% = 4 inches or 10 cm gap
32% to 33% = 4,5 inches or 11,5 cm gap,
34% to 36% = 5 inches or 11,5 cm gap.

Installation on slopes less than 28% is strongly disadvised.

3/ Estimation of possible expansion or under-dimensioning of supporting structure.

4/ Use of fixing nails or screws suitable for tropical conditions.

5/ Maximum gap/clearance between vertical battens of 53cm/21 inches.

6/ Appropriate use of windproof clips and reinforcements under tropical climates or strong wind exposure.

MANUFACTURER INSTALLATION REQUIREMENTS

Palmex International Inc always specifies a spacing or gap adapted to roof slope and the use of windproof clips under tropical climates or stormy areas.

- Tar or aluminum paper use is required to avoid condensation.

- Fireproof paper use is recommended on roofs over mechanical or electrical rooms, kitchens, etc.

- Thickness of wood paneling supporting the leaves shall not be less than 3/4" or 18mm.

- Leaves shall always be installed in staggered rows all over the roof.

- On positive angles, there shall be a minimum of 4 roof hips per linear meter.

- It is compulsory to overlap leaves on positive angles before the installation of the roof hips

- On negative angles, there shall be roof gutters or equivalent protections.

- The roofing and its components shall comply with local or national building regulations in force.

CLIMATE CONDITIONS

Warranty Table

Table with 3 columns: YEARS of installation, TEXTURE Warranty, COLOUR Warranty. Rows 1-20 showing percentage values for texture and color.

Palmex Bora Bora leaves are designed to be installed with fixing rails and windproof clips which absorb winds and reduce the delta phenomena characteristic of smooth and rigid roofs.

In risk prone tropical areas having different exposure sites, obstacles or wind accelerations, Palmex International Inc warranty applies only to the following conditions:

Under 135 to 140 km/h (80-90 miles/hr) winds, the flexible rail and leaves concept eases a type of depressive action on roof surface favoring a lifting action of the leaves.

This technique may possibly induce slight rain penetration under extreme tropical storm conditions acknowledged as natural disaster.

Under these conditions, the responsibility of Palmex International Inc cannot be applied due to this type of technical roofing method.

SURFACE COVERAGE TEXTURE WARRANTY

Palmex leaves have a 20 year warranty against any marked texture change in roof coverage that could induce leakage with respect of manufacturer's installation requirements

Palmex International Inc will only replace leaves with marked texture defects over their coverage surface, after being submitted to technical control in our Canadian laboratories.

The estimated cost necessitating the warranty application shall be deducted from the normal wear of the material and this in deductible percentage terms of yearly use according to the schedule presented on page 1.

Should a manufacturing defect of the coverage texture induce leakage within the first 5 years after installation, Palmex International Inc commits to either:

A/ Bear the repair cost or replace defective leaves after full expert appraisal,

B/ Pay to owner repair or replacement cost of defective leaves according to a reasonable appraisal at complaint time.

After the sixth year, only non-complying leaves replacement can be borne by manufacturer.

Expertise is compulsory and carried out in our Canadian factories on a minimum of samples of installed roofing.

Palmex International Inc reserves the right to ask for an expert delegated by the company.

Customer cannot incriminate color differences due to manufacturing time spacing between original and replacement product as a handicap. Warranty does not cover roofing installed on a slope below 28%, nor leaves incorrectly set in fixing rails.

Contraction or expansion of beam structures must be estimated, as they will decrease manufacturer's warranty by 25 to 35%. In that very case, Palmex International Inc may require an expertise.

COLOR WARRANTY

Palmex leaves are UV protected. Noticeable change is expected on parts exposed to the elements or in permanent sun.

A 2 to 4% (+/-) fading during the five first years is part of the aging process adapted to this type of roofing. Warranty applies only in case of color change over 35% of leaf surface.

Should a manufacturing defect occur before 5 years, Palmex International Inc commits to replacing or reimbursing the owner according to Palmex's estimate.

During the following 15 years, a decreasing color fading is possible in percentage (%) of normal wear and tear of surface initial color, according to schedule 1.

This fading corresponds to color evolution expected in other roofing concepts as with asphalt shingles, fiber-glass, cedar wood, etc.

This estimate will be deducted from normal wear and tear and age of material in terms of a yearly decreasing percentage per year of use.

See schedule 1 about decreasing warranty.

REPLACING PRODUCT