



SUSTAINABILITY NEVER  
LOOKED SO GOOD

A versatile, sophisticated material  
made from recycled glass.



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# About Fragment Inc



foto: Jelena Tomoašević

Fragment Incorporated d.o.o. is a startup company specializing in the production of innovative building materials. In our factory, we have refined the manufacturing process of panels that contain **75% to 85% recycled glass, using eco-friendly cement and additives as a binder**. Fragment panels offer contractors, architects, interior and exterior designers, as well as furniture makers, a material that is new, durable, sustainable, and visually distinctive.

The idea for Fragment emerged during preparations for an exhibition by artist Marija Marković. She teamed up with Pavle Milošević, an entrepreneur and sustainability advocate. They discovered that glass and cement are inherently incompatible materials, and not easily combined. Together, they discovered

that glass and cement are naturally incompatible, and began exploring solutions — leading them to collaborate with professors at the Faculty of Technology and Metallurgy in Belgrade. The result of this fusion of artistic vision, scientific expertise, and business strategy is the Fragment panel — **a new material for a new generation of consumers**.

After three years of research and development, we launched a product that is not only aesthetically captivating, but also environmentally responsible and technically sound. Due to the complexity of the casting process, no two Fragment panels are identical — the distribution of glass particles is inherently unpredictable, resulting in a uniquely distinctive composition for every piece.



## MISSION

At Fragment Incorporated, our mission is to produce innovative, sustainable building materials that contribute to a cleaner planet. We are committed to using recycled glass as a primary raw material and apply advanced technology to create aesthetically unique products for our clients.

We strive to promote environmental awareness and responsibility while delivering high-quality materials for a wide range of architectural and design applications.

## VISION

Our goal is to shape a future in which the building and design industries choose sustainable solutions that not only enhance spaces, but also actively contribute to environmental protection.

Through collaboration with designers, architects, and environmentally conscious clients, Fragment will lead a new era where waste becomes a resource, and sustainability becomes a way of life.

# About Fragment Material

*In our pursuit of creating art, we developed a building material.*

*Then we turned the building material into art.*



Easy to maintain



Scratch-resistant



Made from recycled raw materials



Durable and long-lasting



Water-resistant



UV-resistant



Food-safe



Low absorbency



Non-combustible



Color-stable



Frost and thaw resistant



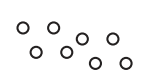
Abrasion-resistant



Dimensionally stable



Highly heat- and fire-resistant



Stain-resistant

The mission of Fragment Inc is clear: to develop and produce innovative, environmentally sustainable, and aesthetically distinctive building materials.

Fragment panels are the result of carefully processing recycled materials, primarily post-consumer glass, which makes up as much as 75% to 85% of their composition. The glass comes from various sources, including broken wine and beer bottles, window glass, and other recycled products. This broad use of recycled materials not only reduces waste, but also gives each panel a unique appearance, thanks to our innovative casting technology.

In addition to glass, Fragment panels contain

eco-friendly cement, which replaces traditional cement and significantly reduces carbon emissions. This cement is enriched with fly ash—a by-product of industrial production—further contributing to sustainability and circular economy principles.

The secret to our success lies in a carefully selected blend of additives and minerals, which creates a high aesthetic and material value, allowing our panels to exceed industrial standards in terms of durability, strength, and longevity.

Our panels offer a versatile solution for both interior and exterior spaces, seamlessly blending design, artistry, and environmental responsibility.

*INTERIORS*

kitchen countertops  
kitchen islands  
decorative walls  
tables  
bathroom surfaces  
bars  
window sills  
fireplaces

*EXTERIORS*

facades  
garden furniture  
outdoor  
window sills  
fountains  
sculptures

*FURNITURE DESIGN*

tables  
shelves  
counters

*SPECIAL ART PROJECTS*

sculptures  
installations  
fountains



The image shows a close-up of a light-colored, speckled composite material, likely a type of engineered wood or plastic. The surface is covered in small, irregular, light-colored particles, possibly wood chips or plastic granules, embedded in a lighter matrix. The material is shown in a cross-section, revealing a darker, wood-grain-like edge. The background is a light blue, textured surface.

## Research and Development

*We dedicated three full years to the research and development phase, carrying out over 2,000 experiments and approximately 18,000 measurements. This allows us to confidently guarantee that our product is not only aesthetically striking, but also environmentally responsible and technically high-performing.*

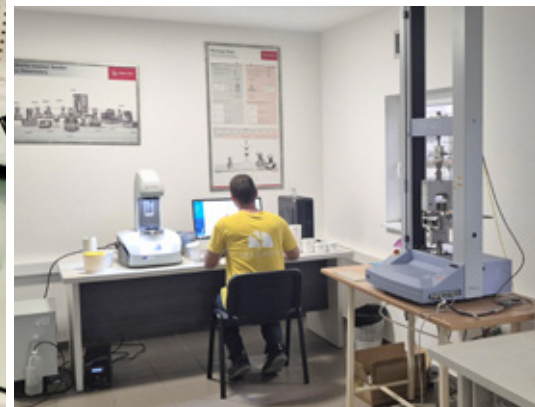
Our commitment to innovation began in 2020. Shortly after the company was founded, we received a grant from the Innovation Fund and established a partnership with the Science and Technology Park in Čačak. This support enabled us to invest significant energy and resources into the research and development of Fragment panels. **We dedicated three years to the research and development phase, carrying out over 2,000 experiments and approximately 18,000 measurements. This allows us to guarantee that our product is not only aesthetically striking, but also environmentally responsible and technically high-performing.**

Our Fragment panel formulation contains between 75% and 85% recycled glass, carefully bonded with eco-friendly cement and enhanced by 15 specific additives and 3 rare materials. This complex process was developed in our laboratory using advanced technologies and instruments, including machines for testing compressive and flexural strength, pH meters, rheom-

eters, Mohs hardness testers, and other devices — enabling us to precisely test and finely refine the material.

Collaboration with the Innovation Center of the Faculty of Technology and Metallurgy in Belgrade was essential for refining and optimizing our production process. Additionally, in partnership with a team of over 10 engineers and 4 collaborating companies, we developed specialized machines that enable the industrial-scale production of Fragment panels. Each machine is tailored to the specific requirements of our product, ensuring consistent quality and the unique aesthetics of every panel that leaves our factory.

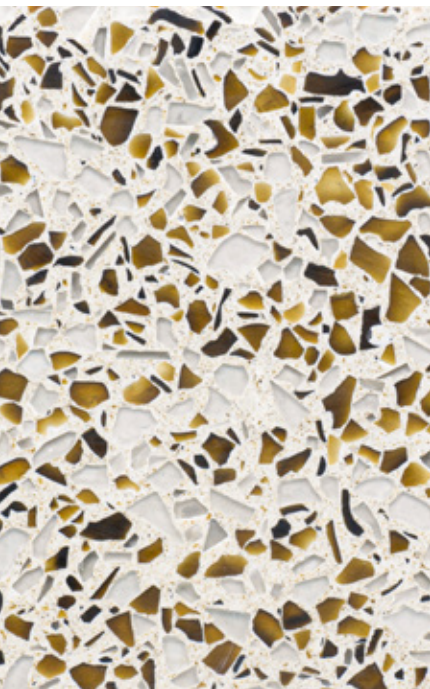
This combination of science, technology, and engineering precision has resulted in Fragment panels that stand out for their durability, unique aesthetics, and environmental sustainability. Our commitment to research and development ensures that our products remain at the forefront of innovation.



# Kitchen bar in Desert Rose

*Desert Rose*

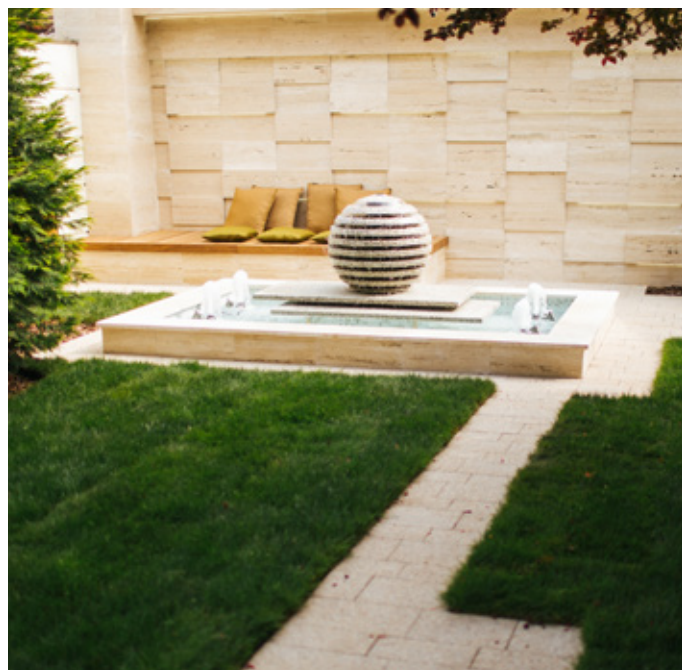
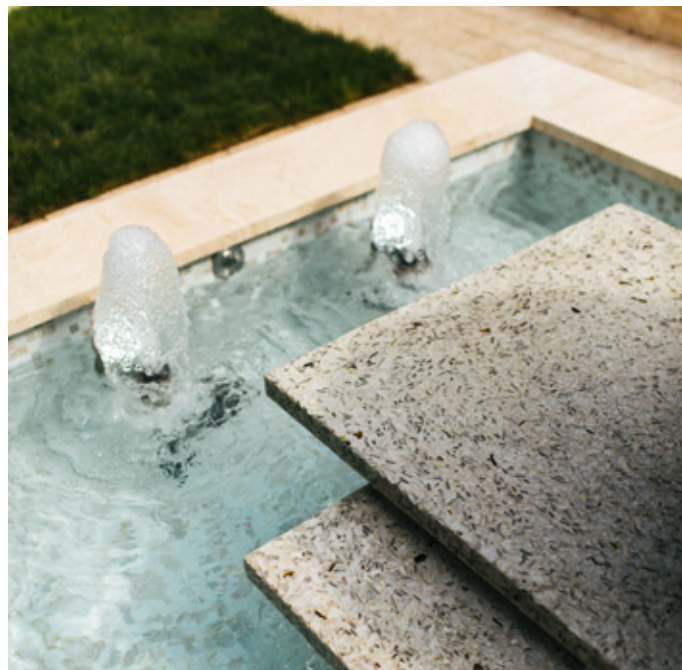
*Wind, sun, and sand disguised  
as brown packaging glass.  
The art of desert.*



*Vračar Apartment  
a collaboration with Freya Architects  
photo: Ilya Ivanov*



# Fountain with a customized design



Fountain in a private courtyard in Čačak  
in collaboration with Vodoinženjering  
photo: Jelena Tomašević



# Restaurant tables in Blue of the Noon



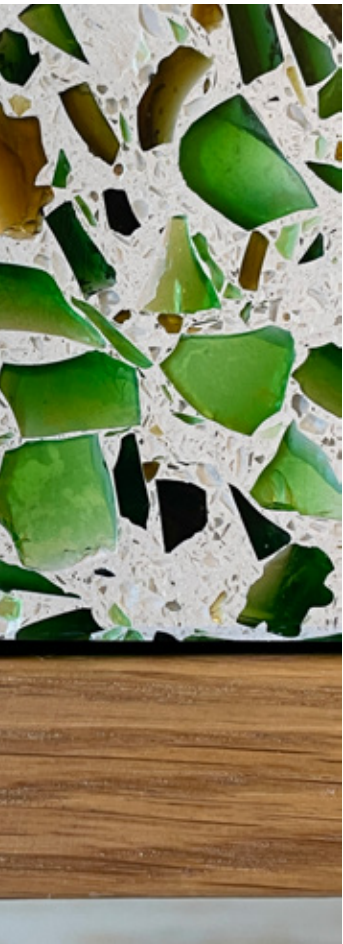
*Špajz Restaurant in Novi Sad  
in collaboration with interior designer Lili Jovanović*



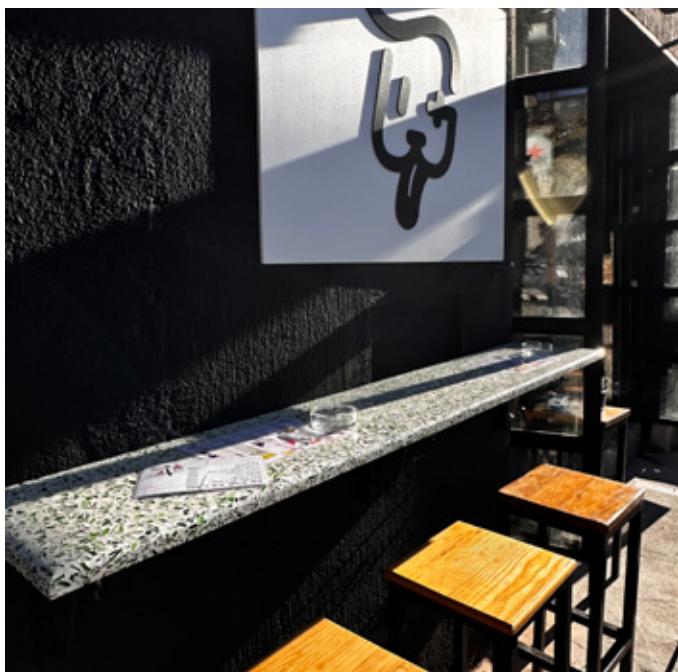
# High kitchen table in custom design



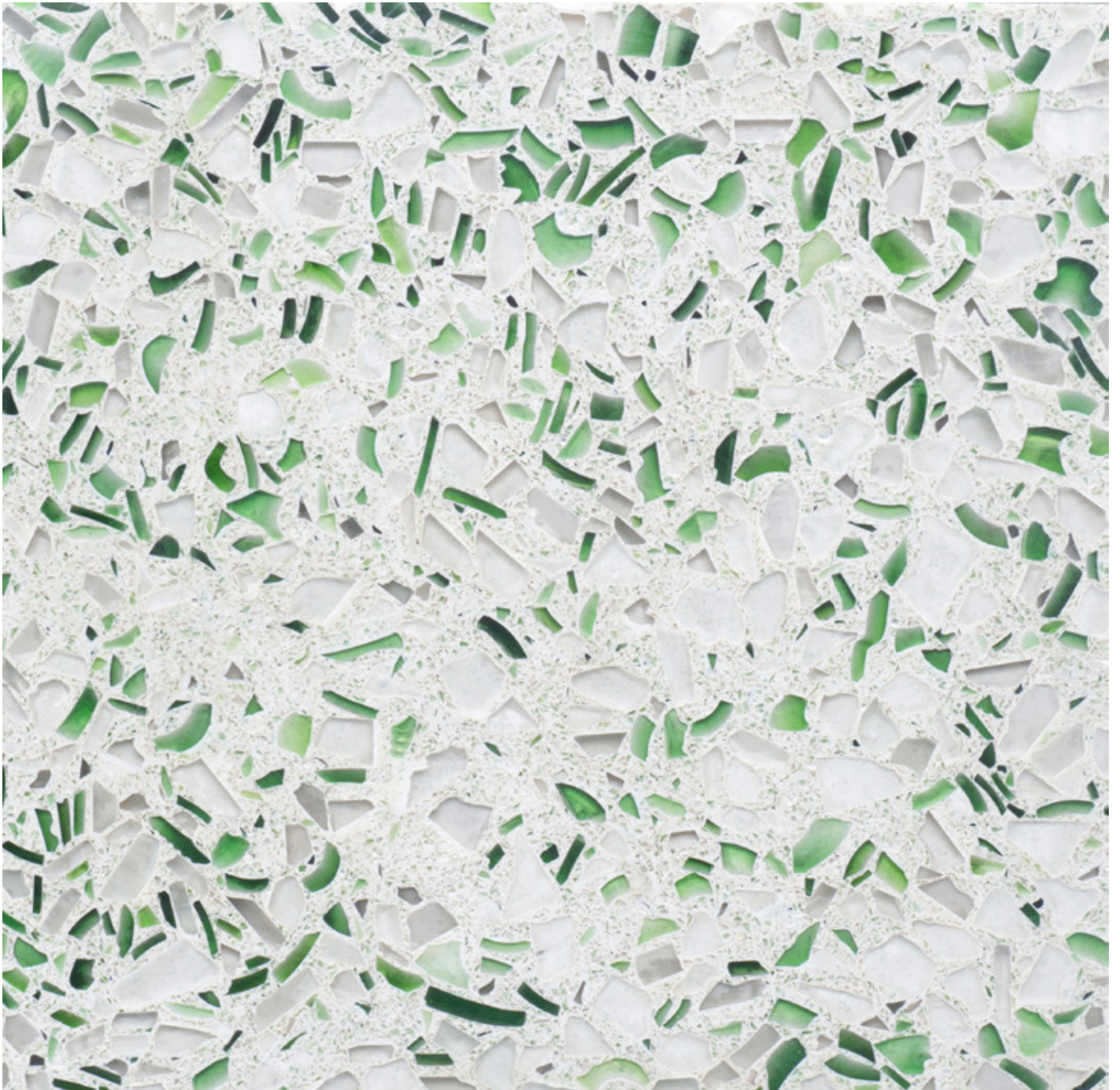
*Apartment in Oslo  
in collaboration with architects Monika Dodev and Luka Đurić  
photo: Monika Dodev*



# Counters and bar in La Primavera



*Kafe Ljubimac in Belgrade  
photo: Radovan Ankucić*



# Bathroom in Fogo



*Bathroom in Stari Grad, Belgrade  
photo: Maja Spasojević*





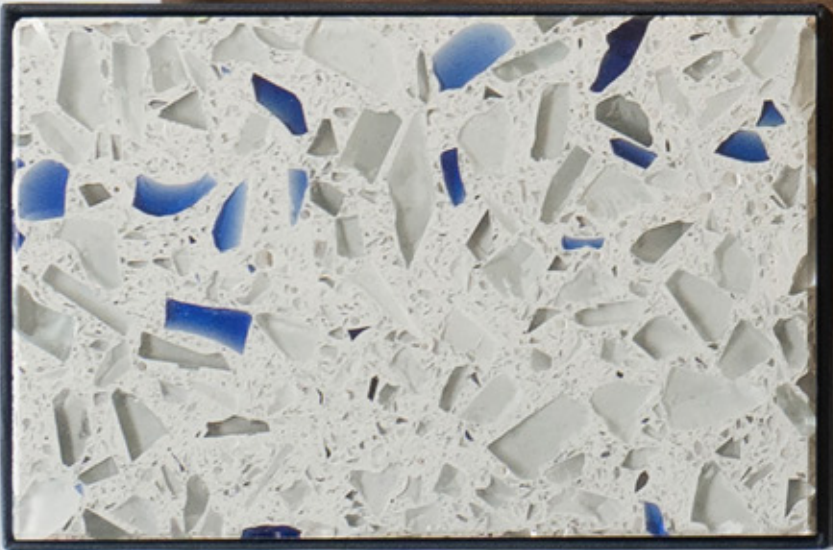
Desk  
120 x 70 cm  
Custom design, oak wood







Coffee table  
120 x 60 cm  
Santorini design, oak wood







*Bench*  
140 x 40 cm  
*La Primavera design, oak wood*



Coffee table  
Ø 100 cm  
*Boreal White design, oak wood*







Coffee table  
Ø 60 cm  
Pamukkale design, oak wood

# Fragment design palette



**BOREAL WHITE**  
sample in the photo: 28 x 28 cm



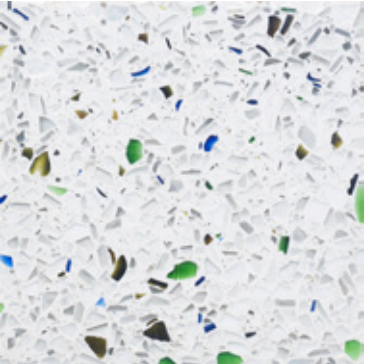
**FOGO**  
sample in the photo: 28 x 28 cm



**WINTER TRAUM**  
sample in the photo: 28 x 28 cm



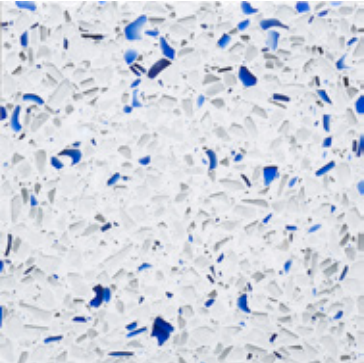
**IFRAN**  
sample in the photo: 28 x 28 cm



**CARNEVAL**  
sample in the photo: 28 x 28 cm



**BEGONIA**  
sample in the photo: 28 x 28 cm



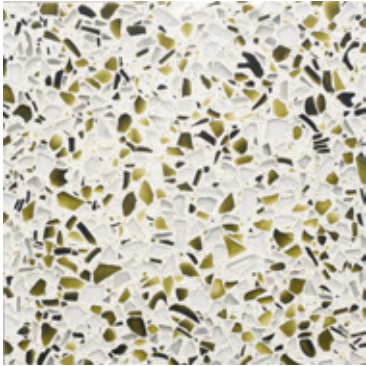
**SANTORINI**  
sample in the photo: 28 x 28 cm



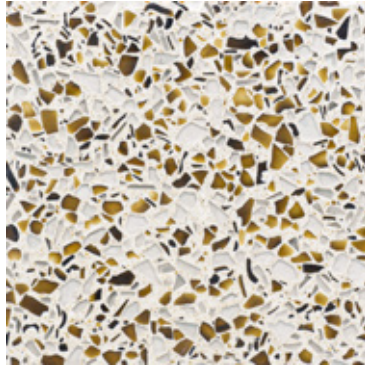
**PAMUKKALE**  
sample in the photo: 28 x 28 cm



**LA PRIMAVERA**  
sample in the photo: 28 x 28 cm



SATURNALIA  
sample in the photo: 28 x 28 cm



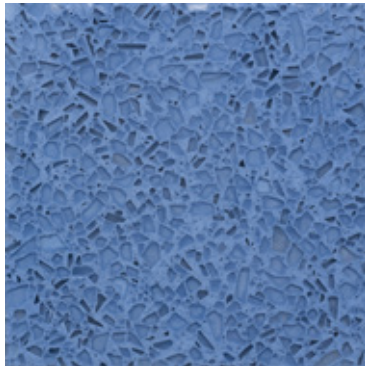
DESERT ROSE  
sample in the photo: 28 x 28 cm



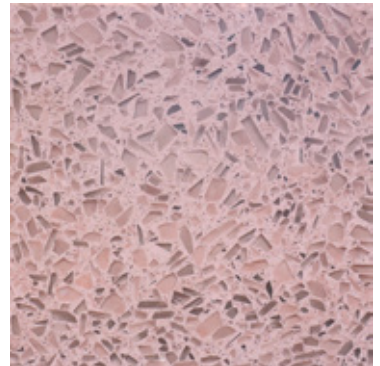
ALEKSANDRIA  
sample in the photo: 28 x 28 cm



MALULA  
sample in the photo: 28 x 28 cm



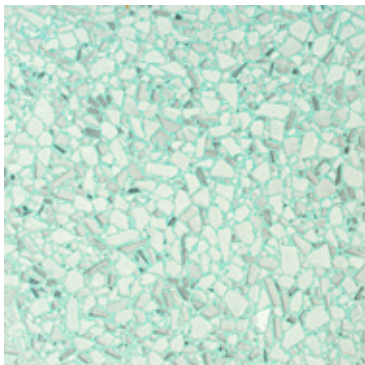
BLUE OF THE NOON  
sample in the photo: 28 x 28 cm



JOSEPHINE  
sample in the photo: 28 x 28 cm



TSVETAIEVA  
sample in the photo: 28 x 28 cm



THE BRONZE AGE  
sample in the photo: 28 x 28 cm

# Creating a custom design

Fragment Incorporated enables professionals and manufacturers to create unique Fragment panel designs tailored to the specific needs and preferences of their clients.

## CUSTOMIZED COLORS AND DESIGNS

Fragment panels are available in 11 recycled glass colors, with the option to personalize using over 150 pigment shades — offering unlimited possibilities for creating unique solutions.

## FOR ARCHITECTS AND DESIGNERS

Architects and interior designers can create three samples, each measuring 28 cm x 28 cm x 3 cm. Once one sample is selected, Fragment begins production according to the specific design requirements.

## FOR FURNITURE MANUFACTURERS

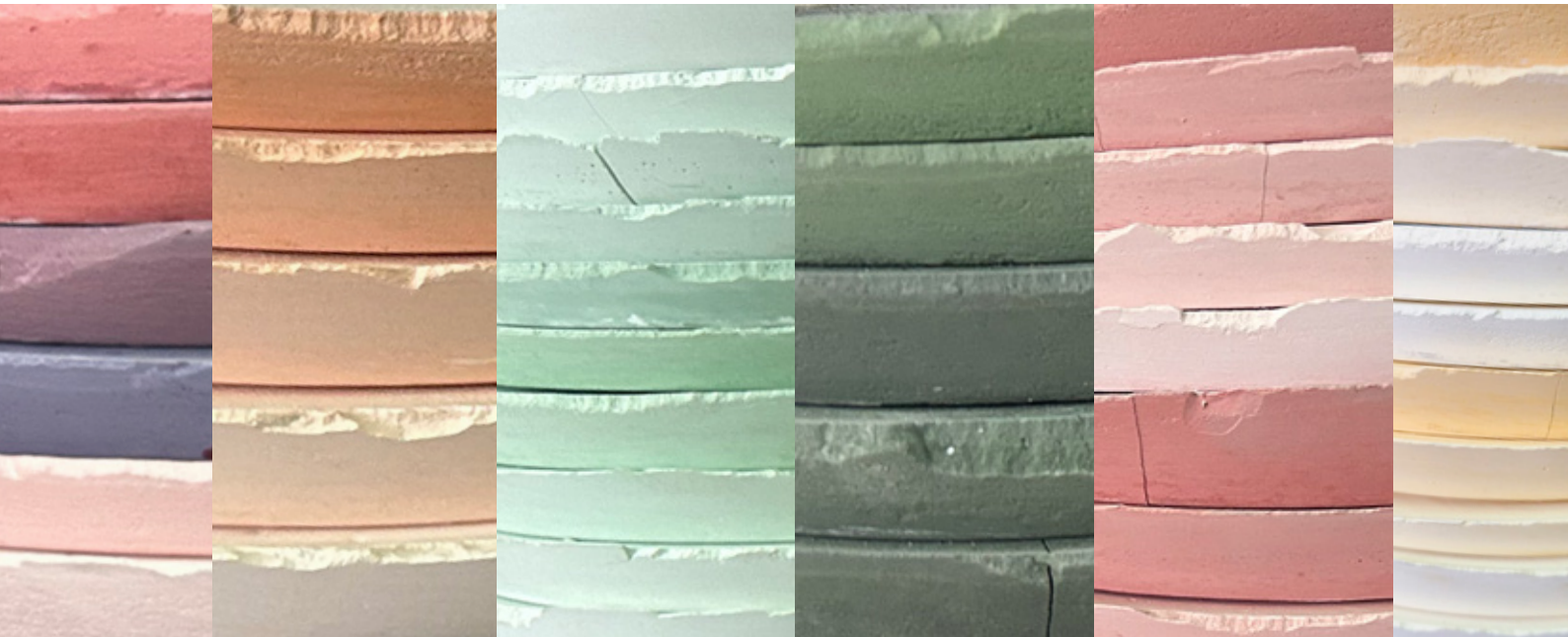
We offer furniture manufacturers the option to create custom designs with exclusive rights, ensuring that the same design will not be offered to others. Before serial production, up to five samples can be created, guaranteeing product uniqueness and allowing for low minimum order quantities.

## FOR CREATIVE PROJECTS

Whether you're working on large-scale projects or smaller spaces, Fragment panels offer the opportunity to create truly unique solutions. Our flexibility in design and production ensures that each piece is as distinctive as your creative vision.



*Anyone who sailed life far and wide –  
knows that there are no chance encounters*





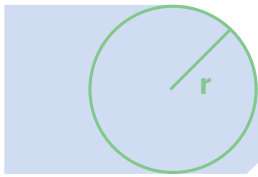
## Edge finishing

*The edge profiles of Fragment panels are carefully designed to suit a variety of needs and environments. By combining technical performance with visual appeal, our profiles offer durability and aesthetic value across commercial, residential, and artistic projects. Whether used in high-traffic commercial spaces, functional home interiors, or creative art installations, each panel's edges are hand-finished — highlighting their authenticity and giving every piece the unique character of craftsmanship that cannot be replicated by machine.*

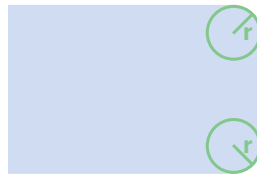
# STANDARD EDGE PROFILES

## High-traffic use

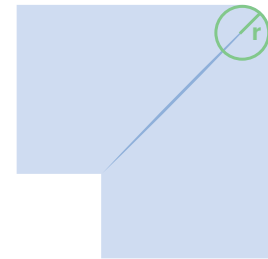
Standard edge profiles of Fragment panels are designed for both commercial and residential use, ensuring durability in spaces with high and medium foot traffic. They are ideal for shopping centers, offices, restaurants, as well as kitchens, bathrooms, and gardens.



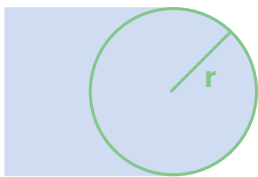
HALF BULLNOSE  
 $r = 1,5$  cm  
thickness = 2,5 or 3 cm



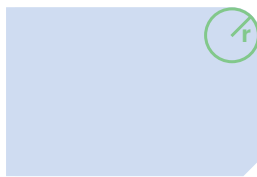
EASED  
 $r = 0,5$  cm  
thickness = 2,5 or 3 cm



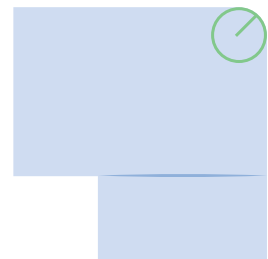
MITRED  
 $r \approx 0,5$  cm  
thickness = 3 cm



FULL BULLNOSE  
 $r = 1,5$  cm  
thickness = 3 cm



EASED TOP  
 $r = 0,5$  cm  
thickness = 2,5 or 3 cm



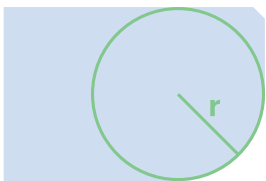
LAMINATED  
 $r \approx 0,5$  cm  
thickness = 3 cm

Each Fragment panel is hand-finished, resulting in slight variations that highlight the uniqueness of every piece and the authenticity of craftsmanship.

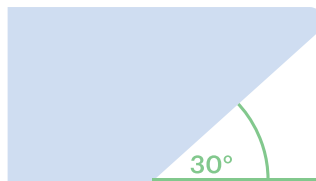
# SPECIAL EDGE PROFILES

## Low-traffic use

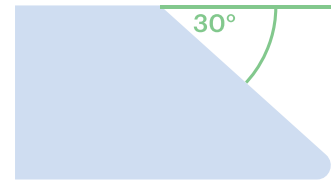
Specially crafted edge profiles are tailored for artistic projects, serving as a striking design accent – perfect for sculptures, decorative features, and shelving.



HALF BULLNOSE BOTTOM  
r = 1,5 cm  
thickness = 2,5 or 3 cm



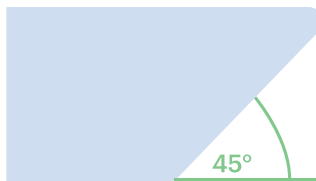
SHARK NOSE 30°  
thickness = 2,5 or 3 cm



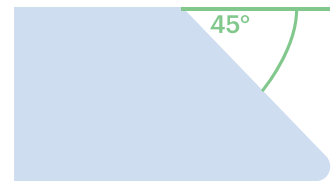
INVERTED SHARK NOSE  
EDGE 30°  
thickness = 3 cm



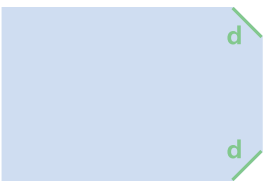
HALF BEVELED  
d = 0,5 cm  
thickness = 2,5 or 3 cm



SHARK NOSE 45°  
thickness = 2,5 or 3 cm



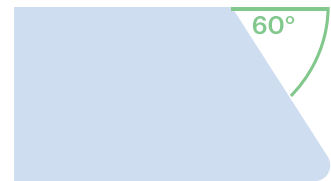
INVERTED SHARK NOSE  
EDGE 45°  
thickness = 3 cm



BEVELED  
d = 0,5 cm  
thickness = 2,5 or 3 cm



SHARK NOSE 60°  
thickness = 2,5 or 3 cm



INVERTED SHARK NOSE  
EDGE 60°  
thickness = 3 cm

Each Fragment panel is hand-finished, resulting in slight variations that highlight the uniqueness of every piece and the authenticity of craftsmanship.



# Physical and mechanical properties

**Fragment panels offer a perfect balance of environmental responsibility and exceptional technical durability.**

Thanks to a carefully engineered formula, this material is not only sustainable, but also matches the performance of some of the strongest natural materials, such as marble and granite.

**Compressive strength (39–47 MPa)** ensures resistance to high pressure, making Fragment panels ideal for a wide range of architectural and design applications—from flooring to decorative surfaces.

**Flexural strength (6.8–7.4 MPa)** enables the panels to maintain their shape and structural integrity, even under demanding loads—making them a reliable, long-lasting choice.

**Scratch resistance** reaches **7.5 on the Mohs** scale for the glass component, similar to quartz, while the binder matrix measures 4.5, ensuring durability and longevity in everyday use.

With a **specific weight of 2.495 g/cm<sup>3</sup>**, Fragment panels are light enough for easy installation yet strong enough to deliver exceptional structural performance.

**Low water absorption (0.87%) and frost resistance (0.2%)** make them highly suitable for both indoor and outdoor use, even in fluctuating weather conditions.

**Thermal shock resistance up to 300°C** confirms that the panels can endure high temperatures, making them ideal for fireplaces and kitchen applications.

**Fire resistance** is certified with a **Class 1(A) rating under ASTM E 84**, featuring zero flame spread, no contribution to combustion, and no smoke development—ensuring maximum safety.

**A static coefficient of friction of 0.72 (dry) and 0.63 (wet)** indicates excellent slip resistance, making them safe for high-traffic and wet environments.

\*Test results were obtained according to the following standards: Flexural strength: EN 12372/2009; Compressive strength: EN 1926/2010; Scratch resistance: Mohs scale; Material density: EN 1936/2007; Fire resistance: ASTM E 84; Water absorption: EN 13755/2009; Frost resistance: EN 12371/2010; Thermal shock resistance: SRPS ISO 10545-9:2002; Coefficient of friction: ASTM C-1028.





## ECO-CEMENT

At Fragment, we use eco-friendly cement in the production of our innovative panels, creating sustainable materials without compromising on quality or durability. Eco-cement, developed with reduced CO<sup>2</sup> emissions and recyclable components, enhances the strength and longevity of our panels. This approach minimizes environmental impact while enabling the creation of a high-quality, visually striking product. By using eco-cement, we contribute to a cleaner planet and promote sustainable building practices, in line with our commitment to environmental responsibility and innovation.

## RECYCLING OF FRAGMENT PANELS

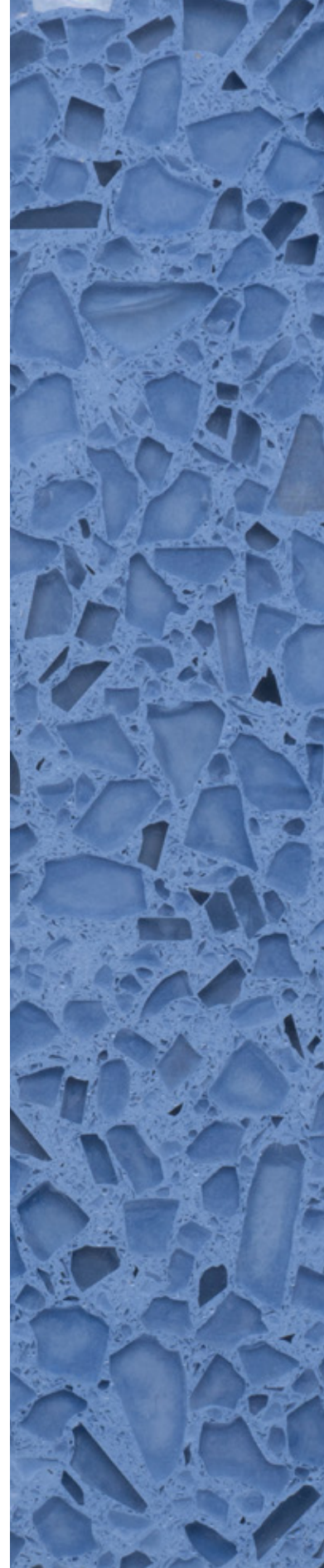
A unique aspect of our production process is that old panels are reused as filler in new ones, fully closing the product life cycle in accordance with circular economy principles. This method not only saves money but also contributes to environmental protection through responsible recycling and material reuse.

Fragment Incorporated d.o.o. has developed an in-house recycling system for Fragment panels. We offer customers a 40% discount when purchasing a new panel of the same size in exchange for an old one. All that is required is for customers to deliver their panels to Fragment Incorporated d.o.o., or to arrange transport with our sales team according to our delivery price list.

Note: The customer is responsible for removing and preparing the panel for transport (if Fragment Incorporated is handling transportation).

## UV RESISTANCE

Fragment panels are UV-resistant. They are made from components such as eco-cement, recycled glass, and various additives, each contributing to UV neutrality. Additionally, the panels are treated with UV-stable coatings that ensure long-term resistance to sunlight. As a result, Fragment panels are ideal for both exterior and interior use, maintaining their original appearance and color over time.



# TOLERANCE

The tolerances of Fragment panels ensure both functionality and visual harmony across various applications, while celebrating the handcrafted quality and uniqueness of each piece.

**Panel thickness:** A thickness tolerance of  $\pm 2$  mm allows for precise installation across a wide range of project types.

**Joint width:** For joints between two panels, the recommended width is 1.2 mm, with a tolerance of  $\pm 0.3$  mm for standard applications such as countertops.

**Lippage (height variation):** The maximum permitted height difference is 0.5 mm, with emphasis on a level central surface. Front edges must be visually aligned, while rear edges should be even enough to accommodate seamless backsplash installation.

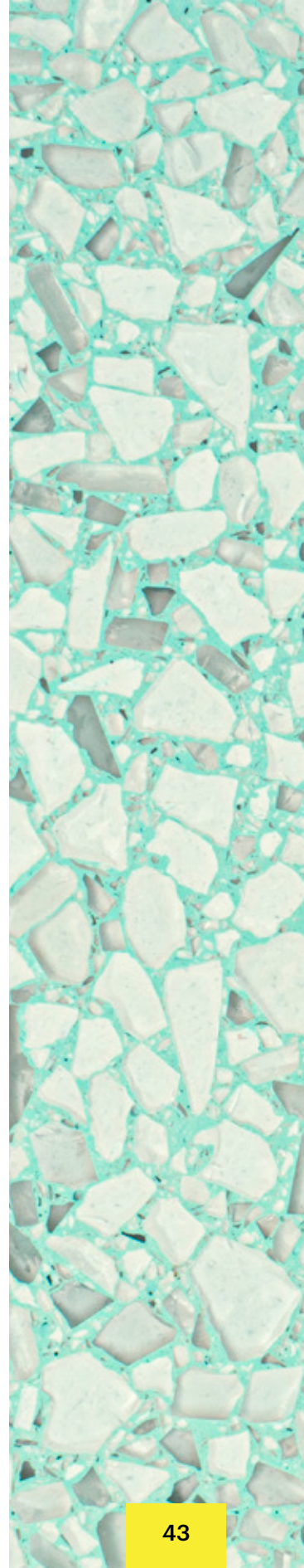
**Thickness consistency within projects:** For panels used within the same project, thickness variation must not exceed 1.2 mm, ensuring a cohesive and uniform appearance.

**Material uniqueness:** Due to the variety of recycled glass sources, Fragment panels naturally display slight variations in the size and distribution of glass particles—adding to their distinctive, one-of-a-kind character.

**Hand-finishing:** Each panel is hand-finished, meaning edges are not perfectly uniform. This artisanal approach highlights authenticity and imparts a unique handcrafted signature that cannot be replicated by machine processing.

**Micro surface holes:** Small holes may appear on the surface due to the use of eco-cement as a binder. The hydration and evaporation processes during curing naturally create micropores. These are a typical feature of all cement-based materials, including eco-cement. While they cannot be fully eliminated, they are an inherent part of a sustainable and eco-conscious production method.

These qualities contribute to the signature aesthetic of Fragment panels—making them not only a construction material, but also a work of art that brings authenticity and natural beauty to every project.



# FRAGMENT PANEL THICKNESSES

Fragment takes pride in producing high-quality panels available in three standard thicknesses, designed to meet a variety of needs and applications:

## 2 cm Fragment Panel

**Application:** Ideal for decorative walls.

**Characteristics:** These thinner panels are perfect for enhancing interior aesthetics, allowing for creative spatial design solutions

## 2,5 cm Fragment Panel

**Application:** Suitable for small-format tables, kitchens, counters, bars, decorative walls, fountains, garden furniture, and other creative projects.

**Characteristics:** These panels offer the ideal balance between strength and aesthetics, providing functional and visually appealing solutions for a variety of applications.

## 3 cm Fragment Panel

**Application:** Widely used for large-format tables, kitchens, counters, bars, decorative walls, garden furniture, fountains, and other creative projects.

**Characteristics:** Our thickest standard panels, perfect for projects that require extra strength and durability.

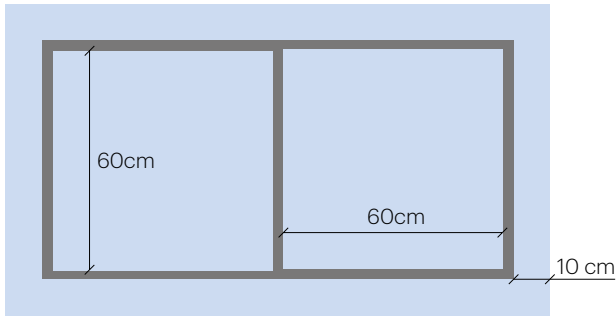
## Special requests for increased thickness

In addition to standard thicknesses, Fragment offers the option of producing panels over 3 cm thick upon special request. These custom projects are managed separately from standard production to ensure that each panel meets the specific needs of your project.



# TABLE CONSTRUCTION RECOMMENDATION

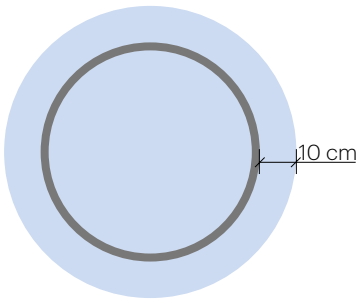
When constructing tables, it is recommended to use a substructure along all sides—both lengthwise and widthwise. Substructures can be full panels or frames that follow the edges of the tabletop, placed at least 10 cm from the edge. If a mesh-style substructure is used, the spacing between supports should not exceed 60 cm. For more details on substructure use, please refer to the accompanying diagrams.



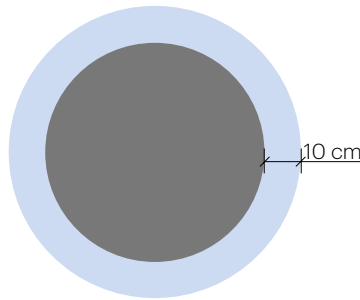
METAL GRID SUBSTRUCTURE



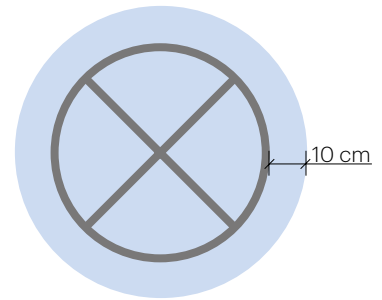
FULL METAL SUBSTRUCTURE



PERIMETER FRAME  
SUPPORT  
recommended for  
tables under Ø80 cm



FULL METAL  
SUBSTRUCTURE  
recommended for  
tables over Ø80 cm



METAL GRID  
SUBSTRUCTURE  
recommended for  
tables over Ø80 cm

## CUTOUTS AND DRILLING

Fragment panels can be drilled to accommodate faucet holes, detergent and soap dispensers, and electrical outlets in standard diameters of Ø30 mm, Ø33 mm, Ø60 mm, and Ø100 mm. If there are special requirements, Fragment panels can also be drilled in custom dimensions, including non-circular shapes.

Rectangular and oval cutouts can be made for sinks and built-in stovetops. Sinks may be top-mounted, in which case the cut edge is not polished. If an undermount sink is used (glued beneath the Fragment panel), the cut edge can be pol



## REINFORCEMENTS

### **General reinforcement guidelines:**

- The span between two supports should be limited to 60 cm with reinforcements.
- Overhangs wider than 10 cm require cantilever brackets.
- Cantilever brackets must be spaced at a minimum of 60 cm apart.
- Panel above dishwasher: Joints in Fragment panels positioned above dishwashers are not recommended.
- Typical cantilever joints must align with the joints of the underlying elements.
- Joints at a 90-degree angle are recommended, rather than 45-degree angles.

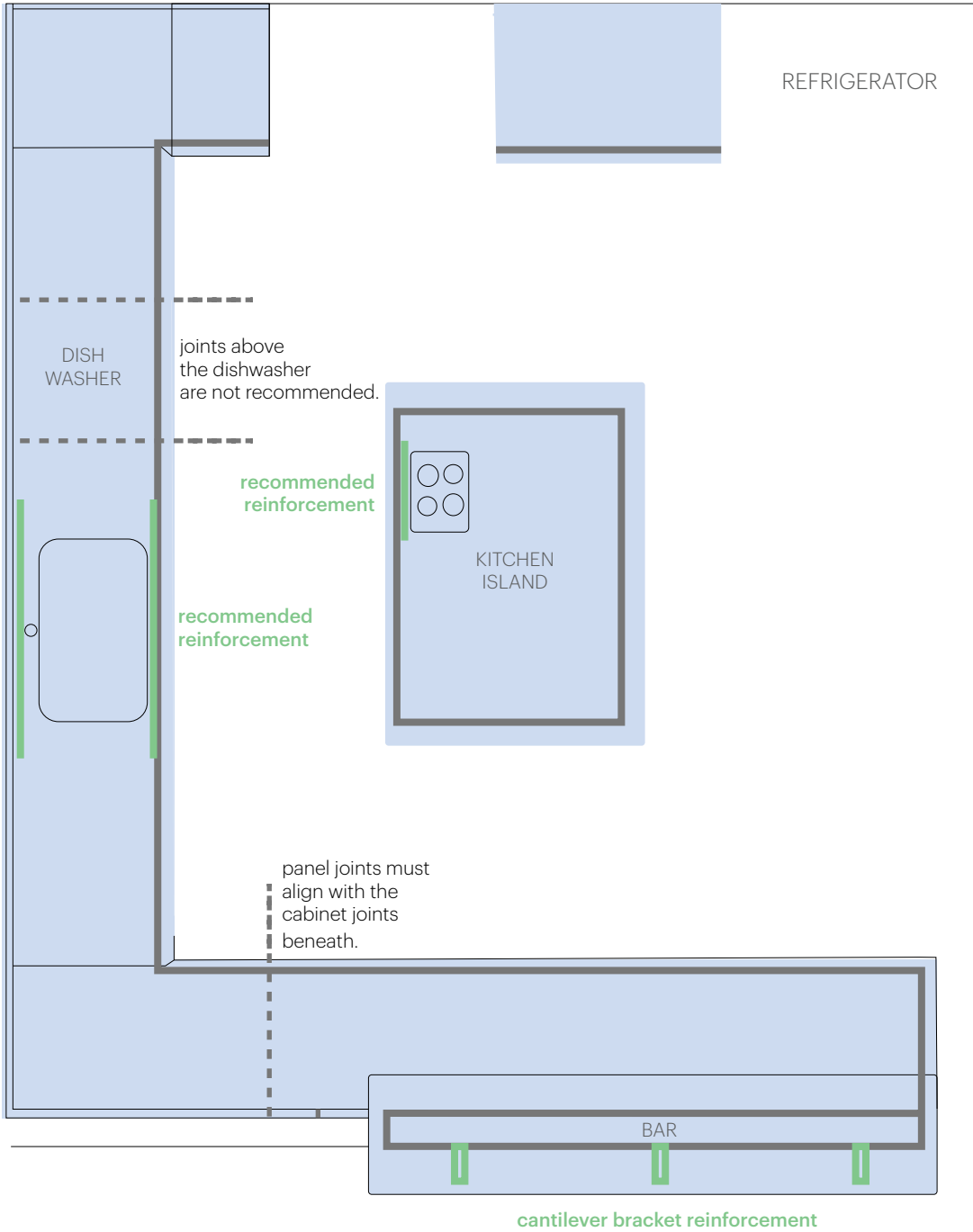
### **Sink and basin reinforcement**

Both surface-mounted (top-mount) and undermount basins can be used. Undermount basins can be installed using standard practices from the stone industry. The area in front of the basin — or behind it, where applicable — must be reinforced with a rod insert or other accepted reinforcement methods.

### **Other reinforcements**

Particularly narrow joints can be reinforced using steel or stainless steel rods. The metal is fully coated in polyester or epoxy resin and set into precisely cut channels in the panel, similar to reinforcement methods used in the stone and woodworking industries.

*For a more detailed overview of Fragment panel reinforcement recommendations, please refer to the accompanying diagram.*



# Sizes and Weights of Fragment Panels

The maximum dimensions of Fragment panels are aligned with general market requirements, enabling their wide application in both residential and commercial spaces.

## WEIGHT OF THE FRAGMENT PANEL

THICKNESS	WEIGHT per m <sup>2</sup>
2 cm	63,8 kg
2,5 cm	143,3 kg
3 cm	172,0 kg

## MAXIMUM DIMENSIONS OF THE FRAGMENT PANEL

	MAXIMUM DIMENSIONS	WEIGHT
2 cm	160 cm x 80 cm	63,8 kg
2,5 cm	230 cm x 100 cm	143,3 kg
3 cm	230 cm x 100 cm	172,0 kg

## MAXIMUM CIRCULAR DIMENSIONS OF THE FRAGMENT PANEL

	MAXIMUM DIAMETER	WEIGHT
2,5 cm	Ø 130 cm	82,5 kg
3 cm	Ø 130 cm	99,0 kg

## MAXIMUM DIMENSIONS OF FRAGMENT PANELS FOR KITCHENS

THICKNESS	MAXIMUM DIMENSIONS	WEIGHT
3 cm	230 cm x 60 cm	103,2 kg
3 cm	230 cm x 70 cm	120,4 kg
3 cm	230 cm x 80 cm	137,6 kg
3 cm	230 cm x 90 cm	154,8 kg

*\*The weight of Fragment panels may vary by ±1 kg per square meter, depending on the design.*

## CUSTOM DIMENSIONS

Our innovative casting technology allows us to offer custom panel sizes in addition to standard dimensions, tailored to the specific requirements of each project. This unique capability helps reduce costs, speeds up production and finishing, and minimizes material waste during manufacturing.



# Maintenance

## GENERAL RECOMMENDATIONS

To ensure the long-lasting quality of a Fragment panel's polished surface, the following is recommended:

- Avoid cutting directly on the panel. Use a cutting board to protect the surface.
- Do not place hot cookware directly on the panel. Use trivets or heat pads to prevent thermal damage.
- Handle heavy or sharp objects with care. Strong impacts, especially on edges, may cause minor damage.
- Immediately clean up liquids that could stain the surface (such as coffee, tea, red wine, or oil). These should not remain on the panel for extended periods—wipe them off as soon as possible.
- Avoid using abrasive cleaning products. Cleaners like Cif Cream, Wurth Restore, Frosch Universal Cleaner, Arf Cream, Axel Crema, Dax Power Cream, and similar products may damage the surface. Also avoid nitro-based solvents (such as lacquer thinner, acetone, rust or paint removers).
- Avoid contact with oven, metal, toilet, tile, and drain cleaners, as these can damage the panel.
- Use protective coverings: If working with paint, glue, or other harsh chemicals on the panel, cover the surface to prevent accidental stains or damage.

## DAILY MAINTENANCE AND CLEANING

- **Wiping the surface:** For routine maintenance of Fragment panels, simply wipe the surface with a damp microfiber cloth. This type of cloth gently removes dust and small particles while protecting the panel from scratches.
- **Stain removal:** To remove dried stains or food and drink marks (such as surface rings from glasses), use a mild detergent or liquid soap. Apply it to a damp cloth and gently wipe the stain.
- **Rinse and dry:** After cleaning with soap, rinse the surface with a clean, damp cloth to remove any detergent residue. Then dry it with a soft, dry cloth to prevent water spots.



For more detailed information on maintaining Fragment panels, visit our website at [www.fragment.rs](http://www.fragment.rs), where you can download the complete care guide.

# Warranty

Fragment Incorporated d.o.o. (hereinafter referred to as “the Manufacturer”) warrants to the original owner of the Fragment panel that, for a period of ten (10) years for interior use and five (5) years for exterior use from the date of original installation, the panels will be free from manufacturing defects. This warranty is valid only if the panels are fabricated and installed by the Manufacturer or its authorized distributors. The warranty covers replacement of the defective product only, and excludes any costs related to installation, transportation, or other incidental expenses.

## WARRANTY TERMS

- **Scope of Coverage:** This warranty applies only to Fragment panels that are permanently and fixedly installed in residential or commercial spaces, and have not been moved from their original location.
- **Payment:** The warranty does not apply to Fragment panels that have not been fully paid for or were paid under terms outside those defined in the official quote or contract.
- **Maintenance:** The warranty is valid only for products that have been maintained in accordance with the Fragment Cleaning and Maintenance Guide, which is available upon request or provided at the time of installation.
- **Reinforcements:** This warranty is valid only if all reinforcement recommendations provided by the Manufacturer have been fully followed in accordance with the intended use of the product. Otherwise, the warranty will not be recognized.
- **Registration:** To activate the warranty, the installation must be registered within 15 days of purchase by sending an email to [office@fragment.rs](mailto:office@fragment.rs) with the following information: full name of the owner, installation address, purchase date, a photo of the installed panel, and proof of purchase.
- **Ownership Confirmation:** Between the 2nd and 3rd year after registration, the owner must contact Fragment Incorporated d.o.o. to confirm continued ownership of the Fragment panel. If this condition is not met, the warranty will expire on the 3rd anniversary of the registration date.
- **Non-transferable:** This warranty is non-transferable during the warranty period. It applies exclusively to the original panel owner or the original owner of the property in which the panels were installed. The warranty becomes void upon transfer of ownership to a third party.
- **Duration:** The warranty shall not exceed ten (10) years from the date of original installation. All decisions related to this warranty are at the sole discretion of Fragment Incorporated d.o.o. and will be communicated to the end user in a timely manner.

## EXCLUSIONS

The warranty does not cover the following:

- Panels used for flooring applications.
- Damage caused by improper maintenance, including acid etching, stains, or other physical damage that could have been prevented by proper care as outlined in the Fragment Cleaning and Maintenance Guide.
- Aesthetic variations in color, size, and distribution of glass particles, which are expected due to the use of recycled materials and do not constitute a product defect.
- Damage resulting from misuse, abuse, excessive heat, uneven exposure to weather conditions, or improper maintenance.
- Mechanical damage to edges that leads to chipping or loss of glass particles is also not covered by the warranty.
- Products installed by unauthorized contractors or purchased from unauthorized distributors.
- Improper installations or joints that do not meet the standards set by the manufacturer.
- Costs of modifications, including plumbing, electrical, or other related work required to repair or replace the panels.
- Damage or injury caused by natural disasters, site conditions, architectural or engineering errors, structural shifts, vandalism, or accidents.

## GENERAL LIMITATIONS

Fragment Incorporated d.o.o.'s obligation under this warranty is limited solely to the replacement of the failed product. The replacement does not include any additional repairs or modifications (such as plumbing or electrical work) that may be required. These costs are the responsibility of the customer. If Fragment Incorporated d.o.o. determines that the likelihood of repeated failure is high, it reserves the right to refund the original purchase price instead of replacing the product.

To claim warranty coverage:

- 1.** All prerequisites outlined in this document must be fulfilled.
- 2.** You must allow inspection of the panel by Fragment Incorporated d.o.o. or its authorized agents. Full cooperation from the customer is required to ensure efficient warranty service.

Fragment Incorporated d.o.o. disclaims all other warranties, whether express or implied. Fragment Incorporated d.o.o. shall not be held liable for any loss, damage, or delay related to the installation of the product, including direct, indirect, special, or incidental damages. This is the sole warranty provided by Fragment Incorporated d.o.o. for its products, and no other warranties, representations, or conditions—whether express or implied—made by any other parties or entities shall be applicable or recognized.







[www.fragment.rs](http://www.fragment.rs)  
FRAGMENT INC  
+381 (0)69 19 555 75  
[office@fragment.rs](mailto:office@fragment.rs)  
Dr Dragiše Mišovića 169,  
32000 Čačak, Srbija