

## **Apollo eMineral Warranty**

### **15-Year Limited Warranty – Apollo eMineral Ceiling Systems**

**MBS Architectural** warrants that all *Apollo eMineral* ceiling panels shall be free from manufacturing defects for **15 years** from the date of supply, provided that the system has been installed in accordance with MBS guidelines and AS2785:2020 – *Suspended Ceilings - Design and Installation*, and is installed with an approved suspension system.

Where an Apollo suspension or equal approved system has not been installed, Apollo eMineral warranty shall be **10 years**.

Further, Apollo suspension systems are warranted to be free of defects for a period of no less than **10 years**.

### **Your Rights Under Australian Consumer Law**

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

This warranty is provided to the **end user or owner** of the property where the product is installed. In the event of a claim, it shall be for the claimant to provide proof of purchase and correct installation.

The benefits under this Warranty are in addition to your other rights and remedies under a law in relation to the goods to which this Warranty relates (the Australian Consumer Law). For the avoidance of any doubt, any and all representations or undertakings which are not guaranteed under the Australian Consumer Law, the Australian Competition and Consumer Act or the Australian Competition and Consumer Regulations 2010 ('consumer guarantees') and which are not expressly included in this Warranty are excluded to the extent possible under that legislation, and any legislation that replaces them in the future.

### **Protecting Your Rights**

The installer shall exercise due care to ensure that any material that would be reasonably considered to be defective is not installed. It falls to the installer to inspect the materials for any visual, manufacturing, colour or dimensional defects prior to installation.

Upon project completion and on application, **MBS Architectural** will issue a project-specific warranty.

## Lodging a Claim

To make a warranty claim, please notify us in writing as soon as a defect is discovered. Claims must include proof of purchase, installation details, and photographs of the issue. Claims can be submitted via:

Email: [hello@mbsarchitectural.com.au](mailto:hello@mbsarchitectural.com.au)

Mail: **7 Haymer Court, Braeside VIC 3195**

## What We Will Do

Upon verification of a valid claim, **MBS Architectural** will at its sole discretion:

- Replace the defective material with a product of equal type and grade
- Re-warrant the replacement for the remaining original period, or 25 years if full replacement occurs

## What Is Not Covered

**MBS Architectural** does not warrant defective materials that are subject to the below conditions:

- Any Apollo branded material that has been purchased via third-party transaction, such as through auction or clearance house etc. or where materials have clearly been sold are not subject to this warranty in the case of irregulars, or factory seconds.
- Grid components having less than 50% red rust as defined by ASTM B117.
- Defects caused or related to the improper storage or handling of materials. (Note: AS2785:2020 provides guidance on site conditions prior to installation that form the basis of determining when this warranty applies. Generally, the materials must be kept clean, dry, flat within the temperature range of 0-49°C and no greater than 99% relative humidity. Large variations in humidity must be avoided.
- Where the ceiling panels are supporting other materials without adequate design consideration.
- Where products are purchased through unauthorized third-parties or have not been installed in accordance with the relevant Australian Standards or the National Construction Codes.
- Where the ceiling defect has been caused by structural failure or general defects in the building and or it's services.
- Where the panels or grids have come in direct contact with moisture or have been installed externally.
- When the materials are exposed to chemical fumes, temperature extremes outside of stated conditions, vibration, highly corrosive conditions or moisture from building leaks, dampness, or condensation.
- Acts of God, terrorism or damage caused by vermin, insect infestation, fire, flood or any other act or circumstance beyond our control.

## **Warranty Registration:**

<b>PROJECT NAME:</b>	
<b>BUILDING LOCATION:</b>	
<b>MATERIAL NAME:</b>	
<b>SIZE, THICKNESS:</b>	
<b>M2 AREA:</b>	
<b>BUILDER NAME:</b>	
<b>INSTALLER:</b>	
<b>INSTALL DATE:</b>	
<b>ADDRESS:</b>	