

10 YEAR APOLLO WOOD WOOL PANEL LIMITED WARRANTY

MBS Architectural warrants that all *Apollo Wood Wool* panels shall be free from manufacturing defects for **10 years** from the date of supply, provided that the system has been installed in accordance with MBS Architectural installation guidelines and utilising MBS Apollo Wood Wool fixings, or approved equivalent.

Ball impact resistance warranty coverage is conditional upon the use of official **MBS Apollo Wood Wool screws and drill bits** during installation. Use of non-approved fixings will void this specific coverage.

Natural Finish Variations

Apollo Wood Wool panels are manufactured from natural wood fibres, which include natural variation derived from the inherent characteristics of the wood wool material. This warranty does not cover the natural differences in wood fibre tone and texture as these are an intrinsic property of the material and not a manufacturing defect.

Customers specifying Wood Wool should review product samples prior to order. MBS Architectural recommends consulting with your MBS representative if consistency is a critical design requirement.

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 evidence of correct installation.

The benefits under this Warranty are in addition to your other rights and remedies under Australian 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.

Regular cleaning and maintenance of installed panels is recommended to preserve product performance and appearance. MBS Architectural can provide maintenance guidelines on request.

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

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 specification
- Re-warrant the replacement for the remaining original warranty period, or 10 years if a full replacement occurs

What Is Not Covered

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

- Any Apollo Wood Wool material purchased via a third-party transaction, such as through auction, clearance house, or similar, including irregulars or factory seconds.
- Natural colour variation in Natural finish panels, as these are an inherent property of the material and not a defect.
- Ball impact resistance where official MBS Apollo Wood Wool screws and drill bits have not been used during installation.
- Defects caused by or related to improper storage or handling of materials. AS2785:2020 provides guidance on acceptable site conditions. Generally, materials must be kept clean, dry, and flat within the temperature range of 5–40°C and no greater than 85% relative humidity. Large or rapid variations in humidity must be avoided.

- Where panels are used to support other materials without adequate structural design consideration.
- Where products have been purchased through unauthorised third parties or have not been installed in accordance with relevant Australian Standards or the National Construction Code.
- Where a defect has been caused by structural failure or general defects in the building or its services.
- Where panels have come into direct contact with standing water, persistent moisture, or have been installed externally.
- When materials are exposed to chemical fumes, temperatures outside of stated storage and installation 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 reasonable control.

Warranty Registration

PROJECT NAME	
BUILDING LOCATION	
MATERIAL NAME	
COLOUR / FINISH	
SIZE, THICKNESS	
M² AREA	
BUILDER NAME	
INSTALLER	