



MINERALITE

Flexible Stone for Wall Surfaces

10-Year Limited Product Warranty

1. Warranty Overview

Mineralite (“the Product”) is warranted by Phoenix Tiles Limited to be free from defects in **materials and manufacturing** for a period of **ten (10) years** from the original date of purchase (“the Warranty Period”), when installed, used, and maintained strictly in accordance with the Product instructions, technical data sheets, and applicable building codes.

2. Warranty Coverage

During the Warranty Period, the Product is warranted against:

2.1 Material Integrity

- Cracking, splitting, or disintegration of the Product tile or slab under normal environmental conditions.
- Loss of structural cohesion due to manufacturing defects.

2.2 Surface Performance

- Abnormal deterioration of the surface finish, including excessive fading, chalking, or delamination beyond what is considered reasonable ageing.
- Failure of the decorative mineral surface layer when exposed to conditions within the Product published performance limits.

2.3 Moisture & Dimensional Stability

- Failure caused by moisture absorption beyond the Product stated tolerances, provided installation followed the moisture-management requirements stated in the installation guidelines.
- Excessive warping or distortion due to manufacturing defects.

2.4 Fire & Safety Compliance

- The Product will retain the fire-performance classification stated at the time of manufacture, provided it is not modified, coated, or installed contrary to the Product instructions.

3. Conditions of Warranty

This warranty is valid only when:

- The Product is installed by suitably qualified tradespeople.
- Installation complies with the Product installation guide, and the local countries Standards, and the National Construction Codes.
- The Product is used in environments appropriate to its classification (interior/exterior, wet/dry, UV exposure).
- The Product is maintained according to the Product care and cleaning guidelines.
- All adhesives, sealants, and accessories used are approved by the Product.

4. Exclusions

This warranty does **not** cover:

4.1 Installation-Related Issues

- Failures caused by incorrect installation, inadequate substrate preparation, or use of non-approved adhesives.
- Damage caused by building movement, structural failure, or substrate instability.

4.2 Environmental & External Factors

- Damage from extreme weather events, flooding, fire, or other acts of nature.
- Exposure to chemicals, solvents, or cleaning agents not approved for use with the Product.
- Damage caused by impact, abrasion, vandalism, or misuse.

4.3 Aesthetic Variations

- Natural variation in colour, texture, mineral patterning, or surface appearance.
- Normal ageing, patina development, or minor colour shift consistent with mineral-based materials.

4.4 Other Limitations

- Labour costs, removal, reinstallation, or access equipment unless required by law.
- Any Product modified, cut, coated, or altered outside the Product guidelines.

5. Warranty Claims Process

To make a claim, the purchaser must:

1. Notify Phoenix Tiles Limited in writing within **30 days** of discovering the defect.
2. Provide proof of purchase and any project details if applicable, along with installation date.
3. Supply photographs, samples (if requested), and access for inspection.

The Manufacturer may, at its discretion:

- Inspect the Product on site,
- Request return of samples, or
- Engage an independent assessor.

6. Remedy

If a valid claim is accepted, the Phoenix Tiles Limited will, at its sole discretion:

- **Replace** the defective Product with equivalent Mineralite material, or
- **Refund** the original purchase price of the defective Product.

This warranty does **not** cover consequential or indirect losses, including labour, downtime, or associated building works.

8. Transferability

This warranty is **transferable** to subsequent purchasers for the remainder of the Warranty Period, provided documentation is supplied.

9. Warranty Limitations

The total liability of the Phoenix Tiles Limited under this warranty is limited to the remedies stated above and shall not exceed the original purchase price of the Product.