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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 twenty (20) year period for the Bora Bora, Domingo, Aloha et Rio (including « fire retardant » models) and for a twelve (12) year period for the Palma Cana. The warranty decreases in percentage according to the installation date as set forth in the warranty decreasing chart.

Secondary warranty covers leaf color evolution/change/fading by percentage according to the time difference between the installation date and date of claim, this cover a twenty (20) year period for the Bora Bora, Domingo, Aloha et Rio (including « fire retardant » models) and a twelve (12) year period for the Palma Cana.

INSTALLATION 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 fundamental item as follow:

1. The appropriate use of Palmex designed fixing rails for Bora Bora and Aloha (including « fire retardant » models).
2. The observance of required space between rows according to roof slope as follows:

Domingo, Rio & Palma Cana (inc. « fire retardant » models)

Slope	Space/gap
30 to 40°	4 ^{15/16} inches (12,5 cm)
41° and more	5 ^{5/8} inches (14,3 cm)

Bora Bora & Aloha (inc. « fire retardant » models)

Slope	Space/gap
30 to 40°	4 ^{3/8} inches (11 cm)
41° and more	4 ^{15/16} inches (12,5 cm)

Installation on slopes less than 30° is strongly inadvisable.

3. The estimation of possible expansion or under dimensioning of supporting structure.
4. The use of fixing nails or screws suitable for tropical conditions.
5. The maximum space between vertical battens of 19^{5/8} inches (50 cm).
6. The appropriate use of windproof clips and reinforcements under tropical climates or strong wind exposure.
7. The use of a fireproof paper recommended on roofs over mechanical or electrical rooms, kitchens, etc.
8. The thickness of wood paneling supporting the leaves shall not be less than 5/8 inches (15 mm).
9. The leaves shall always be installed in staggered rows all over the roof.
10. On positive angles, there shall be a minimum of four (4) roof hips per every three (3) linear feet (1 linear meter) of distance.
11. It is mandatory to overlap leaves on positive angles before the installation of the roof hips.
12. On negative angles, there shall be roof gutters or an equivalent protection.
13. The roofing and its components shall comply with local or national building regulations in force.
14. The installation shall comply with Palmex installation procedures.

SURFACE COVERAGE TEXTURE WARRANTY

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

- a) Bear the repair cost or replace the 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 con-complying leaves replacement can be borne by the manufacturer. Expertise is compulsory and carried out in our Canadian factory on a minimum of samples of installed roofing. Palmex 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. 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 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 first five (5) 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 five (5) year, Palmex commits to replace or reimburse the owner according to Palmex estimation. During the following years (fifteen (15) for Bora Bora, Domingo, Aloha et Rio (including « fire retardant » models) and seven (7) for Palma Cana) years, a decreasing color fading is possible in percentage of normal wear and tear of surface initial color, according to the decreasing chart.

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

EXCLUSION

Palmex warranty does not cover roofing installed on a slope below 30°, waterproof qualities with high winds and leaves incorrectly set in fixing rails.

REPLACING PRODUCT

Palmex will choose to reimburse or replace leaves acknowledged as non-conforming following the warranty-decreasing chart. Delivery cost is to the customer's charge.

Any conflict concerning this warranty between Palmex and the customer will be dealt in a Quebec jurisdiction.

DECREASING CHART

Number of years after installation time	Texture warranty	Color warranty
1	100%	99%
2	100%	98%
3	100%	97%
4	100%	96%
5	100%	95%
6	85%	85%
7	80%	80%
8	75%	75%
9	70%	70%
10	65%	65%
11	60%	60%
12	55%	55%
13	50%	50%
14	45%	45%
15	40%	40%
16	35%	30%
17	30%	25%
18	25%	20%
19	20%	20%
20	15%	20%