

#### 1. PRODUCTS SUBJECT TO THIS WARRANTY

Rockwool insulation products (**Products**) are supplied in two different Product configurations:

- A.** Un-faced Products- bulk insulation, or the portion of a faced Product that is only bulk insulation, without a bonded facing material; and
- B.** Faced Products – insulation products with a facing material bonded to the bulk insulation.

#### 2. WARRANTY COVERAGE:

CSR Building Products Ltd, trading as CSR Bradford, warrants that Products meet the requirements of AS/NZS 4859.1 and will remain free from manufacturing defects for the following periods, from the date of purchase:

- a period of 25 years for Un-faced Products,
- a period of 10 years for Faced Products,

This warranty is applicable to Products purchased for use in Class 2 to 10 buildings. This warranty is not applicable to Products used in Class 1 buildings.

#### 3. CONDITIONS OF WARRANTY:

Subject to the following terms and conditions set out below:

- A.** The Product must be kept dry and in its original packaging until installation. This Product Warranty does not cover wet or water damaged product.
- B.** The product must be properly handled, installed and maintained in accordance with CSR published guidance, relevant Australian and New Zealand Standards & Building Codes, and not later disturbed, relocated or altered.
- C.** Prior to commencing any replacement, repair or rectification work, CSR Bradford or CSR Bradford's agent must be allowed to examine, photograph and/or take samples of, the Product.
- D.** Failure to properly install or maintain the Product in accordance with applicable building codes will void this Warranty.

#### 4. EXCLUSIONS:

**4.1.** This Product Warranty does not cover any Product defect or damage to the extent it is caused or contributed to by the following:

- (a)** the transport, storage, handling, installation and/or maintenance of the Product in an improper manner or in a manner other than as described in the installation instructions and/or PTS;
- (b)** the incorrect specification/design, or incorrect selection for an application or the product is used outside its intended purpose as outlined in the literature supplied by CSR Bradford;
- (c)** force majeure, such as floods, earthquakes, severe weather, fire, or including, but not limited to uncontrollable events not caused nor controlled by humans;
- (d)** growth of mould or mildew, or any fungi, bacteria organism due to in-situ conditions;
- (e)** the use of high pressure water cleaning, mechanical cleaning devices or chemical agents, or the impact of other foreign objects;
- (f)** exposure to corrosive in-situ conditions, such as an alkaline or acidic environment, that does not

provide adequate air quality to prevent deterioration of the Product;

(g) use in a harsh environment without prior written approval from CSR Bradford, including, but not limited to livestock buildings, indoor aquatic centres and fertiliser storage facilities, or as outlined in the literature supplied by CSR Bradford; and/or

(h) manufacturing defects that appear outside the Product Warranty period of 25 years for Un-faced Products, or 10 years for Faced Products, after the date of purchase.

**4.2.** This Product Warranty does not cover any Product defect or damage to bonded faced products to the extent it is caused or contributed to by the following:

(a) Installation within 500 metres of a salt water body in an unenclosed, ventilated space.

**4.3** No CSR Bradford representative, distributor or reseller is authorized to make any written or verbal change, advice or modification to this warranty.

#### 5. REMEDIES

In the event of any failure of a CSR Bradford Product to perform in accordance with this warranty, CSR Bradford will, at its option, replace, refund or repair, or pay for the repair or replacement of the relevant products.

#### 6. STATUTORY RIGHTS

The warranties above are provided in addition to other rights and remedies available in respect of the acquisition of products by a "consumer" (as defined in the Competition and Consumer Act 2010 (cth)). The following statement is provided a buyer who is a "consumer" under the 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 the goods fail to be of acceptable quality and the failure does not amount to a major failure.*

#### 7. LIMITATION OF LIABILITY

Other than as expressly set out in the above, CSR Bradford excludes all other warranties and guarantees with regard to the Products, including all implied warranties and guarantees. In addition, to the extent that it is able to do so, CSR Bradford excludes all liability for loss and damage (including consequential loss) where the relevant product or service provided is a good or service other than of a kind ordinarily acquired for personal, domestic or household use or consumption.

#### 8. NOTIFICATION OF CLAIM

Any claims under this warranty must be made by:

- i. providing written notice to email [bradfordinsulation@csr.com.au](mailto:bradfordinsulation@csr.com.au)
- ii. submitting within 45 days of discovery of the defect in the Product and prior to any removal or return of the Product, and before beginning any replacement, rectification or repair.



**ROCKWOOL INSULATION WARRANTY**  
**Faced & Un-Faced Rockwool Products**  
**Class 2 to 10 Building Applications**

**iii.** providing supporting documentation including proof of purchase, installation date, location of installation and a description of the claim, and such information as is necessary for CSR Bradford to investigate the claim. Photographs of the Product, showing the defect must accompany the claim. Product samples may also be requested.

All expense of claiming the warranty will be borne by the customer or consumer making the claim.