



## WARRANTY FORM

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Welcome to the industry leading warranty provided to AV PANELS. This Warranty form is only valid for Canadian & U.S.A. orders from AV EXTERIOR LTD. Please print the form and enter your order information manually with pen or pencil, then scan or photograph the document and email it to [info@avexterior.com](mailto:info@avexterior.com) or direct mail it to:

**131132 159 Street NE  
Edmonton, Alberta,  
Canada  
T5V 1H7**

If you have any further questions or concerns, please feel free to contact us at [info@avexterior.com](mailto:info@avexterior.com) or 780.429.3816

**Thank you for choosing AV Panels Products!**



From the entire AV EXTERIOR family, we thank you for your choice to purchase our products and welcome you! We take great pride in AV PANELS and are dedicated to providing our customers with beautiful products that will last a lifetime. We know there are many competitors to choose from and we are honored to have been chosen by you!

**WARRANTS TO:**

**CUSTOMER NAME:** \_\_\_\_\_  
**PHONE:** \_\_\_\_\_ **MOBILE:** \_\_\_\_\_  
**EMAIL:** \_\_\_\_\_ **COUNTRY:** \_\_\_\_\_  
**ADDRESS:** \_\_\_\_\_  
**CITY:** \_\_\_\_\_ **PROVINCE:** \_\_\_\_\_ **POSTAL CODE:** \_\_\_\_\_

**DATE MATERIAL WAS RECEIVED:** \_\_\_\_\_  
**DATE(S) MATERIAL WAS INSTALLED:** \_\_\_\_\_  
**ORIGINAL P.O. NUMBER:** \_\_\_\_\_  
**DESCRIPTION OF MATERIAL USED:** \_\_\_\_\_

**NAME OF CONTRACTOR AND / OR INSTALLER:** \_\_\_\_\_  
**CONTRACTOR / INSTALLER CONTACT INFORMATION:** \_\_\_\_\_  
**AV EXTERIOR SALESPERSON CONTACT:** \_\_\_\_\_

**PROJECT ADDRESS:** \_\_\_\_\_  
THIS INFORMATION IS REQUIRED FOR THE WARRANTY TO TAKE EFFECT

**CITY:** \_\_\_\_\_ **PROVINCE:** \_\_\_\_\_ **POSTAL CODE:** \_\_\_\_\_  
**COUNTRY:** \_\_\_\_\_  
**NAME OF PROJECT:** \_\_\_\_\_



SPECIAL INSTRUCTIONS AND COMMENTS:

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I HAVE READ AND AGREE TO THE TERMS OF THE AV EXTERIOR LTD. 30 YEAR WARRANTY. I ALSO UNDERSTAND MY RESPONSIBILITIES UNDER THE WARRANTY AND SIGN THE WARRANTY DOCUMENT IN CONFIRMATION.

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CUSTOMER NAME SIGNATURE DATE

DULLY AUTHORIZED ON BEHALF OF AV EXTERIOR LTD.

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AV EXTERIOR LTD. REPRESENTATIVE AND DESIGNATION SIGNATURE DATE



# AV EXTERIOR LTD.

## 40 Year Finish and 30 Year Limited Substrate Warranty

### IMPORTANT:

In order to qualify for the AV EXTERIOR LTD. Product (AV PANEL) limited warranty, the warranty document must be filled out in full and submitted to (address) within 30 days of the completed installation. The warranty registration must be signed by the final owner of the property with full information on both the general contractor and/or installer. The warranty will then be returned to the owner with an authorization signature from THE AV EXTERIOR LTD. representative. The warranty will be active from the date of the AV authorization signature. Failure to register the warranty document within a period of 30 days after installation will terminate the warranty in its entirety. If the AV PANEL is not installed in a period under six months from the date of purchase, the limited warranty automatically becomes void.

### EXCLUSIVE LIMITED WARRANTY:

This Limited Warranty (collectively, the "Warranty") is issued by AV EXTERIOR LTD., (hereinafter referred to as "AV"), to the customer identified in this Certificate (hereinafter referred to as "Customer") and applies to AV PANELS installed anywhere within Canada. The AV warranty is entirely stipulation free up to the 57th parallel of North America. Due to the increased sun exposure exterior claddings are subjected to beyond the 57th parallel; it is anticipated that weathering from sun exposure will increase as the latitudes rise and can be a factor in the durability of the finish.

Additionally, any AV PANEL will conform to the standards set out in Clause 1 and Clause 2 of this Warranty, subject to the terms and conditions set out in Clause 3 of this Warranty.

### Clause 1. AV Panel Coating

This paint finish warranty is a "coating integrity" warranty only and does not cover events or environmental circumstances that negatively impact the performance of the substrate on which the paint system is applied. The Product (metal) warranty is covered by clause 2. Subject to the provisions contained herein, AV warrants that during the Forty (40) Year Limited Warranty Period, there will be:

- 1.1 No visible flaking, checking, cracking or peeling (Loss of Adhesion) of the AV coating for 40 Years - (except for such slight crazing on the clear coat as may occur on tightly roll-formed edges or break bends at the time of roll forming or other fabrication of pre-painted sheet or coil and which is accepted in the industry as standard). This shall not constitute a basis for complaint under this limited warranty. However, the film will not lose adhesion to the substrate in these areas.
- 1.2 No chalking of the AV Finish in excess of 8 Units during years one through thirty and 6 Units during the years thirty-one through forty as defined by ASTM D4214 Method D659. Proof of proper maintenance must be presented prior to testing.

No colour changes more than  $\Delta E 5$  Hunter delta-E units during years one through thirty and  $\Delta E 7$  Hunter delta-E units Years thirty-one through 40, calculated in accordance with ASTM 2244. Color change shall be measured on the exposed coating surface which has been cleaned of oil, grease, chalk, oxidized film or other contaminants as per ASTM D-3964. Corresponding values shall be measured on the original retained batch panel. (Panel stored in the dark at temperatures below 30°C) AV does not warrant that colour changes will be uniform especially in situations where the surfaces are not equally exposed to sun and other elements. Due to the bespoke nature and pigment limitations of creating the Textured Colours, they are covered by a number eight (8) rating for chalk, and five (5)  $\Delta E$  units for fade for a period of 25 years from installation. Copper Wave and other metallic colors have no rating available for color change as Metallics are not measurable.



#### Clause 2.

AV expressly warrants that its AV Metal Products (hereinafter called the "Product") are free from manufacturing defects in material or workmanship. This 30 Year Limited warranty covers 55% Aluminum-Zinc Alloy Coated ASTM A792 steel substrates coated with AV paint (unless otherwise stated by AV). AV steel used in roofing, cladding and custom applications WILL NOT as a result of corrosion: rupture, fail structurally or perforate within a period of 30 years when exposed to normal atmospheric conditions.

The "product" itself will be supplied free of any permanent warping. AV "product" must be attached as directed in the installation manuals. The AV Panel and AV Soffit must be installed allowing for panels to float on the substrate and/or structure. If AV is improperly installed the entirety of this warranty becomes void. For the purpose of this warranty, deformation shall be defined as warping of the product(s) that would cause deflection and Pre-Installation "Oil Canning".

#### Clause 3. Warranty Terms and Conditions

The Coating "Warranty Period" for the warranty in Clause 1 shall mean 40 Years and Clause 2 shall mean 30 years from the date of Installation and is contingent upon the completion, submission and subsequent verification by an authorized AV representative of an official warranty document. Failure to submit the warranty after thirty days or not installing the product after 6 months from the purchase date, nullifies the warranty.

This warranty is transferable by the original property owner(s) of the property to which the siding/soffit is applied. Upon transfer, all warranty will continue based on the original date of purchase and a complete maintenance record, submitted to AV for verification through our Warranty Transfer Document (TBA). ALL TRANSFERS CAN ONLY BE CONSIDERED VALID AND HONORED IF THE WARRANTY TRANSFER DOCUMENT IS RECEIVED BY AV NO LATER THAN THIRTY (30) DAYS FROM THE NEW PROPERTY OWNERS TAKING POSSESSION OF THE PROPERTY.

If, in AV's sole opinion, it is not commercially practical to replace the product under a warranty claim in Clause 1 or 2, AV will, as the sole exclusive remedy, refund an amount up to the owner's original purchase price of the defective product. Proof of purchase must be provided.

A sample of the installed product must be retained by the owner of the warranty to be presented for a warranty claim. This sample must be stored in a dark environment where excessive cold or heat are not present.

The Finish and Substrate Warranty Exclusions and Limitations that are not covered:

- (a) Damage from improper installation.
- (b) If damaged product is installed, the warranty for that product becomes void.
- (c) Damages or contamination to the Coating or Product caused after being Crated and Shipped by AV. This includes improper handling mechanically or by hand, damage arising from any other transport or shipping, processing, storage and/or installation. Mechanical, chemical or other damage sustained during post-AV shipping, storage, during or after installation.
- (d) It is the contractor and/or installers responsibility to ensure that the substrate that the product is being hung be straight to avoid deflection and oil-canning of the product. Adjustments to the substrate including shimming, planning or adjusting furring must be completed by the installer prior to installation. If the product is installed on a surface that is not flat this becomes the installers responsibility and will void the warranty.
- (e) Damages to the Coating or Product caused by scratching or abrading during or after installation.
- (f) Colour variations due to orders for the same project being placed at separate times and consequently coming from different batches of product. AV assumes no responsibility for the accuracy of customer take off's or order quantities and hence is not responsible for batch sensitive shifts in colour or finish that might arise from multiple separate orders for the same project.



- (g) Damages to the Coating or Product because of immersion in standing water.
- (h) Damages caused by differences in the insulation quality and dampness level behind the product.
- (i) Issues arising due to customer or installers failure to remove debris from overlaps and all other surfaces of the products.
- (j) Deterioration to the Coating or Product caused directly or indirectly by contact with incorrect fasteners.
- (k) Damages from sustained exposure to animals or animal waste or prolonged contact with vegetation, dirt or gravel.
- (l) Edge corrosion due to improper cutting of the product. Proper cutting methods are outlined in the AV installation manual.
- (m) If Coating and Products are in direct contact with or washed by water transiting lead, copper or any abrasive or discoloring materials.
- (n) Mishandling of the Product, including abuse, alteration, modification, improper use.
- (o) Damages or conditions at the points where materials or items such as snow guards and solar panels are attached or adhered to the product.
- (p) Damage occurring due to uneven substrates, poor substrate condition or over tightening of fasteners preventing the product or AV Panel from floating freely over substrate variations and allowing for expansion and contraction.
- (q) Color variation that occurs as a direct result of the normal painting process. The product is designed to look like real wood, have varying textures and highlights so there will be some color and image inconsistencies and not every piece of the product is designed to be exactly the same. This is an intentional part of the emulation of wood grain. AV Textured, Metallics and other finishes will be consistent in accordance with the design of the coated surface.
- (r) AV Coating and Product that is exposed to atmospheric conditions with corrosive or aggressive atmospheres, such as those contaminated with chemical fumes, heavy salt wash from breaking surf or other corrosive elements.

AV will honor the substrate warranty in Coastal Environments (not including breaking surf or submerged product) if the AV Maintenance Schedule is followed. The full maintenance schedule is included at the end of this document and in the AV Installation Manuals.

NOTE: If the Customer is uncertain whether an installation will be covered under the AV warranty, they should notify AV prior to design or implementation. AV can then evaluate the installation site and building type and provide specific warranty coverage in writing before installation. All decisions regarding the existence of conditions affecting this limited warranty will be made by AV and will be final and binding on all parties.

\*Although damage or corrosion from breaking surf is not covered under the atmospheric conditions of the warranty, AV recommends that there be a systematic fresh water rinse maintenance program in effect in the areas of salt concentration (such as adjacent to the breaking surf and/or industrial atmospheres) to prevent the accumulation of concentrated mineral deposits. Steps for preventative maintenance is outlined at the end of the document.

- (s) The warranty will not be applicable to damage or failure, which is caused by acts of God or force majeure, falling objects, external forces, explosions, fire, riots, civil commotion's, acts of war, or other such similar or dissimilar occurrences beyond AV's control.
- (t) AV is not responsible for any physical harm from metal products during installation, caused by poor installation, site conditions, from extreme weather or any other etc.



#### FURTHER EXCLUSION OF WARRANTIES.

THIS WARRANTY REPRESENTS THE ENTIRE AGREEMENT BETWEEN PARTIES IN RELATION TO ITS SUBJECT MATTER AND SUPERSEDES ANY PREVIOUS AGREEMENT WHETHER WRITTEN OR ORAL BETWEEN THE PARTIES IN RELATION TO ITS SUBJECT MATTER. THE LIMITED WARRANTIES STATE THE ENTIRE LIABILITY OF AV WITH RESPECT TO THE PRODUCTS COVERED BY THEM. AV SHALL HAVE NO LIABILITY FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES. NO PERSON IS AUTHORIZED TO MAKE ANY REPRESENTATION OR WARRANTY ON BEHALF OF AV EXCEPT AS EXPRESSLY SET FORTH ABOVE, AND ANY SUCH STATEMENT SHALL NOT BE BINDING ON AV EXCEPT AS EXPRESSLY SET FORTH ABOVE, AV MAKES NO WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. WARRANTIES SHALL BE THE DURATION OF THE LIMITED WARRANTY OR SUCH SHORTER DURATION AS PROVIDED UNDER APPLICABLE LOCAL LAW. THESE LIMITED WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM AREA TO AREA. NOTHING IN THIS WARRANTY SHALL BE CONSTRUED AS A WARRANTY OF THE WORKMANSHIP OF ANY INSTALLER OR AS IMPOSING ON AV ANY LIABILITY FOR UNSATISFACTORY PERFORMANCE CAUSED BY FAULTY WORKMANSHIP IN INSTALLATION.

AV RESERVES THE RIGHT TO TERMINATE THIS WARRANTY AT ANY TIME EXCLUDING ALL WARRANTIES THAT HAD PREVIOUSLY BEEN SIGNED AND AUTHORIZED. THOSE WARRANTIES WILL BE HONORED UNDER THE PARAMETERS OF THE ORIGINAL AGREEMENT.

AV RESERVES THE RIGHT TO DISCONTINUE OR CHANGE ANY PRODUCTS OR COATINGS AS MANUFACTURED. IF THE PRODUCTS ORIGINALLY INSTALLED ARE NOT AVAILABLE AND AV DETERMINES TO REPLACE DEFECTIVE PRODUCTS, AV SHALL HAVE THE RIGHT TO SUBSTITUTE PRODUCTS OF EQUAL QUALITY.

#### Claims Procedure

If, during the Limited Warranty Period, the Coating or Product is defective in material or workmanship as noted in this Clause 1 and Clause 2, AV will, in its sole discretion, replace the defective portion of the product utilizing such normal materials, methods and workmanship as are needed to fulfill the original guarantee. AV reimbursement for or replacement of the defective Product in this Limited Warranty is the exclusive remedy for any defect in materials or workmanship. AV WILL NOT REFUND OR PAY ANY COSTS IN CONNECTION WITH LABOR OR ACCESSORY MATERIALS.

Claims must be made in writing to AV within 30 days of the discovery of a problem and authorization obtained prior to beginning any repair and/or refinishing work. Claims can be made by writing to AV at the Product Performance Department (address? Email?). After receiving such notice, AV must be given a reasonable opportunity to inspect and verify the claim.

#### Additional Claim Procedure and Process

- (a) The claimant must provide proof of coverage including a completed, signed and authorized warranty document, along with a receipt for the purchase of the materials.
- (b) Customer agrees to provide access to products for inspection as requested.
- (c) Customer shall make available to AV the maintenance records including details of washing and cleaning procedures in compliance with the annual cleaning requirements as stated in the maintenance section of the installation guide.
- (d) Customers shall demonstrate that the failure of the Coated Product was due to a breach of the warranty stated herein.
- (e) The warranty on any repaired or replaced product supplied hereunder shall be for the remainder of the warranty period applicable to the originally Coated Product.
- (f) Color variance between replacement Product Coating and the original, shall not be indicative of a defect as all Coatings are batch sensitive.



#### APPLICABLE LAW - CANADA

This agreement shall be deemed to have been made, executed and delivered within the borders of Canada and shall be governed by and enforced in accordance with Canadian law and the laws of the Province of Alberta. This agreement and any sales of the product by AV to "the customer" shall be interpreted, governed and enforced in accordance with Canadian law and the laws of the Province of Alberta. Any disputes arising under or pursuant to the matters contemplated by this agreement, at AV election, shall be resolved by arbitration or legal process, in Edmonton, Alberta. The authorities and Courts of Alberta shall have exclusive jurisdiction over such disputes, especially with respect to matters of validity, execution interpretation, enforcement or compliance. The parties hereby consent to service, jurisdiction and venue of such authorities and courts and waive any other venue to which they might be entitled by virtue of domicile, habitual residence or otherwise. "The Customer" agrees that any findings made by a court or arbitrator pursuant to this section shall be given full faith and recognition in its resident country or in any other Non-Canadian jurisdiction. Each party shall be responsible for its own attorneys' fees and costs.

#### Maintenance instructions

While AV factory-applied finishes for metal building panels are so durable that they will last many years longer than ordinary paints, it is desirable to clean them thoroughly on a routine basis, especially when the finish is not washed by rain. Additionally, buildings located near any sort of airborne or waterborne contaminants, including salt spray, require a regular maintenance schedule to abide by the parameters of the warranty.

Washing should be done three times a year in coastal areas where marine salt spray is prevalent and in areas where high levels of industrial fallout occur. In order to abide by the parameters of the warranty the warranty holder should note or do the following:

1. Maintain an accurate project record including relevant design drawings or specifications, installer information, contractor information and a documented maintenance schedule. The maintenance schedule should include the dates of maintenance, the degree of maintenance and images showing the product before and after completed maintenance.
2. Maintenance should include:
  - a. The removal of any vegetation or debris accumulating around the product.
  - b. The removal of any standing water on or around the product. If a situation has arisen where standing water is consistently in contact with the panel a remedial repair must be completed by your installer or contractor to keep the product from being in constant contact with water or liquids.
  - c. Check for any blockage in drainage flow and remove debris such as metal particles, leaves, branches, trash, dirt, pollution fallout, etc. If sealants were used in the installation, confirm that they are not deteriorating and continually maintaining their seal.
  - d. Check for damage incurred by vandalism, weather or other means and have any damage repaired by your installer or contractor. Documentation of the damage and repair must be kept to be provided to AV in the case of a future warranty claim.
3. Washing  
Mild solutions of detergents or household ammonia will aid in the removal of most dirt, and the following are recommended levels:
  - a. One cup of detergent (example - Tide®) which contains less than 0.5% phosphate, dissolved into five gallons of warm water. (NOTE: The use of detergents containing greater than 0.5% phosphate is not recommended for use in general cleaning of building panels. NEVER BLEND CLEANSERS AND BLEACH.)
  - b. One cup of household ammonia dissolved into five gallons of water (at room temperature).

Using either solution and working from the top to the bottom of panels, use a well-soaked cloth, sponge, brush (with very soft bristles) or low-pressure spray washer to clean the surface. Application should be gentle to prevent damage. The use of scouring powders or industrial solvents, could damage the surface and if used will void the warranty. Solvent-containing cleaners, such as Fantastic®, are very effective and can be used without concern. The surface should be thoroughly rinsed with clean water after cleaning to remove traces of detergent.





All exposed metal areas, such as scratches, are susceptible to rust and should be spot-painted with touch-up paint. Raw edges in breaking surf can be further maintained by applying a marine grade coloured or clear paint. Although the warranty does not extend to areas of breaking surf or heavy industrial fallout, this technique will likely ensure the product maintains its consistency throughout its life-cycle.

Other areas exposed to lighter salt need a tri-annual cleaning to remove accumulations of wind-borne salty deposits. These salty deposits are readily removed by a gentle hosing with clean water. The regular cleaning of surfaces by hosing or light pressure washing will help prevent the settling of localized areas where accelerated corrosion might occur. Stringent documentation of the cleaning process, including before and after pictures, must be maintained to ensure the warranty can be honoured in the event of a future claim.

**ALL SERVICING OF THE PANEL SYSTEM, INCLUDING CLEANING AND REPAIR, MUST BE IN COMPLIANCE WITH THE ABOVE OR VOIDING OF ANY AND ALL WARRANTIES MAY OCCUR.**