



10 YEARS

WARRANTY  
CONDITIONS

NEOLITH®

# STATEMENT OF WARRANTY FOR NEOLITH SINTERED COMPACT SURFACES INSTALLED ON BUILDING FACADES

This conventional, non-transferable and limited warranty:

- Is granted to the original buyer of the product who has received it straight from TheSize Surfaces S.L. (hereinafter, "TheSize") for Neolith sintered compact surfaces, in their Satin, Silk and Riverwashed finishes, when used for the cladding and decoration of building facades.
- Covers, for a period of 10 years as from the date of purchase (which must be shown with the sales invoice issued to the buyer by the manufacturer).

And guarantees that these Neolith products, reinforced with fibre glass and presented in maximum sizes and thicknesses that are set out in the table below (hereinafter, the "Products"), meet the physical-mechanical specifications that are also stated:

FEATURES	TESTING METHOD	3600 X 1200 mm			3200 x 1500 mm	
THICKNESS (mm)	-	6+	3+3	6+3	6+	12+
WEIGHT (Kg)	-	66	72	102	85	143
WATER ABSORPTION	ISO 10545-3	<0,1%				
IMPACT RESISTANCE *	ISO 10545-5	0,8 (1)				
LINEAR THERMAL EXPANSION	ISO 10545-8	5,2 - 6,3.10-6 °C-1				
THERMAL SHOCK RESISTANCE	ISO 10545-9	No visible defects				
MOISTURE EXPANSION (mm/m)	ISO 10545-10	≤0,1				
FROST RESISTANCE	ISO 10545-12	No visible defects				
CHEMICAL RESISTANCE	ISO 10545-13	UHA				
STAIN RESISTANCE	ISO 10545-14	Class 5				
FIRE RESITANCE	DIN EN 13823	Neolith: A1 Neolith+: A2-s1, d0				
UV RESISTANCE	DIN 51094	No alteration				

### Technical Features of Neolith

\* Value described above refers to the material used on flooring applications. The different façade fastening systems may give different results.

This warranty issued by TheSize in compliance with the provisions of Spanish law, expressly excludes any claim on the part of buyers who have not received the product directly from the manufacturer, TheSize, or if the Product has been used for other purposes different from those expressly covered by this warranty.

In the case of visible defects, the claim should be submitted before the Product is installed, within a time limit of not more than the 30 days following its receipt by the buyer.

Since the Product is produced from natural raw materials (clays, feldspars, etc...) creating collections that develop both in technical and aestehic terms in the course of time, TheSize gives its undertaking, for the whole period of the warranty and whenever necessary, to replace the Product that may show failures/defects attributable to the loss of the physical-mechannical specifications stated in the foregoing technical data sheet for another, which, at its entire discretion, it may consider similar on account of its type, thickness, dimensions, specifications and colour to that being replaced. The replacement Product shall be selected from among those available and those that are being produced at the time when the replacement becomes necessary. TheSize, therefore, dors not guarantee a perfect match between the replacement Product and the original declared defective and shall under no circumstance be responsible for variations in colour, type, thickness and, in general, for variations in finish or appearance that may, as a result, be noted after its installation.

The claim and replacement shall be settled in a reasonable period of time, as determined by TheSize in accordance with the imperfections and defects found in the Products needing to be replaced.

This conventional and limited warranty excludes coverage of the costs relating to the removal of the defective Product, preparation and installation of the new one, restoration jobs, when so required, and in general, all other expenses or indemnification paymentys due to direct and indirect expenses or consequent damage, compensation, damages or loss of income, even if stemming from inability to have access to the building or interruption of normal activities in the building where the Product was installed.

The cleaning and unkeep of the Product in accordance with the instructions in the maintenance (downloadable at Web [www.thesize.es](http://www.thesize.es)) is considered an integral part and an essential prerequisite for the activation of this warranty. Accordingly, this warranty does not cover claims for damages as a result of the cleaning and unkeep carried out in a manner different from those specified in the afore-mentioned manual.

TheSize is only responsible for the structural or manufacturing defects of the Product, so it accepts no liability for any defect in the Product as a result of its preparation or installation. This warranty, therefore, does not cover aesthetic discrepancies in the Product installed, nor those defects due to faults that could stem from post-production activities, such as:

- Dispatch and handling;
- Any activity connected with preparation, drilling, cutting and installation of the Product, with the fastening of the anchoring systems selected by the installers, or with the finishing and polishing of the edges;
- Joints or pairing of the Product with other materials with different thermal dimensional variations, such as those resulting from weather, humidity and environmental condition.

TheSize offers this conventional and limited warranty only for Products that have not been subject to preparation or installation activities, as mentioned above, and it therefore does not extend to lateral surfaces, corners and the edges formed when these activities are carried out.



## EXCLUSIONS FROM THE 10-YEAR WARRANTY FOR THE INSTALLATION OF NEOLITH IN BUILDING FACADES

This warranty does not cover, even if they are not attributable to the Buyer:

1. Differences in colour between the sample at the time of placing the order and the product delivered;
2. Defects arising as a result of subjecting the Product to abusive physical, chemical or mechanical actions;
3. Improper preparation of the place where the Product is installed or subject to incorrect maintenance of this place;
4. Use of the Product on flat and deck roofs, floors or other areas intended for the transit of persons or machinery;
5. Not abiding by the technical specifications for which the Product was designed and using it in an abnormal way and/or in conditions that surpass the tolerance and strength limits stated in the foregoing physical-mechanical specifications set out in this guarantee;
6. Defects caused by faulty sizing or substandard performance of the structures bearing the Product or by events connected directly or indirectly with the installation and construction of infrastructure items, frames and anchorage systems;

7. Damage caused directly or indirectly to persons, things and animals as a result of inappropriate behaviour, such as those actions expressly not covered hereby;

In order to take advantage of the rights of this warranty, it is the Buyer's responsibility to notify TheSize of the defect in the Product, by registered post with acknowledgement of receipt, at the following address: [neolith\\_facade\\_warranty@thesize.es](mailto:neolith_facade_warranty@thesize.es), within the thirty days following the appearance of the defect in the Product. The request should be accompanied by a copy of the sales invoice issued by TheSize, where it clearly states the date of purchase and the identification details of the defective Product. These original documents should be shown to the TheSize personnel in the event of intervention.

The present guarantee is offered to the original buyer and may not be transferred by him to a third party under any agreement without the permission of TheSize.

The present guarantee is governed by and shall be constructed in compliance with Spanish laws. Any dispute that might arise from or in relation to this warranty shall be submitted to the sole jurisdiction of a Spanish magistrate and the Courts of Castellón.

