

## Vistelle Ten Year Limited Warranty

Vistelle panels are manufactured and designed as a decorative finish for indoor use only. Vistelle is designed to be attached on to a solid wall or structure in accordance with local building regulations and the **Vistelle Installation Guide**. Vistelle is not suitable for backlighting or for use as a structural building element.

The Vistelle warranty covers faulty materials and workmanship only for a period of ten years from the date of sale by Oakmoore Pty Ltd subject to the terms, conditions and exclusions contained within this warranty document.

Should a valid warranty claim be made, Oakmoore Pty Ltd will provide replacement panels and/or a refund based on 100% of the original purchase price for the first two years and then a reducing value of the original purchase price of 10% per year after the first two years.

In the event of a valid warranty claim, Oakmoore Pty Ltd will supply replacement panels of equal value and compensate the purchaser (if requested) to a limit of \$200 AUD, for any fabrication, installation or transportation costs incurred for the replacement of the faulty panel. Oakmoore Pty Ltd accepts no other liability, consequential loss or damages of any kind related to a valid warranty claim.

### Usage Behind Cooktops

Please refer to the **Vistelle Installation Guide** available on [vistelle.com](http://vistelle.com) for detailed instructions. Vistelle is not suitable for use as a wall finish behind gas cooktops.

Vistelle can be used as a splashback wall finish behind electric and induction cooktops with a minimum clearance of 50mm between the rear edge of the cooktop and the face of the Vistelle panel in its installed position.

### Colour Change

Within ten years of the date of sale by Oakmoore Pty Ltd, Vistelle installed indoors will not change colour beyond a Delta E of 5 measured by reflection from the clear side of the panel.

### Warranty Exclusions

The Vistelle warranty specifically excludes the following claims:

- damage by abrasion of any kind
- damage by impact of any kind
- poor handling, incorrect fabrication or installation techniques
- use of inappropriate cleaning agents or methods (refer to '*Recommended Cleaning Procedure*' in this document)
- surface damage of any kind from cookware or cooking utensils
- exposure to aggressive chemicals of any kind.

### Validation of a Claim

For a warranty claim to be validated the affected panel may be required to be returned to Oakmoore Pty Ltd at *40 Machinery Street, Darra, QLD 4076, Australia* for evaluation.

### Warranty Case

Warranty claims shall only be considered if the following conditions have been met:

- a) It can be proven that the panels have been used as set out in this warranty and that the panels have been installed as set out in the Vistelle Installation Guide.
- b) The claim is made immediately upon the detection of a defect in the panel.
- c) The invoice from the supplier of the Vistelle panel can be produced. The invoice should show the purchase date, and the supplier's name, address and details.

To the extent permitted by law this written warranty for Vistelle is in lieu of all other warranties and conditions (express or implied) including without limitation, any written or verbal statement or representation.

Oakmoore Pty Ltd shall, to the extent permitted by law, not be liable for any damages arising out of the use or application of Vistelle panel, nor shall Oakmoore Pty Ltd be liable for any amount greater than the original invoice value for the Vistelle panel.

This warranty represents, to the extent permitted by law, the purchaser's sole and exclusive recourse.

### Recommended Cleaning Procedure

Vistelle panels should be cleaned regularly. A regular cleaning program will reduce the effects of ageing but will not eliminate them.

#### Cleaning Steps:

1. Using a soft microfibre cloth or soft sponge, lightly wash the panels with lukewarm water and mild detergent only.
2. Do not scrub or use brushes, scourers or harsh instruments at any time. Vistelle panels are not scratchproof.
3. Rinse off the panel with clean lukewarm water.
4. Dry with a soft clean microfibre cloth to prevent water spotting.
5. Do not clean in direct sunlight.



**MADE IN AUSTRALIA**

Oakmoore Pty Ltd | ABN: 13 056 159 570