

10-YEAR LIMITED RESIDENTIAL WARRANTY FOR NATURAL SURFACE

Lian Hin Pte Ltd (herein referred to as “the Warrantor”) guarantees CANDEO’ natural surface products against manufacturing defects for a period of TEN (10) years as of the date of installation. All decisions regarding this warranty are at the sole discretion of the Warrantor. Natural surface(s) in this warranty are referring to Granite, Quartzite and Marble.

CANDEO’ natural surface product is warranted if it fails due to any manufacturing defect when fabricated and installed by an authorized Fabricator/Installer from the Warrantor or its related companies.

This warranty applies solely to the repair or replacement of the failed CANDEO’ natural surface product that has been permanently installed in the residence as per the address of installation stated in the online warranty registration form.

WARRANTY TERMS AND CONDITIONS

1. This warranty applies to product that was installed after 1st October 2021.
2. The warranty runs for ten (10) years from the original date of installation / date of completion of the original installation of CANDEO’ natural surface product (whichever is later).
3. This warranty solely covers CANDEO’ natural surface that have been permanently installed in the interior of single-family residences for countertop usage only. The warranty will be void if the installation has been moved from its original position.
4. This warranty applies only to CANDEO’ natural surface and does not apply to any other products, including other natural surfacing products manufactured or supplied by any other party, except Lian Hin Pte Ltd.
5. Lian Hin Pte Ltd will, at its sole discretion, decide to repair or replace CANDEO’ natural surface material if the material fails due to a manufacturing defect. Lian Hin Pte Ltd will repair or replace any area of the installation that the Company at its absolute discretion determines to be defective. While Lian Hin Pte Ltd will seek to obtain the best possible result (for repair or replacement), exact color match will not be guaranteed.

6. While Lian Hin Pte Ltd's obligation under this warranty is limited solely to the repair or replacement of the natural surface product under CANDEO covered by this warranty (including necessary labor charges needed to repair, remove or replace the product), the Company will, to a reasonable extent, bear the cost of the electrical disconnection and reconnection and simple plumbing charges that Lian Hin Pte Ltd determines to be necessary.

EXCLUSIONS

1. This warranty does not cover any residence where the owner is not the occupant.
2. This warranty excludes all defects arising from poor fabrication and installation workmanship. The Fabricator/Installer reserved the rights to decide on the edge profiling, hole openings, silicone seams, seam adhesives, seam performance and appearance using colour coordinated seam adhesive, and thus these are not covered by this warranty.
3. This warranty does not apply to other installations of CANDEO' natural surface including, without limitation, flooring, installations in boats or recreational vehicles, shower walls, or outdoor uses.
4. This warranty does not cover use for any commercial purposes, which includes but is not limited to, use in an office, use in a store, rental properties or any other place of business.
5. Color samples provided to interior designers/contractors, consumers (owners), dealers and fabricators are only representative and not an exact replication of what will be installed. If during or after the installation, the interior designer/contractor/owner decides that he/she does not like the design, colour, finishing selected or other opinions based on personal preference, such a decision is not covered under this warranty.
6. This warranty does not cover materials and/or services that have not been paid in full.
7. The following are not covered under this warranty:
 - a. Additional modifications and costs associated with or arising out of the repair or replacement. Such costs incurred include (but are not limited to) removal of storage cabinets to allow for repair or replacement of CANDEO' natural surface product, repairs to wall surfaces, paint, wallpaper, tiles as well as costs incurred to enable access to plumbing and electrical connections.
 - b. Natural disasters, damage caused by interaction with other products or any other cause that is beyond the control of the Warrantor.

- c. Any chemical damage, or any creative use of the material including bending or curving.
- d. Any chips or cracks that are a result of “dry” cutting or polishing. Chips or cracks that are a result of not following the minimum requirements for edge details are also not covered under this warranty.
- e. Any defects that were visible at the time of fabrication and were not avoided during fabrication. This is because the authorized Fabricator/Installer from Lian Hin Pte Ltd are required to perform a visual inspection of all materials prior to fabrication and again prior to installation.
- f. Altering of any factory applied finish. Only colors and finishing listed as available in our brochure, sample catalogue, or on our website are eligible under this warranty.
- g. Improper use or abuse, includes but is not limited to, damage from excessive heat, damage from mishandling of the product, physical or chemical abuse and damage from improper care and maintenance or uneven exposure to weather conditions.
- h. Installation of sinks, securing mechanical fasteners directly onto the material, any failures due to inadequate support for the installation. This includes overhangs in excess of the recommendations provided by the Warrantor which are inadequately supported.
- i. Material that has been milled or reduced in thickness more than the recommendations provided by the Warrantor.
- j. Mitered edges where the joint is not cut correctly.
- k. Routine maintenance, including but not limited to, minor conditions such as removing stains and water spots by following the techniques specified in the CANDEO Natural Surface Care & Maintenance Guide (refer to page 6), which is also available at www.lianhin.com.
- l. Seam separation or other excessive impact damage in the product. Two common reasons for seam separation (or cracking) after the product installation, are the shifting or movement of the cabinets or foundation, substrate, and thermal shock caused by leaving hot pan, etc. on the countertop for more than a brief period. Please always use trivets or hot pads. These issues are not covered under the warranty as they are subject to proper care and maintenance by the owner.
- m. Scratches. CANDEO' natural surface is scratch resistant but not scratch proof. Proper care must be exercised including use of a cutting board as part of care and maintenance.

- n. Temporary marks on the surface including but not limited to metal marks, fingerprints or smudges or other temporary marks made by household utensils.
- o. Spots or blemishes that are no bigger than that of a ten (10) cent piece, since certain level of spots or blemishes are inherent in natural surfaces and do not affect the structural integrity of the material.
- p. Natural surfaces are subject to veining and slight variances including but not limited to colour variances or changes, shade, particle structure, surface irregularities, gloss level or other variances that naturally occur in the surface. There might be potential natural colour changes, markings occurring in the natural surface from natural oxidation of the surface or spots from chemical abuse.

SPECIFIC WARRANTY INFORMATION CONCERNING NATURAL FINISHED PRODUCTS UNDER CANDEO

CANDEO' natural surface finished products in the form of three-dimensional surfaces, such as kitchen sinks, vanity basins, toilets and shower trays are under warranty against manufacturing defects of the product for a period of FIVE (5) YEARS, all under the terms, conditions and limitations described for all other CANDEO' natural surface products.

HOW TO REGISTER & ACTIVATE YOUR WARRANTY

1. Please register the warranty online at <https://lianhin.com/customer-service/warranty-registration/> to furnish all necessary information required for warranty activation and request for service in future.
2. The interior designer/contractor/owner requesting to activate the warranty and request for service, must agree to cooperate with Lian Hin Pte Ltd in the inspection of the product and assist us in efforts to perform our obligations under this warranty.

NOTE

1. This warranty applies only to materials that have been maintained according to the CANDEO Natural Surface Care & Maintenance Guide (refer to page 6), which is also available at www.lianhin.com.
2. During the 10-year warranty period, this warranty may be transferred to a new owner provided the latter writes and furnishes all necessary details to Lian Hin Pte Ltd to register the installation under the new owner's name. Upon Lian Hin Pte Ltd's approval, the new owner will receive a pro-rated 10-year limited warranty, which is pro-rated from the original date of installation. The transferred warranty will not exceed the ten-year period from the date of the original installation. Lian Hin Pte Ltd reserves all rights to agree or disagree to such transfers.

3. Lian Hin Pte Ltd is not responsible for damage or injury caused in whole or in part by acts of God, job site conditions, and architectural/engineering design, and structural movement, acts of vandalism or accidents.
4. Lian Hin Pte Ltd shall not be responsible in either contract or tort for any loss of direct, indirect, consequential, incidental, special, exemplary, or punitive damages arising out of the use or the inability to use the products covered by this warranty.
5. No representative, dealer, salesperson, distributor, fabricator or any other person is authorized to make any warranty or promises on behalf of Lian Hin Pte Ltd with respect to CANDEO' natural surface.
6. Except as expressly set forth above, no other warranties are made with respect to CANDEO and Lian Hin Pte Ltd. No terms and conditions other than those stated herein or provided by law, and no agreement or understanding, oral or written, in any way purporting to modify this warranty shall be binding upon CANDEO and Lian Hin Pte Ltd unless made in writing and signed by an authorized employee of Lian Hin Pte Ltd.
7. This warranty shall be governed by and construed in accordance with the laws of Singapore.



NATURAL SURFACE CARE AND MAINTENANCE GUIDE



1. To ensure that **CANDEO's** natural surface remains in perfect condition for decades to come, try cleaning the natural surface daily with a soft cloth or sponge, warm water and a few drops of mild dish detergent. Doing so would keep the surface polished and preserve its natural glow.



2. As natural surfaces are porous, we recommend sealing to be done prior to use. Do clean a stain as soon as possible so that it does not stay on that particular spot for too long, causing a permanent repercussion effect.



3. **CANDEO's** natural surface like granite, quartzite and marble are heat and fire resistant. However, to prevent possible damage, avoid sudden and rapid temperature, direct contact with flame, radiations as well as placement near objects with extremely high temperatures. We recommend using hot pads or trivets should any hot object be put on the top.



4. Do not use regular household cleaners such as glass cleaner, bleach or any other abrasive chemical on your natural surface.

The acidity and other chemicals contained in these products will degrade the sealer and can etch the surface leaving it more vulnerable to staining.