

~ Terra Lana 50 year Warranty ~



1. **WARRANTY APPLICATION:** Terra Lana Products Ltd warrants that Terra Lana Insulation (the Product) is fit for the purpose of insulating ceilings, walls and under floors according to the products' stated purpose.
2. **WARRANTY COVERAGE:** The Terra Lana warranty applies only to the original purchaser of the product (The Purchaser) to the extent that:
 - a. The Product has no manufacturing defects apparent for a period of 50 years, from the date of it's original purchase
 - b. The product can be expected to maintain its thermal insulation properties for a period of 50 years from the date of purchase.
3. **CONDITIONS OF WARRANTY:** Terra Lana's liability to the purchaser under this warranty shall be subject to the following terms and conditions:
 - a. The product must have been properly installed in accordance with Terra Lana Installation instructions, used for its intended purpose, and maintained in dry conditions
 - b. In the event of a breach of this warranty Terra Lana may at its sole discretion offer a full refund of the purchase price of the product rather than repairing or rectifying the defective product
 - c. The product must have been kept dry through both transport and storage and must not have been compressed.
 - d. The claimant must provide written proof of purchase and make a written claim either within 30 days after the defect would have become reasonably apparent and before carrying out any remediation of the defect or, if the defect was reasonably apparent prior to installation, then the claim must be made prior to installation. The claimant must provide details of the installer.
 - e. This warranty does not apply where the product has been used in any manner not in accordance with the relevant Terra Lana literature current at the time of installation and under normal conditions of dry internal use, nor the reuse of the product after its initial installation
 - f. Before commencing any remediation of the defective insulation the purchaser must allow Terra Lana (if requested) access to inspect the defective material.
 - g. This warranty applies only to the purchaser and does not transfer to any subsequent owner of the property in which the product has been installed.
4. **EXCLUSIONS:** Terra Lana will have no liability under this Warranty for damage or defects resulting from:
 - a. Improper shipping, handling, storage or installation of the product
 - b. Carelessness, mishandling or mistreatment
 - c. Lack of maintenance
 - d. Growth of fungi, mould, bacteria, mildew
 - e. Infestation or pestilence
 - f. Acts of God including but not limited to earthquakes, cyclones, floods or other severe weather conditions or unusual climatic conditions.
5. **EXCLUSION OF CONSEQUENTIAL AND INCIDENTAL DAMAGES:** Under this warranty Terra Lana shall not be liable for any incidental or consequential damages arising from the failure or use of insulation. Any monetary compensation is limited to the purchase price of the insulation.

Nothing in this document shall exclude or modify any legal rights a customer may have under the Consumer Guarantees Act or otherwise which cannot be excluded or modified at law.



TERRA LANA PRODUCT TECHNICAL STATEMENT

DESCRIPTION

Terra Lana Wool Insulation is a wool and polyester fibre blend thermal insulation for use in ceilings, walls and under floors of buildings.

SCOPE

Terra Lana Wool Insulation has been appraised as a thermal insulation material for ceilings, walls and under floors of buildings within the following scope:

Framed or part framed domestic and commercial buildings where the insulation remains dry and serviceable.

New Zealand Building Code (NZBC)

In the opinion of BRANZ, Terra Lana Wool Insulation if designed, used, installed and maintained in accordance with the statements and conditions of our BRANZ Appraisal No. 682 (2010), will meet or contribute to meeting the following provisions of the NZBC:

Clause B2 Durability: Performance B2.3.1(a) not less than 50 years and B2.3.1(b) 15 years and B2.3.2. Terra Lana Wool Insulation will meet these requirements.

Clause E3 Internal Moisture: Performance E3.3.1. Terra Lana Wool Insulation will contribute to meeting this requirement.

Clause F2 Hazardous Building Materials: Performance F2.3.1: Terra Lana Wool Insulation meets this requirement and will not present a health hazard to people.

Clause H1 Energy Efficiency: Performance H1.3.2.(e) Terra Lana Wool Insulation will contribute to meeting these requirements. Terra Lana Wool Insulation has been appraised as an ACCEPTABLE SOLUTION in terms of New Zealand Building Code compliance. Terra Lana Wool Insulation thermal resistance (R-value) has been determined by testing to AS/NZS 4859.1 which is an acceptable method.

OTHER CONDITIONS OR LIMITATIONS

Terra Lana Wool Insulation must be installed in accordance with the manufacturers Technical Literature and NZS 4246:2006: Energy Efficiency – Installing Insulation in Residential Buildings, to meet the stated thermal performance rating of the insulation.

TECHNICAL LITERATURE

For a copy of the Technical Literature please contact Terra Lana Products Ltd.

CONSENTING INSTRUCTIONS

Do not base consent applications on a Product Technical Statement (PTS). Always refer to the supporting verification documentation BRANZ Appraisal No 682 (2010) Terra Lana Wool Insulation.

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