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## **SQ Solutions Limited 5 Year Warranty Effective March 2025**

SQ Solutions, LLC, a Minnesota limited liability corporation (“SQ Solutions”), is a distributor of Architectural Fusion products manufactured in Japan and Korea, including but not limited to Products manufactured by Reatec, LX Benif, Belbien, Di-Noc, Altyno, and other manufacturers (each is a “Product” and collectively the “Products”). SQ Solutions warrants to the purchaser that the Products have been manufactured free from defects in material and workmanship and will remain free from such defects for a period of five (5) years from the date of installation by an SQ Solutions Certified Installer. It shall be the obligation of the purchaser to perform such maintenance as is recommended for the applicable Product. Refer to SQ Solutions’ “Cleaning and Maintenance” document for details.

This limited warranty is not applicable to Products experiencing:

- Damage or abuse of any kind, whether intentional or unintentional.
- Abnormal conditions such as floods, fires, or other Acts of God.
- Conditions where the purchaser’s substrate(s) swells, expands, contracts, or shifts, thus causing the Product to fail in any manner.
- Product failure due to application of Products designated for interior use in an exterior location.
  - Products designed for exterior use shall be subject to the manufacturer’s warranty applicable to such Products.

The limited warranty shall be specifically applicable to Products experiencing any of the following conditions:

- Reduced gloss, decomposition, clouding, tackiness, crazing, and non-substrate related bubbling, swelling, or cracking.

Warranty claims are only applicable to Products installed within twelve (12) months from the time the Products become in physical possession of SQ Solutions. All installations must be performed by a SQ Solutions Certified Installer, on an approved surface, to ensure satisfactory application. SQ Solutions does not warranty any installation that is not performed by an SQ Solutions Certified Installer. The installation will be warranted for a period of five (5) years from the date of installation. This warranty is not assignable and extends only to the original purchasers who are owners of the Product at the time of installation.

If Products are to be installed direct to Gypsum Board (aka Drywall):

- A Level 5 finish must be met per ASTM C840.
- The completed Level 5 finish must then be primed and painted following SQ Solutions’ “Gypsum Board Surface Prep Requirements” located at [www.surfacequest.com/resources](http://www.surfacequest.com/resources).
- The primed and painted finish must fully cure for 72+ hours. Once fully cured, an adhesion test must be performed to ensure that the final paint finish does not flake or delaminate from the substrate prior to Products being installed.
- Products will be installed with 3/4” overlap seams.
- Products applied to Gypsum Board are also not field repairable once installed.

In the event of Product defects arising during the term of the warranty which are not attributable to faulty installation, improper or inadequate maintenance, abuse, damage, or abnormal conditions, SQ Solutions will replace the defective Product with a comparable Product at no cost to the purchaser, with SQ Solutions to pay the cost of shipping and the purchaser to be responsible for all costs associated with mobilization and installation labor.

Because of the strong adhesive required to install Products, removal of Products may cause damage to the original substrate. Under no circumstances shall SQ Solutions be liable for any damages, including incidental and consequential damages, resulting from the removal of Products.

This limited warranty is in lieu of all other warranties, express or implied, written or oral, including any warranty of merchantability or fitness for a particular purpose, and shall constitute the sole and exclusive remedy of a purchaser regarding claims, losses, damages, or expenses incurred by a purchaser related to the Products. All warranty claims must be filed, in writing, with SQ Solutions promptly after the event or condition giving rise to such claim and in no event later than the applicable period set forth above regarding the Product.

