



10-YEAR LIMITED WARRANTY FOR RESIDENCES

Lian Hin Pte Ltd (herein referred to as “the Warrantor”) guarantees VULCAN 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.

A VULCAN 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 VULCAN product that has been permanently installed in the residence as per the address of installation stated in the VULCAN Warranty Form.

WARRANTY TERMS AND CONDITIONS

1. This warranty applies to VULCAN products installed after 1 November 2018.
2. The warranty runs for ten (10) years from the original date of installation / date of completion of the original installation of the VULCAN product (whichever is later).
3. This warranty solely covers VULCAN products 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 VULCAN products and does not apply to any other products, including other surfacing products manufactured or supplied by any other party, except the Warrantor.
5. The Warrantor will, at its sole discretion, decide to repair or replace the VULCAN product in the event that the material fails due to a manufacturing defect. The Warrantor will repair or replace any area of the installation that the Warrantor at its absolute discretion determines to be defective. While the Warrantor will seek to obtain the best possible result (for repair or replacement), exact color match will not be guaranteed.

6. While the Warrantor's obligation under this warranty is limited solely to the repair or replacement of the VULCAN product covered by this warranty (including necessary labor charges needed to repair, remove or replace the product), the Warrantor will, to a reasonable extent, bear the cost of the electrical disconnection and reconnection and simple plumbing charges that the Warrantor 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 VULCAN product including, without limitation, flooring, installations in boats or recreational vehicles and shower walls.
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 colour or finishing selected, 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 the VULCAN 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 cracks that are a result of “dry” cutting or polishing, as well as cracks developed in the tops after installation are not considered faulty material. These are a result of not following the minimum requirements for edge details and hence not covered under this warranty.
- e. Chipping. This is not the result of faulty material but the consequence of rubbing or knocking objects on the edges of the bench top surface.
- f. Any defects that were visible at the time of fabrication and were not avoided during fabrication. This is because the authorized Fabricator/Installer from the Warrantor or its related companies are required to perform a visual inspection of all materials prior to fabrication and again prior to installation.
- g. Altering of any factory applied finish. Only colors listed as available in our brochure, sample catalogue, or on our website as “honed” are eligible under this warranty.
- h. Improper use or abuse, includes but is not limited to, damage from improper care and maintenance.
- i. 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 VULCAN which are inadequately supported.
- j. Material that has been milled or reduced in thickness.
- k. Mitered edges where the joint is not cut correctly.
- l. Routine maintenance, including but not limited to, minor conditions such as removing stains and water spots by following the techniques specified in the [VULCAN Care & Maintenance Guide](#) (page 6), which is available at www.vulcansurfaces.com.
- m. 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.
- n. 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 the manufacturing process and do not affect the structural integrity of the material.

- o. Staining and scratches. VULCAN is stain resistant and scratch resistant but not stain proof and scratch proof. Proper care must be exercised including proper cleaning, and the use of a cutting board as part of care and maintenance.

SPECIFIC WARRANTY INFORMATION CONCERNING FINISHED PRODUCTS UNDER VULCAN

VULCAN 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 VULCAN products.

HOW TO REQUEST FOR SERVICE UNDER THIS WARRANTY

1. For interior designers/contractors acting on behalf of their customers (owners), please contact the sales representative from the Warrantor who served you for your purchase/installation.
2. For owners who purchased VULCAN directly from the Warrantor, please contact the company directly at +65 6294 6801.
3. Kindly note that the request for service should be done within thirty (30) days of the failure of VULCAN product.
4. When requesting for service, the interior designer, contractor or owner is to ensure the completion of the VULCAN Warranty Form, facilitating all necessary information for the service.
5. The party requesting for the service should provide proof of purchase in the form of a copy of your original receipt or invoice showing the type of product, model and colour, date of installation, address of installation, invoice/receipt number.
6. The interior designer/contractor/owner requesting for service, must agree to cooperate with the Warrantor 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 VULCAN Care & Maintenance Guide (refer to page 6), which is also available at www.vulcansurfaces.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 the Warrantor to register the installation under the new owner's name. Upon the Warrantor'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. The Warrantor reserves all rights to agree or disagree to such transfers.
3. The Warrantor 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. The Warrantor 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 the Warrantor with respect to VULCAN product.
6. Except as expressly set forth above, no other warranties are made with respect to VULCAN and the Warrantor. 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 VULCAN and the Warrantor unless made in writing and signed by an authorized employee of the Warrantor.
7. This warranty shall be governed by and construed in accordance with the laws of Singapore.



CARE AND MAINTENANCE GUIDE

“**VULCAN 10-Year Limited Warranty for Residences**” applies to products that have been maintained according to this VULCAN Care and Maintenance Guide:

1. Use a soft microfiber cloth to dust off the VULCAN product.
2. Use a damp cloth (lightly dipped in neutral soap and water) when needed.
3. VULCAN products should not be polished.
4. Even though VULCAN products are scratch resistant, avoid using ceramic knives directly on the surface. It is recommended to use cutting boards.
5. Avoid using metal sponges or abrasive cleaners.
6. Avoid direct contact with flame, radiations and placement near objects with extremely high temperatures.
7. Avoid sudden & rapid temperature changes even though VULCAN may be heat resistant. Use hot pads or trivets should any hot object be put on the top. Damage from excessive heat relates to issue of proper care and maintenance of the product and is not covered by this warranty.