

Hanex[®]
Solid Surfaces



Limited 10-year warranty for Hanex[®]

Hanwha L&G Europe GmbH expressly warrants that it will repair or replace this product, free of charge, if it fails due to any manufacturing defect during the first 10 years after initial installation. If it is determined by Hanwha L&G Europe GmbH or its authorized warranty service agent that a defect in the material is identified within the ten year period, Hanwha L&G Europe GmbH will, at its sole option, repair or replace the defective Hanex[®] sheets in accordance with the following warranty provisions and exclusions.

Hanwha's authorized agents must be permitted sufficient time and opportunity to inspect the Product(s), evaluate and respond to any claim. All decisions regarding the existence of manufacturing defects or affecting this Warranty shall be made by Hanwha and shall be final and binding upon all parties.

The ten year limited warranty applies to Hanex[®] Solid Surface materials which is stored, handled, fabricated, and installed in the manner recommended by the Hanex[®] Solid Surfaces Fabrication Guide. Damage due to improper fabrication or installation is the responsibility of the fabricator/installer.

Minor variances and differences in colour, pattern - usual in the sector or technically unavoidable - shall not be regarded as a shortcoming.

Only a specific product range of Hanex[®] is suitable for outdoor application. This warranty is expressly limited to the from Hanwha L&G Europe GmbH approved range of products.

Hanex[®]
Solid Surfaces



Warranty exclusion

1. Products and/or materials that have not been paid in full
2. Failure to comply with Hanwha's recommended storage, handling, fabrication and installation and care & maintenance guidelines
3. Damage caused by accidents, abuse, and/or misuse
4. Damage caused by natural or environmental disasters or through vandalism or war-related influences
5. Improper workmanship of Fabrication and/or Installation
6. Exposure to Extreme Heat; a Trivet is always recommend for the use of your Hanex Solid Surfaces
7. Installed Hanex Solid Surfaces that is removed from their original place of installation or alteration/repair performed on product by one other than Certified Hanex Solid Surface Fabricator/Installer
8. Product(s) installed in any outdoor application without the required authorisation of Hanwha L&G Europe GmbH
9. Color Variation from Samples
10. Failure caused by inadequate support or structural movement
11. Exposure to harsh or corrosive chemicals and cleaners
12. Excessive weight placed on Hanex Solid Surfaces
13. Appearance of edges, joints or seams due to improper fabrication / installation. Appearance of grout and/or caulk is not covered under warranty
14. Supplemental repairs including, but not limited to, plumbing modifications, electrical, tile, cabinetry, flooring, backsplashes etc. that may be necessary to repair or replace the Hanex Solid Surface under this warranty
15. Minor conditions such as scratches, stains, water spots, and burns, which may be corrected by Hanex care & maintenance instructions / guidelines
16. No other warranties express or implied, are made, including merchantability or fitness for a particular purpose. Except as provided herein, Hanwha is not liable for any loss of direct, incidental, or consequential damages as a result of the inability to use Hanex