

VIXEN FRP

LIMITED THREE-YEAR WARRANTY FIBERGLASS REINFORCED PLASTIC

 **vixen** composites
An AIRXCEL Brand

Fibrosan® GRP Inc. a division of the Yücel Group is the manufacturer of FRP Panels (“Product”) sold by Vixen Composites, LLC (“Vixen Composites”), an authorized agent. Fibrosan warrants the Product will be free of defects in material and workmanship including, but not limited to, free of exposed fibers, will not rust, rot, corrode, or require painting or refinishing (with the exception of normal pigmentation change caused by UV or sunlight degradation), except for those items excluded from coverage as set forth below. Limited warranty coverage ends three (3) years after the date of purchase of the Product or after the odometer reaches 20,000 miles if the Product is installed in a motorized recreational vehicle, whichever occurs first. This warranty is transferable, and any warranty claims must be brought by the present owner of the Product in the United States (“Owner”). All aspects of this limited warranty will be administered by Vixen Composites.

USE WITHIN THESE GUIDELINES TO BE WARRANTABLE

Fibrosan® recommends that the moisture content of lauan substrate be not greater than 12% at the time of lamination and that the glue coverage between the Product and substrate be 100% coverage at the weight and thickness recommended by the adhesive manufacturer. Prior to the lamination the Product must be free of dust, moisture, or particulates prior to lamination. Fibrosan® will not be responsible for any loss resulting from sub-standard lamination processes.

CARE AND MAINTENANCE GUIDE

Wash regularly with liquid, nonabrasive cleaners designed for use on fiberglass gel coat surfaces used in industries such as recreational vehicles, transit, marine, automotive, trucking or construction.

Fibrosan® limits the use of substrates to lauan plywood and approved synthetic alternatives. The use of any substrates not approved by Fibrosan® will void this limited warranty.

This limited warranty is void if the Product has been damaged by accident, unreasonable use, neglect, tampering or other causes not rising from defects in materials and workmanship.

This limited warranty also does not cover the following:

- a. Damage to the Product caused by vandalism, accident, or misuse, including direct impact to the Product or scoring of the Product which impairs the surface integrity.
- b. Defects caused by, or resulting from, lack of care and maintenance recommended by Fibrosan® and/or Vixen Composites.
- c. Delamination between the Product and substrate.
- d. Normal fading and discoloration of the Product caused by UV and chemical atmospheric conditions that are expected during the limited warranty period.
- e. Exposure to harmful chemicals or discoloration caused by glues, sealants, cleaner/polish, trim or other products installed on or near the Product.
- f. Failure of the gel-coat surface due to the use of improper cleaning agents.
- g. Any cracking of the Product finish through either improper Product installation or Product field performance when the application exceeded Fibrosan® minimum bend radius recommendation or other Fibrosan® application recommendations.
- h. The application of paint, decals or other similar treatments/ materials voids the limited warranty on the Product unless such application is approved in advance in writing by an authorized representative of Vixen Composites.
- i. Non-original recreation vehicle manufacturer installed parts.
- j. Surface blistering caused by water intrusion through the backside of the Product.
- k. Ant-trailing or worming caused by voids or gaps in lamination/ glue application or process.
- l. Failure of the Product due to flaws in the vehicle frame or abnormal use of the vehicle subjecting the Product to excessive wear and tear.
- m. Failure to follow Fibrosan® and Vixen Composites instructions or recommendations on use and installation or acts of God.

No agent, representative, or authorized seller of the Product has any express or implied authority to make any representation, promise, guarantee, or warranty, either verbal or written, that is in any manner different than the representations made in this limited warranty.

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There are no warranties which extend beyond those stated herein. ANY IMPLIED WARRANTIES THAT MAY BE APPLICABLE TO THE PRODUCT, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THIS LIMITED WARRANTY. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to all Owners.

UNDER NO CIRCUMSTANCES SHALL FIBROSAN OR VIXEN COMPOSITES BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES BASED UPON BREACH OF THIS LIMITED WARRANTY, BREACH OF CONTRACT OR STRICT LIABILITY. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to all Owners.

Owners of Product who wish to make a warranty claim based upon a Product defect should telephone Vixen Composites at (574) 970-1224 between the hours of 8 a.m. – 5 p.m. EST Monday through Friday. It is the Owner's responsibility to establish the warranty period with proof of purchase.

Pre-approval from Vixen Composites is required on all warranty claims before any repairs can be performed. It is the responsibility of the Owner to collect and maintain the following information which will be required on all warranty claims:

- a. Model and VIN number of unit
- b. Date of Production
- c. Proof of purchase date (Bill of Sale)
- d. Location of unit
- e. Owner Name
- f. Owner Phone Number
- g. Owner Email
- h. Color photos of issue
- i. Detailed description of issue
- j. Repair estimate

Once the information is received and approved, Vixen Composites will provide an authorization number. The authorization number must appear on all repair billing.

Vixen Composites will, at no charge, repair or replace a defective Product that is covered by this limited warranty or will refund the purchase price of the Product in the event Vixen Composites is unable to provide a replacement and repair is not commercially practicable or cannot be timely made. Labor charges for removal or replacement of the Product are the responsibility of the Owner.

This limited warranty gives Owners specific legal rights, and Owners may also have other rights which vary from state to state.

This limited warranty supersedes any warranty statements that may be printed in Product manuals or Product packaging with respect to purchases in the United States.

All specifications are based on the latest information at the time of publication. Vixen Composites assumes no responsibility for any error in type or print reproduction in this document. Vixen FRP is produced and warranted by Fibrosan®. The information contained herein is approved by Fibrosan®.

