



## 25 Year Limited System Warranty

### System Products

TIER® Nova Range, TIER® Mono Range, TIER® OPUS Range and TIER® ULTRA Range.

### Fixing Methods

TIER® MIS (Masonry Installation System) Adhesive and TIER® Mechanically Fixed Methods.

Use of suitable flexible sealant is required per BS 5385 Part 2:2015 for use in expansion joints, coves, corners, changes in plane and other joints or wherever tile or stone abuts dissimilar materials or restraining surfaces.

### Limited Warranty

Subject to conditions and limitations stated below, Trenao Limited warrants that the products listed above on this document will be free from any manufacturing defects and will not breakdown or deteriorate under normal conditions for a period of Twenty five years (25) from the date of purchase and when installed in accordance with the product written installation guidelines of Trenao Limited, industry standards and local building guidelines.

Note, this 25 year warranty will only apply when using the TIER Masonry products as listed before, onto suitable building structures of sufficient strength and construction sanctioned by qualified professionals to design such structures.

With regards to any installation over existing building structures such as timber, ceramic tiles, stone or the like, Tier products will qualify for a reduced warranty term of Fifteen years (15).

### Exclusions

Trenao Ltd is not responsible for workmanship not in accordance with the instructions of TIER Masonry Installation System data sheets and local industry standard guidelines and building regulations.

Data Sheets are subject to change without notice. For latest version please visit [www.tiernaturalstone.co.uk](http://www.tiernaturalstone.co.uk)

Cracking due to structural movement, excessive deflection or any other failure in the substrate is also not covered.

### Disclaimer

This limited warranty is given in lieu of any other warranty, expressed or implied. There are no warranties, expressed or implied, including warranties based on samples or oral statements, which extend beyond the description on the face of this document. Implied warranties of merchantability and of fitness for a particular purpose are excluded.

Trenao Ltd is not responsible for the workmanship not in accordance with the instructions of the TIER® Installation System data sheets and local industry standard guidelines and building regulations.

The warranty does not include any additional cost for labour, traveling, inconvenience, lost time, associated re-decoration and excludes all other indirect or consequential losses which may be claimed by any other party with regard to the affected area and its associated repair. This warranty does not effect consumers statutory rights.

**Note:** The warranty only covers defects with the actual products used

**Note:** Efflorescence is a normal condition of Portland cement mortars and is not a defective condition.

### No Assignment

This limited warranty is not transferable or assignable

### How to make a claim

To make a claim under this limited warranty, you must notify Trenao Limited in writing within thirty (30) days of the discovery of the alleged manufacturing defect. At the option of Trenao Limited you may be required, as a condition of this limited warranty, to provide proof of product purchase and use.

Address your claim to;

Trenao Limited 483 Green Lanes, London, N13 4BS

T: 0845 5442325

E: [technical@trenao.co.uk](mailto:technical@trenao.co.uk)

W: [www.trenaoco.uk](http://www.trenaoco.uk)

### Technical Information

Technical assistance and information is available by contacting Trenao Limited Technical Services or visiting the website.

**Trenao Limited**

483 Green Lanes, London, N13 4BS

T: 0845 5442325 | E: [technical@trenao.co.uk](mailto:technical@trenao.co.uk) | W: [www.trenao.co.uk](http://www.trenao.co.uk)

**trenao**

# **Trenao Limited - Manufacturer's Warranty**

At Natural Stone Supplies, we're proud to offer high-quality stone cladding and paving products that are built to last.

Many of our ranges include a 25-year manufacturer's warranty, giving you long-term confidence in the materials you choose.

Please note that this warranty is provided directly by the manufacturer, Trenao Limited ( Tier Cladding ) and is subject to their terms and conditions.

In the event that the manufacturer ceases trading, the warranty would no longer be enforceable.