

# TEKNION LIMITED LIFETIME WARRANTY

The Teknion Limited Lifetime Warranty is our commitment to the quality and craftsmanship of all of our products. Teknion will, at no cost to the original purchaser and for as long as the original purchaser owns a Teknion product, repair or replace with a comparable product, at Teknion's option, any part or product sold after December 31, 2021, which fails as a result of a defect in its design, materials or workmanship. For all purposes of this warranty the term "purchaser" is defined as the entity or individual acquiring a new Teknion product as the initial purchaser thereof either from Teknion or an authorized Teknion Dealer.

## Exceptions to this warranty include:

|   |                 |   |
|---|-----------------|---|
| <b>Systems, Desks, Storage, Screens</b>               | <b>10 years</b> | - Height-adjustable tables with the exception of hiSpace tables<br>- Glass including Tempered, Laminated and Back-painted Glass                                       |
|   | <b>5 years</b>  | - All products with fabric<br>- hiSpace Height-adjustable tables<br>- Moving parts, which include glides, slides, casters, and bases<br>- Glass marker boards         |
|   | <b>3 years</b>  | - PET or Laminate Whiteboards   |
| <b>Wood Casegoods, Casework</b>                       | <b>10 years</b> | - Standard Wood Casegoods and Wood Tables<br>- Modified Standard Wood Casegoods products, which includes finish, dimensional, or non-structural changes               |
|   | <b>5 years</b>  | - Custom Wood Casegoods products<br>- Moving parts, which include glides, slides, casters, user-adjustable worksurface mechanisms, and bases                          |
|   | <b>1 year</b>   | - Standard Solid Surface materials<br>- Integrated third party electrical products, which includes power, lighting and hospitality equipment                          |
| <b>Seating</b>  | <b>10 years</b> | - All seating products, unless otherwise stated, to be free from defects in material and workmanship  |
|   | <b>5 years</b>  | - Lounge / Soft Seating products<br>- Fabric<br>- Visio chair   |
|   | <b>2 years</b>  | - Colibri   |
| <b>Lighting, Electrical and Ergonomic Accessories</b> | <b>10 years</b> | - Electrical components, excluding power bars with USB receptacles  |
|   | <b>5 years</b>  | - Monitor arms<br>- Lighting products, excluding TU200 light  |
|   | <b>3 years</b>  | - Untethered electrical and battery components  |
|   | <b>1 year</b>   | - Power bars with USB receptacles<br>- TU200 light  |
| <b>Other</b>  | <b>5 years</b>  | - Complements products (excluding Navigate, QuickShift, Complements and hiSpace Height-Adjustable tables and task lights)<br>- Teknion Bene Box's fabric seating pads |
|   | <b>2 years</b>  | - Teknion Bene Box products (excluding fabric seating pads)   |

## This warranty does not include:

- Customer's Own Material or finishes applied to Teknion products (which include graded-in fabrics, which are treated by Teknion as a Customer's Own Material);
- Natural Wood Veneer which is a natural material and will have shade differences between veneer sheets, which will be more apparent between differing lots and fading on wood veneers that can be caused by exposure to U.V. rays/sunlight;
- Wood color, grain and stain acceptance which may occur due to the natural elements of wood;
- Marble, Stone, Quartz and Non-Standard Solid Surface which are natural products. The nature of these natural materials make them more vulnerable to damage and chipping;
- Horizontal glass surfaces with bowing and dimensional variation within tolerances cited in the ASTM C1048 Standard Specification;
- Ballast and light bulbs;
- Digital locks are not manufactured by Teknion and therefore are not covered by the Teknion Warranty. Refer to the original manufacturer's warranty for the digital lock products;
- Products which have been modified or which have not been installed or used according to Teknion's application and installation guidelines or warnings;
- Products that have been damaged due to storage in unsuitable environments or exposure to extreme environmental conditions;
- Products that must be replaced due to normal wear and tear, negligence, abuse, accident or shipping damage;
- Products used for rental purposes;
- Products that have been damaged due to use and/or storage in irregular or extreme environmental conditions. A typical office environment is limited to 65% relative humidity or less, with temperatures between 64°F (18°C) to 76°F (24°C);
- This Teknion Limited Lifetime Warranty excludes residential applications

**In no event shall Teknion be liable in either tort or contract for any loss or indirect, special, incidental, consequential or exemplary damages.**

**This warranty is the Customer's sole remedy for product defects. Teknion makes no warranties, including the express or implied warranties of merchantability and fitness for a particular purpose, other than the express warranties contained herein.**

# TEKNION ARCHITECTURAL INTERIORS WARRANTY

Teknion will, at no cost to the original purchaser and for the duration of the warranty period, repair or replace with a comparable product, at Teknion's option, any part or product sold after December 31, 2021, which fails as a result of a defect in its design, materials, or workmanship. For all purposes of this warranty the term "purchaser" is defined as the entity or individual acquiring a new Teknion product as the initial purchaser thereof either from Teknion or an authorized Teknion Dealer.

Altos<sup>®</sup>, Optos<sup>®</sup>, Focus<sup>™</sup>, Tek Vue<sup>®</sup> Wall Systems and POD - Tek Booth<sup>™</sup>, Tek Room<sup>™</sup> and WithIn products are warranted for 10 years in material and workmanship unless noted below, inclusive of: Wood Fascia, Wood Tables, Laminated and Wood Doors, Manufacturing Electrical Wiring System Components.

The warranty period is defined in years with a 40 hour per week service level beginning from the date of delivery. Usage beyond 40 hours per week will reduce the warranty in proportion to the increased usage.

For Teknion's non architectural product warranty, please refer to the Teknion Limited Lifetime Warranty.

## Exceptions to this warranty include:

|                 |                |   |
|-----------------|----------------|---|
| <b>Hardware</b> | <b>5 years</b> | - Door closers<br>- Glides, slides, and bases<br>- Adjustable worksurface mechanisms  |
|                 | <b>3 years</b> | - Cylindrical and Mortise lockset levers  |
|                 | <b>2 years</b> | - Auto drop seals and soft close sliding door mechanisms  |
|                 | <b>1 year</b>  | - Electromechanical locks and strikes   |
| <b>Other</b>    | <b>5 years</b> | - Architectural Complements products<br>- Teknion product with fabrics<br>- Felt Screens<br>- Glass marker boards, glass tempered and/or laminated<br>- Switch glass wiring transfer, power module and lamination |
|                 | <b>3 years</b> | - PET Whiteboard  |
|                 | <b>1 year</b>  | - Lighting products and grommets<br>- Switch glass LCD film   |

- Special products are warranted further to this warranty unless quoted otherwise in Customer Request. Any customer specified hardware and materials are subject to the original manufacturer's warranty;
- Customer's own material or finishes applied to Teknion products (which include graded-in fabrics, which are treated by Teknion as a Customer's own material);
- Shade and color differences between Natural Wood Veneer sheets and felt, which will be apparent between differing lots, can be due to exposure to U.V. rays/ sunlight or grain and stain acceptance which may occur due to the natural elements of wood;
- Glass strain producing iridescence and glass defects within level Q3 ASTM C1036;
- Glass Bow within ASTM C1048 for tempered glass and ASTM C1172 for laminate glass;
- Anodized Aluminum Finish, one 0.040" or three 0.010" dia. flaws per 12" sample area. Color variation within Teknion color boundary masters. Reflective color variation not viewed at 90° to the surface;
- Products which have been modified or which have not been installed by a Teknion certified installer, or cleaned and/or used not in accordance to Teknion's application and installation guidelines or warnings;
- Products that must be replaced due to normal wear and tear, negligence, abuse, accident or shipping damage;
- Products used for rental purposes
- Products that have been damaged due to use and/or storage in irregular or extreme environmental conditions. A typical office environment is limited to 65% relative humidity or less, with temperatures between 64°F (18°C) to 76°F (24°C).

**In no event shall Teknion be liable in either tort or contract for any loss or indirect, special, incidental, consequential, or exemplary damages. This warranty is the purchaser's sole remedy for product defects. Teknion makes no warranties, including the express or implied warranties of merchantability and fitness for a particular purpose, other than the express warranties contained herein.**

# TEKNION RESIDENTIAL APPLICATION WARRANTY

The Teknion Residential Application Warranty is our commitment to the quality and craftsmanship of all of our products. Teknion will, at no cost to the original purchaser within five (5) years after purchase, repair or replace with a comparable product, at Teknion's option, any part or product sold after December 31, 2024, which fails as a result of a defect in its design, materials or workmanship.

For the purposes of this warranty, the term "purchaser" is defined as the entity or individual acquiring a new Teknion product as the initial purchaser thereof either from Teknion or an authorized Teknion Dealer. The warranty is non-transferable.

## Exceptions to this warranty include:

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|-------|---------|--|
| Other | 3 years | - PET or laminate whiteboards                                |
|       | 2 years | - Teknion Bene Box products (excluding fabrics seating pads) |
|       | 1 year  | - Standard solid surface materials                           |

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## This warranty does not include:

- Customer's Own Material or finishes applied to Teknion products (which include graded-in fabrics, which are treated by Teknion as a Customer's Own Material);
- Natural Wood Veneer/Flintwood which is a natural material and will have shade differences between veneer sheets, which will be more apparent between differing lots and fading on wood veneers that can be caused by exposure to U.V. rays/sunlight;
- Wood color, grain and stain acceptance which may occur due to the natural elements of wood;
- Products which have been modified or which have not been installed or used according to Teknion's application and installation guidelines or warnings;
- Products that have been damaged due to storage in unsuitable environments or exposure to extreme environmental conditions;
- Products that must be replaced due to normal wear and tear, water, negligence, abuse, accident or shipping damage;
- Products used in or for short term or vacation rentals;
- Products that have been damaged due to use and/or storage in irregular or extreme environmental conditions. A typical office environment is limited to 65% relative humidity or less, with temperatures between 64°F (18°C) to 76°F (24°C);
- Labor costs and/or expenses for the original installation, removal, or reinstallation of the products, or defective part thereof;
- Labor costs and/or expenses for the removal, reinstallation, repainting, refinishing or replacement of any other items or building materials which must be removed, replaced, reinstalled, or refinished in order to repair or replace the defective product or components.

**In no event shall Teknion be liable in either tort or contract for any loss or indirect, special, incidental, consequential or exemplary damages. This warranty is the Customer's sole remedy for product defects. Teknion makes no warranties, including the express or implied warranties of merchantability and fitness for a particular purpose, other than the express warranties contained herein.**