



20 YEAR THERMAL LIMITED WARRANTY

STYROFOAM™ BRAND EXTRUDED POLYSTYRENE FOAM INSULATION

THERMAL LIMITED WARRANTY

The Dow Chemical Company hereby warrants to the owner of the building/structure upon which the insulation was installed that, for a period of twenty (20) years, commencing with the date of manufacture printed on the unit label or insulation, that the insulation's actual thermal resistance will not vary by more than ten (10) percent from the minimum R-value identified in ASTM C578 or the then closest Dow approved effective equivalent thereof on the insulation with a thickness of one inch and above. If the insulation is determined by sampling and tests (conducted as provided below) to not meet warranty value, Dow will deliver to the owner of the building on which the insulation was initially installed a quantity of substantial equivalent product to replace the non-performing insulation or, in the alternative, at Dow's sole discretion, refund to the owner the original purchase price of the non performing insulation. In no event shall Dow be liable for any other costs or damages, including labour costs. Total Dow expense for the life of this warranty will be limited to the original purchase price of the insulation.

CONDITIONS/EXCLUSIONS

The following conditions/exclusions apply to this Warranty:

- A. Dow's obligations under this warranty are applicable only to insulation with a thickness of one inch and above manufactured by Dow after June 1, 2012 and purchased and installed in ASEAN & ANZ.
- B. Insulation must be installed in typical building and construction assemblies (including roofing) in strict accordance with all applicable Dow specifications, recommendations and guidelines that were in effect at the time of such installation.
- C. The building must be owned by the claimant at the time of any warranty claim.

- D. This warranty shall be void if, in Dow's sole judgment, there is damage to the insulation resulting from improper handling and installation, maintenance, intentional or unintentional misuse, negligence, impact of falling objects, vandalism, earthquake, lightning, hurricane, flood, fire, hailstorm, high wind, tornado, excessive UV exposure, cascading roof/floor water, ponding water, immersion in water, non-diffusion open assemblies, or failure or distortion in the walls or foundation of the building/structure, including settling of the building or movement of framing members.
- E. Insulation must be stored prior to installation in accordance with Dow's recommendations. These instructions are available by calling Dow's customer service department.
- F. Dow does not warrant the compatibility of any other products, whether manufactured by Dow or not, including (but not limited to) any roofing membranes or coatings.
- G. Building and/or construction practices unrelated to building materials could greatly affect moisture and the potential for mould formation. No material supplier including Dow can give assurance that mould will not develop in any specific system or product.

INSULATION SAMPLING/TESTING

All sampling shall be conducted in accordance with sampling procedures prescribed by Dow, and samples of the insulation shall only be taken in the presence of an authorized Dow representative. Testing of insulation samples shall be in accordance with ASTM C518, or the then closest Dow-approved effective equivalent thereof. Insulation samples shall be conditioned to equilibrium prior to testing. All sampling and testing costs (including but not limited to costs of insulation covering removal and replacement) shall be at the owner's sole expense.

CLAIM REQUIREMENTS

All claims must be initiated within 30 calendar days after owner learns, or reasonably should have learned, of the factual basis for the claim, or the claim is waived. All claims must be initiated by Dow's customer service department.

EXCLUSIONS OF ALL OTHER WARRANTIES / LIMITATIONS

THESE WARRANTIES ARE IN LIEU OF ALL OTHER GUARANTEES AND WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO WARRANTIES OR GUARANTEES OTHER THAN THOSE SET FORTH IN THIS WARRANTY.

DOW DOES NOT ASSUME ANY LIABILITY FOR ANY INCIDENTAL, CONSEQUENTIAL, EXEMPLARY, SPECIAL OR PUNITIVE DAMAGES, INCLUDING (BUT NOT LIMITED TO) INCREMENTAL HEATING, COOLING OR SIMILAR COSTS AND ANY OTHER HARM TO PERSONS OR PROPERTY.

This warranty may not be changed or modified except in writing, signed by an authorized representative of Dow.

Remarks:

- Customers can contact Dow Building Solutions Regional Account Managers for claim related questions.
- ASEAN covers Thailand, Malaysia, Philippines, Singapore, Indonesia, Brunei Darussalam, Laos, Vietnam, Myanmar and Cambodia. ANZ covers Australia and New Zealand.

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