



Limited Warranty for Recreational Vehicle Manufacturers

RV Owners and Dealers Must Contact the Manufacturer

This warranty is given by Crane Composites, Inc. (hereafter called CCI) for the benefit of the RV manufacturer and the Original Purchaser of the vehicle only, and is nontransferable. It covers fiberglass panels sold on or after February 1, 2012.

CCI warrants that each product listed below, once installed or laminated, will be free of the specific defects listed, under normal conditions of use, subject to the specific limitations and for the specific time period set forth below for the particular product.

By nature, fiberglass reinforced plastic panels may occasionally have small areas that are aesthetically unacceptable for use. Panels should be inspected on-site prior to installation or lamination and the original CCI skid, coil or panel label should be removed and retained or the skid number should be recorded for lot control purposes. If any portion of material does not provide an acceptable appearance, CCI should be notified at once. Please report the non-conforming product utilizing the retained skid tag/ticket number. Upon verification of unacceptability, CCI will replace or refund the purchase price of the non-conforming product, at CCI's option. Product should be inspected within 30 business days of receipt of product and non-conformances reported within 10 days of inspection.

Products: Filon, Noble Choice and Crane High Gloss

WHAT IS COVERED AND FOR HOW LONG:

Subject to the specific limitations set forth below, CCI warrants that the product will remain free of exposed fibers and will not rust, rot, corrode, distort or require painting or refinishing (normal pigmentation and UV degradation excepted) under normal conditions of use for two (2) years from the date of first retail sale or three (3) years from the date of panel manufacture, whichever is longer. Vehicles purchased specifically for rental or lease will be covered one (1) year from the date of first retail sale.

NOTES ABOUT LAMINATION:

CCI recommends that the moisture content of lauan substrate be no greater than 12% at the time of lamination and that the glue coverage between the Crane Composites panel and the substrate be 100% coverage at the weight and thickness recommended by the adhesive manufacturer. Prior to lamination the frp panel must be free of dust, moisture, particulates or backside contaminants to ensure 100% bond. The quality of the substrate surface must also be free of dust or particulates prior to lamination. CCI will not be responsible for any loss resulting from sub-standard lamination processes.

Testing has indicated that non-lauan substrates such as layered paper-based products do not perform well and may cause failure between the panel and the substrate. Use of any substrate other than lauan plywood, Azdel® or Quadrant SymaLITE® must be pre-approved by CCI.

After lamination, the substrate must not be subjected to water intrusion or leakage as this may cause delamination and/or gel coat blistering, which will not be covered by this warranty.

WHAT CCI WILL DO:

- Upon inspection by a CCI Representative, submittal of samples and/or photographs and approval authorization from the CCI Voice of the Customer/Customer Care Department, CCI will remedy any defect covered by this Warranty by repairing, replacing or refunding the cost of the CCI product, at CCI's option.
- Repair service can be obtained only after submitting an estimate and receiving pre-approval from CCI.
- In the case of repair or replacement of failed parts, CCI agrees to pay the cost of reasonable (industry standard) labor and parts. Payment for repair will be made only after review and validation of submitted repair documentation.
- For the purpose of this warranty, parts are defined strictly as the materials necessary to repair or replace the CCI panel.
- CCI shall not be liable for any transportation costs associated with this Warranty.
- CCI's obligation under this Warranty for any repairs, authorized or unauthorized, replacement or refund, shall in no event exceed the Customer's price for the panel plus reasonable parts and labor to repair and shall expressly exclude, without limitation, air fares, meals, motels, pet care, car rental, discounts, and any other incidental expense.

WHAT THIS WARRANTY DOES NOT COVER:

- a. Partial or full-body paint (application of paint will void this warranty) unless application has been pre-approved by Crane Composites (see Note on Dark Colors)
 - b. delamination between the CCI panel and the substrate.
 - c. damage to the panels resulting from vandalism, accident, or misuse including direct impact to the panel or scoring of the panel which impairs the surface integrity;
 - d. premature discoloration or fiber exposure caused by a lack of care and maintenance recommended by CCI;
 - e. normal fading and discoloration caused by UV and chemical atmospheric conditions;
 - f. exposure to harmful chemicals or discoloration caused by glues, sealants, trim or other products installed on or near the panel;
 - g. non-original recreational vehicle manufacturer installed parts;
 - h. surface blistering caused by water intrusion through the backside of the panel;
 - i. ant-trailing or worming caused by voids or gaps in the substrate;
 - j. failure of the gel coat surface due to the use of improper cleaning agents;
 - k. failure of the panel due to flaws in the vehicle frame or abnormal use of the vehicle subjecting the panel to excessive wear and tear;
 - l. failure to follow Crane Composites, Inc. instructions or recommendations on use and installation, or acts of God.
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Product: Noble Classic**WHAT IS COVERED AND FOR HOW LONG:**

Subject to the specific limitations set forth below, CCI warrants that the product will remain free of exposed fibers and will not rust, rot, corrode, micro crack, craze, distort or delaminate under normal conditions of use for one (1) year from the date of first retail sale or two (2) years from the date of panel manufacture, whichever is longer. Vehicles purchased specifically for rental or lease will be covered one (1) year from the date of first retail sale.

WHAT CCI WILL DO:

- Upon inspection by a CCI Representative, submittal of samples and/or photographs and approval authorization from the CCI Voice of the Customer/Customer Care Department, CCI will remedy any defect covered by this Warranty by repairing, replacing or refunding the cost of the CCI product, at CCI's option.
- Repair service can be obtained only after submitting an estimate and receiving pre-approval from CCI.
- In the case of repair or replacement of failed parts, CCI agrees to pay the cost of reasonable (industry standard) labor and parts. Payment for repair will be made only after review and validation of submitted repair documentation.
- For the purpose of this warranty, parts are defined strictly as the materials necessary to repair or replace the CCI panel.
- CCI shall not be liable for any transportation costs associated with this Warranty.
- CCI's obligation under this Warranty for any repairs, authorized or unauthorized, replacement or refund, shall in no event exceed the Customer's price for the panel plus reasonable parts and labor to repair and shall expressly exclude, without limitation, air fares, meals, motels, pet care, car rental, discounts, and any other incidental expense

WHAT THIS WARRANTY DOES NOT COVER:

- a. Partial or full-body paint (application of paint will void this warranty)
- b. delamination caused by installation not conforming with commonly accepted industry standards;
- c. damage to the panels resulting from vandalism, accident, or misuse including direct impact to the panel or scoring of the panel which impairs the surface integrity;
- d. premature discoloration or fiber exposure caused by a lack of care and maintenance recommended by CCI;
- e. normal fading and discoloration caused by UV and chemical atmospheric conditions;
- f. exposure to harmful chemicals or discoloration caused by glues, sealants, trim or other products installed on or near the panel;
- g. non-original recreational vehicle manufacturer installed parts;
- h. surface blistering caused by water intrusion through the backside of the panel;
- i. failure of the gel coat surface due to the use of improper cleaning agents;
- j. failure of the panel due to flaws in the vehicle frame or abnormal use of the vehicle subjecting the panel to excessive wear and tear;
- k. failure to follow Crane Composites, Inc. instructions or recommendations on use and installation, or acts of God.

Product: Noble Select

WHAT IS COVERED AND FOR HOW LONG:

Subject to the specific limitations set forth below, CCI warrants that the product will remain free of exposed fibers and will not rust, rot, corrode, micro crack, craze, or distort under normal conditions of use for three (3) years from the date of first retail sale or four (4) years from the date of panel manufacture, whichever is longer. Vehicles purchased specifically for rental or lease will be covered one (1) year from the date of first retail sale. CCI warrants that the Noble Select surface is suitable for partial or full body painting, but does not warrant the actual painted finish, unless paint defects are determined to be caused by Noble Select product. Panels that will be painted should be prepped and primed in accordance with the paint manufacturer's recommendations.

WHAT CCI WILL DO:

- Upon inspection by a CCI Representative, submittal of samples and/or photographs and approval authorization from the CCI Voice of the Customer/Customer Care Department, CCI will remedy any defect covered by this Warranty by repairing, replacing or refunding the cost of the CCI product, at CCI's option.
- Repair service can be obtained only after submitting an estimate and receiving pre-approval from CCI.
- In the case of repair or replacement of failed parts, CCI agrees to pay the cost of reasonable (industry standard) labor and parts. Payment for repair will be made only after review and validation of submitted repair documentation.
- For the purpose of this warranty, parts are defined strictly as the materials necessary to repair or replace the CCI panel.
- CCI shall not be liable for any transportation costs associated with this Warranty.
- CCI's obligation under this Warranty for any repairs, authorized or unauthorized, replacement or refund, shall in no event exceed the Customer's price for the panel and reasonable parts and labor to repair and shall expressly exclude, without limitation, air fares, meals, motels, pet care, car rental, discounts, and any other incidental expense.

WHAT THIS WARRANTY DOES NOT COVER:

- a. Delamination between the CCI panel and the substrate, if any;
- b. damage to the panels resulting from vandalism, accident, or misuse including direct impact to the panel or scoring of the panel which impairs the surface integrity;
- c. premature discoloration or fiber exposure caused by a lack of care and maintenance recommended by CCI;
- d. normal fading and discoloration caused by UV and chemical atmospheric conditions that are expected during the warranty period;
- e. exposure to harmful chemicals or discoloration caused by glues, sealants, trim or other products installed on or near the panel;
- f. non-original recreational vehicle manufacturer installed parts;
- g. surface blistering caused by water intrusion through the backside of the panel;
- h. failure of the gel coat surface due to the use of improper cleaning agents;
- i. failure of the panel due to flaws in the vehicle frame or abnormal use of the vehicle subjecting the panel to excessive wear and tear;
- j. failure to follow Crane Composites, Inc. instructions or recommendations on use and installation, or acts of God.

Conditions of Warranty

As a condition to receiving the warranty service described above, the Recreational Vehicle Original Equipment Manufacturer must follow the guidelines detailed below. Any deviation will void the warranty.

Minimum Bend Radius

CCI recommends all radius bends of continuous coil product be supported by a solid substrate and not exceed the maximum bend radius specified on the product technical data sheet.

Dark Colors

Dark colors, whether gel-coated or painted, may affect panel performance. Dark colored panels should be tested for performance under all appropriate conditions to make sure such colors will meet the requirements of the application. Dark colors may cause excessive heat build-up on the panel resulting in possible sidewall rippling, delamination, cracking, or decal failure. CCI recommends Noble Select panels for use in any partial or full body painting applications. To be covered under this warranty, dark colors on Filon or Noble Choice must be pre-approved by CCI. Noble Classic is not recommended to be used with partial or full-body paint applications. The use of paint on Noble Classic will void warranty service for this product.

Paint Finish Requirements

CCI warrants that the Noble Select surface is suitable for partial or full body painting, but does not warrant the actual painted finish, unless paint defects are determined to be caused by Noble Select product. Panels that will be painted should be prepped and primed in accordance with the paint manufacturer's recommendations.

Applying Decal Finishes

The application of certain decal film colors, particularly those with a darker appearance, may cause excessive heat build-up on the panel, resulting in possible sidewall rippling, delamination, or cracking. Dark colored decals should be tested under all appropriate conditions to make sure such colors will meet the requirements of the application. The use of a heat gun to apply or remove decals is not recommended as it will cause cracking of the gel-coat finish and will void this warranty.

Color Change

All products, when exposed to weathering and sunlight, change color over time as part of the aging process. The rate of color change with frp is generally greatest during the initial years of exposure, and then will level off. Normal color change is not covered under this Warranty.

Sidewall Construction Without Substrates

CCI should be consulted before specifying and installing any substrate free product.

Warranty Procedure

Pre-approval from CCI will be required on all warranty claims before any repairs can be performed.

The following information will be required by CCI before warranty repair authorization can be given:

Model and VIN of unit	Location of unit	Detailed description of issue
Date of production	Owner name, phone and email	Repair estimate
Date of retail sale	Color photos of issue	

The decision to repair or replace the roof/sidewall will be at the discretion of CCI. Any unit is subject to inspection by CCI prior to repairs being authorized. A detailed estimate must be sent to CCI prior to the start of any repair work to the unit. Once detailed information is received, the claim will be reviewed and a determination made if the claim is valid under warranty. If approved, CCI will provide an authorization number for the unit. This authorization number must appear on all final repair billing. Upon completion of the repair, a detailed invoice must be submitted for reimbursement to be made.

How to Get Service

All RV warranty claims must receive PRIOR authorization to perform repair or replacement. Failure to obtain pre-approval will result in a reimbursement denial. To obtain the benefits of this warranty, you should telephone or e-mail the Warranty Coordinator Department at 1.800.820.3570 from 8:00 a.m. to 5:00 p.m. (CST) Monday through Friday. Alternatively, fill out the notification form on-line at www.cranecomposites.com/support/warrantyrv.html

Crane Composites, Inc. | Voice of the Customer Department | 23525 W. Eames | Channahon, IL 60410

THIS WARRANTY IS THE EXCLUSIVE REMEDY AGAINST CRANE COMPOSITES, INC. and no other remedy (including incidental or consequential losses) shall be available. THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY AND/OR PREVIOUS WARRANTY; EXPRESSED OR IMPLIED INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Any representative or promises inconsistent with, or in addition to this warranty, are unauthorized and shall not be binding upon Crane Composites, Inc.

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Crane Composites is the manufacturer of Noble, Filon and a variety of other fiberglass reinforced plastic (frp) composite panels. Crane Composites has over 55 years of experience and is the recognized industry leader in frp applications.

We believe all information given is accurate. It is offered in good faith, but without guarantee. Since conditions of use are beyond our control, all risks are assumed by the user. Nothing herein shall be construed as a recommendation for uses which infringe on valid patents or as extending a license under valid patents.

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