

LIMITED WARRANTY FOR RV MANUFACTURERS

RV OWNERS & DEALERS MUST CONTACT THE MANUFACTURER

FORM 6242

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, 2016.

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 AND CRANE GOLD

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. Vehicles purchased specifically for rental or lease will be covered one (1) year from the date of first retail sale. CCI warrants that the Crane Gold surface is suitable for partial or full body painting, but does not warrant the actual painted finish. Panels that will be painted should be prepped and primed in accordance with the paint manufacturer's recommendations. For Filon product, the application of partial or full-body paint will void this warranty, unless application has been pre-approved by Crane Composites (see Note on Dark Colors).

NOTES ABOUT LAMINATION:

CCI recommends that the moisture content of the 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. Approved substrates include lauan plywood, Azdel, SymaLITE and Fortis. Use of any substrate must be pre-approved by Crane Composites to be covered under this warranty. 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.

Laminating to substrates such as layered paper-based products will void this warranty.

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 Claims 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:**

1. Laminating to substrates such as layered paper-based products will void this warranty
2. For Filon product, the application of partial or full-body paint will void this warranty, unless application has been pre-approved by Crane Composites (see Note on Dark Colors).
3. Delamination between the CCI panel and the substrate
4. Damage to the panels resulting from vandalism, accident, moisture intrusion, ply failure of wood substrates, or misuse including direct or indirect impact to the panel or scoring of the panel which impairs the surface integrity
5. Premature discoloration or fiber exposure caused by a lack of care and maintenance recommended by CCI
6. Normal fading and discoloration caused by UV and chemical atmospheric conditions
7. Exposure to harmful chemicals or discoloration caused by glues, sealants, trim or other products installed on or near the panel;
8. Non-original recreational vehicle manufacturer installed parts
9. Surface blistering caused by water intrusion through the backside of the panel
10. Ant-trailing or worming caused by voids or gaps in the substrate
11. Failure of the gel coat surface due to the use of improper cleaning agents
12. Failure of the panel due to flaws in the vehicle frame or abnormal use of the vehicle subjecting the panel to excessive wear
13. Failure to follow Crane Composites, Inc. instructions or recommendations on use and installation, or acts of God

PRODUCTS: 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. For the Noble Classic product, the application of partial or full-body paint will void this warranty. 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 Claims 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:

1. Laminating to substrates such as layered paper-based products will void this warranty
2. For the Noble Classic product, the application of partial or full-body paint will void this warranty.
3. Delamination between the CCI panel and the substrate
4. Damage to the panels resulting from vandalism, accident, moisture intrusion, ply failure of wood substrates, or misuse including direct or indirect impact to the panel or scoring of the panel which impairs the surface integrity
5. Premature discoloration or fiber exposure caused by a lack of care and maintenance recommended by CCI
6. Normal fading and discoloration caused by UV and chemical atmospheric conditions
7. Exposure to harmful chemicals or discoloration caused by glues, sealants, trim or other products installed on or near the panel;
8. Non-original recreational vehicle manufacturer installed parts
9. Surface blistering caused by water intrusion through the backside of the panel
10. Ant-trailing or worming caused by voids or gaps in the substrate
11. Failure of the gel coat surface due to the use of improper cleaning agents
12. Failure of the panel due to flaws in the vehicle frame or abnormal use of the vehicle subjecting the panel to excessive wear
13. Failure to follow Crane Composites, Inc. instructions or recommendations on use and installation, or acts of God



PRODUCTS: 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. 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. 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 Claims 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:

1. Laminating to substrates such as layered paper-based products will void this warranty
2. Delamination between the CCI panel and the substrate
3. Damage to the panels resulting from vandalism, accident, moisture intrusion, ply failure of wood substrates, or misuse including direct or indirect impact to the panel or scoring of the panel which impairs the surface integrity
4. Premature discoloration or fiber exposure caused by a lack of care and maintenance recommended by CCI
5. Normal fading and discoloration caused by UV and chemical atmospheric conditions
6. Exposure to harmful chemicals or discoloration caused by glues, sealants, trim or other products installed on or near the panel;
7. Non-original recreational vehicle manufacturer installed parts
8. Surface blistering caused by water intrusion through the backside of the panel
9. Ant-trailing or worming caused by voids or gaps in the substrate
10. Failure of the gel coat surface due to the use of improper cleaning agents
11. Failure of the panel due to flaws in the vehicle frame or abnormal use of the vehicle subjecting the panel to excessive wear
12. 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 or Crane Gold panels for use in any partial or full body painting applications. To be covered under this warranty, partial or full body paint, and dark colors on Filon 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.

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. Gel-coat is available in many colors and is very durable, but it can become dull or faded as it weathers. Sunlight, heat and moist air combine to oxidize the gel-coat surface, fading it and making the surface cloudy. Normal color change is not covered under this Warranty.

Depending upon the frequency of exposure to the elements and the darker the color, maintenance (washed and waxed) of the composite exterior must be completed at a minimum of every 6 months (3 months or less for darker colors). To ensure that all sides of the vehicle receive the same level of exposure to sunlight, the vehicle should be moved frequently. Failure to perform these simple maintenance tasks will void this warranty.

KEEP IT CLEAN: Wash the exterior of your RV at least monthly using a mild liquid detergent. Avoid cleaners that are abrasive, caustic (highly alkaline or high pH) or those cleaners containing ammonia. Caustic cleaners can cause discoloration and loss of gloss and repeated use may cause cracking and reduced UV resistance. Also, avoid dirty or gritty brushes. Remove tar, bugs, sap, and bird droppings as soon as possible to prevent staining. If using a tar and insect remover product, test a small area to be sure it is safe for use on composites.

KEEP IT SHINY: The original luster of your composite exterior will be preserved by a good wax job at least twice a year. Waxing regularly will also reduce surface deterioration caused by air pollutants, prolonged sunlight, and moisture.

CLEANING AND WAXING MATERIALS:

- Meguiar's #49 Heavy Duty Oxidation Remover
- Meguiar's #50 Boat and RV Cleaner Wax Liquid or a Mild detergent and water
- Meguiar's #56 Boat and RV Pure Wax
- Soft cotton cloth
- Mechanical buffer (optional)

CLEANING AND WAXING PROCEDURE:

1. Wash the Crane Composites RV panel with a mild detergent and water.
2. Dry the Crane Composites RV panel with a clean, soft cotton cloth.
3. Apply heavy duty cleaner by following the directions on the container. (If a buffer is available, substitute polishing compound for heavy duty cleaner and buff polishing compound lightly).
4. Wash the Crane Composites RV panel with water and dry the surface.
5. Apply car wax per directions.

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	Submittal of samples

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 Claims Department at 1.866.212.8636 or voc@cranecomposites.com 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 Customer Service Department
23525 West Eames Street | Channahon, IL 60410 | 1.800.435.0080 | 1.815.467.8600

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A global leading provider of resilient wall and ceiling coverings. Kemlite® was established in 1954 and the company changed names to Crane Composites in 2007. Crane Composites is headquartered in Channahon, IL and all our products are manufactured in the United States. We work with hundreds of distributors, ensuring our products are easily accessible and readily available to our customers. The following are trademarks of Crane Composites, Inc. or a related company: Filon and Noble