

## COILED-IN-REJECT POLICY FOR BULK COILS

PRODUCED AT JONESBORO, AR

When Crane Composites products are produced in continuous or "bulk" coils, it is inevitable that there may be some coiled-in reject in coils 100' (30.5 m) or more in length. The following "Bulk Coil Policy" addresses this issue. Panels less than 100' (30.5 m) in length (cut-to-length) will not contain any reject areas.

### ADDITIONAL INFORMATION:

1. A bulk coil is defined as any panel 100' (30.5 m) in length or longer.
2. Crane Composites inspects the A (external) side of the coil.
3. No marked defect areas of the A side are allowed in the first or last 40 feet of a bulk coil. There must be a minimum of 40 feet between marked defects.
4. A continuous coil up to and including 500 feet in length can contain four or less marked defect areas. A coil over 500 feet and up to and including 700 feet may contain six or less marked defect areas.
5. To assist customers in locating reject areas, a Defect Coil Map is attached to each coil that leaves the Crane Composites facility and edges of the coil are marked with arrow labels to identify problem areas. Every attempt is made to identify all areas. Reject within five feet of each other will be marked and mapped as one area.
6. If an extensive area of reject is being generated as the coil is being made, this area will be cut out, leaving two panel ends butted together, creating a splice/cut. A maximum of two splices/cuts are allowed per coil, and each splice/cut will be counted as one defect. A minimum length of 40 feet will be added after a splice/cut is made. No marked defects are allowed in this length. There must be a minimum of 40 feet between each additional marked defect throughout the remaining coil length.
7. No extra material will be added to coil length for coiled-in reject unless negotiated with Crane Composites.
8. The line inspectors will note on the Defect Coil Map the location and duration (in linear feet) of defective material along with an identifying code of the type of reject. One copy will be included in the shipping label pocket for the customer.
9. Crane Composites recommends that all material be inspected prior to lamination or use.
10. Reimbursement for non-Crane Composites material that is lost or extra costs incurred due to installation of reject material is not within the Coiled-In-Reject Policy.
11. Reject material due to unmarked defects is replaced or credited when a documented claim is made.

### RECOMMENDED PROCEDURE FOR SUBMITTING CLAIM FOR DEFECTIVE MATERIAL IN A BULK COIL

1. Defective material lost from each coil should be noted on the Crane Composites Bulk Coil Production Record.
2. The defective material should be retained for inspection or return.
3. On a monthly, but no later than quarterly basis, the production records should be submitted to Crane Composites Voice of Customer (VOC) department as documentation of the lost material. Contact the VOC department at 1.800.435.0080 or e-mail at [voc@cranecomposites.com](mailto:voc@cranecomposites.com).
4. The records will be evaluated and a decision made by Crane Composites whether the materials should be returned for inspection or a representative sent to inspect at the customer's facility.
5. After inspection of the defective material, the claim will be submitted to Crane Composites management. If approved, credit will be issued to the customer account.

A global leading provider of resilient wall and ceiling coverings. Kermite® 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.

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