



KOVA

# LETTER OF WARRANTY

Mirrors

**KATERRA LIMITED WARRANTY**

Product Category: Mirrors

Katerra warrants that the product category listed above will be free of defects in material and workmanship when properly installed and serviced during normal residential or light commercial installation applications per the table below. Unless specifically stated otherwise, the warranty start date begins on the date of delivery.

Warranty Period	
Residential	1-year limited warranty
Multi-Family & Light Commercial	1-year limited warranty

Subject to the terms and conditions listed below, Katerra will repair, provide a replacement part or product, or refund the original purchase price in exchange for the defective products during the warranty period. The decision to resolve warranty defects by repair, replacement, or refund will be made at Katerra's sole discretion. Katerra recommends using a licensed professional for all installations or repairs.

All Katerra mirrors are manufactured under the standards and quality specifications in ASTM standards C1036, ASTM C1503, ASTM B117, and ASTM D1654.

**THE FOLLOWING CONDITIONS ARE NOT COVERED BY THE LIMITED WARRANTY:**

1. Faults or damage, including breakage, caused by installation error, altering, tampering, or careless handling of the products that are not in accordance with Katerra instructions or specifications, or if it is used for other than the intended purpose after the product has been delivered and accepted by the receiving party – whether performed by a contractor, service company, or yourself.
2. Damage caused by using cleaners not in compliance with cleaning recommendations. Avoid abrasive cleaners, steel wools, and harsh chemicals as these will scratch, damage, and/or dull the product and/or finish and will void this warranty.
3. Normal wear and tear. Gloss reduction, scratching, abrasions, deterioration (due to the use of paints, solvents, or other chemicals), staining or alkaline etching of the finish over time due to use, cleaning practices, or water or atmospheric conditions, are not manufacturing defects but are indicative of normal wear and tear.
4. Temporary marks on the products including but not limited to metal marks, fingerprints, smudges, or other temporary marks made by household items.
5. Black edging, de-silvering, or slight scratching are not covered by this warranty.
6. Damage caused by direct exposure to water or other liquids
7. Products that the customer decides they do not like after installation due to color, styles, or other opinions based on personal preference.
8. Cosmetic damage not reported in the first 48 hours after delivery. All products must be inspected before installation. Installation of products with visual defects or nonconformities apparent before installation voids

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this warranty.

9. Discoloration, rust, or oxidation resulting from caustic or corrosive environments including but not limited to high salt concentrations, high moisture, humidity, or exposure to chemicals. Installation applications within 5 miles (8 kilometers) of a body of salt water are considered high salt concentration environments.
10. Damage caused after delivery, including damage to the finish of the product or home incurred during installation, including, but not limited to, floors, cabinets, countertops, walls, etc.
11. Damage incurred after delivery caused by children, animals, bacteria, fungus, or insects.
12. If stored before installation, mirrors must be kept in a dry indoor environment between 45 and 85 degrees Fahrenheit or the warranty is void.
13. Damage from installation adjacent to a heat source with insufficient airflow or insulation to diffuse the heat.
14. Sunlight, smoke, household cleaners, and other environmental conditions may also affect the color match over time. These variations are the nature of the material in relation to their environmental exposure and are not covered by this warranty.
15. Failures, defects, or damage including but not limited to, any security failure or loss of data, caused by any third-party product, service, or system connected or used in conjunction with the product.
16. Unless specifically stated otherwise, this product is not approved for the following installation applications: aircraft, watercraft, recreational vehicles, outdoors, indoor swimming pools or hot tubs, saunas, steam rooms, greenhouses, walk-in freezers or refrigeration units, or other extreme environments.
17. Force Majeure: Loss, damage, or injury caused in whole or in part by natural calamities or acts of God.
18. Labor: This limited warranty is for material only and does not cover labor charges – including installation, removal, and reinstallation, or other incidental or consequential costs associated with surrounding material such as countertops, walls, ceilings, paint, cabinets, or flooring. The original purchaser may be covered by a separate workmanship or installation warranty from the general contractor or licensed professional who installed the product.
19. Industrial/Commercial Use: Unless specifically stated otherwise, this limited warranty is extended to light commercial applications – including multi-family apartment units, schools, professional office buildings, retail, student housing, employee housing, hospitality guest rooms, and other similar installation applications only. Excluded from this limited warranty are industrial or heavy commercial operating environments and usage scenarios that significantly differ from normal residential usage patterns and operating conditions. Examples include industrial/manufacturing workspaces where employees are regularly required to wear personal protective equipment (hard hats, safety glasses, protective coveralls, etc.), professional kitchens & restaurants, food service, laundromats, hospitals, laboratories, and other high-volume, heavy-use, harsh or chemically caustic environments. If you have questions about the suitability of this product for your particular installation application, please contact your Kattera sales representative before purchase and installation.

Repair or replacement costs for any circumstances not covered by this warranty shall be borne by the customer.

This warranty is not in force until full payment has been received for the covered products.

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Katerra does not warrant that the operation of covered products will be uninterrupted or error-free. This warranty does not constitute a performance warranty and does not extend to the future performance of goods. It is expressly contemplated by the warranty that any part of the product may contain a defect in material or workmanship and that any part of the product may fail during the warranty period. The buyer's sole remedies under this warranty are limited to repair, replacement, or refund in the event a part fails due to a defect in material or workmanship.

This warranty is not a statement of the expected useful life of any KOVA product.

Replacement parts can be new or remanufactured. Repaired parts or replacement products are warranted for the remaining portion of the original product's warranty period. The original warranty period is not extended by repair or replacement activities. Defective parts must be made available to Katerra in exchange for the replacement parts and become the property of Katerra.

This warranty is extended to the original purchaser or owner at the original installation location in the United States and is non-assignable and non-transferable.

Katerra's total liability or cost, for the life of this warranty, is limited to, and capped at, the original purchase price of the warranted product(s) – whether the claim is based on strict liability, negligence, breach of warranty or any other theory or cause of action.

#### **DISCLAIMER OF IMPLIED WARRANTIES**

TO THE EXTENT PERMITTED BY LAW, ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, IMPLIED WARRANTY OF NON-INFRINGEMENT, AND ANY WARRANTIES ARISING OUT OF COURSE OF DEALING, COURSE OF PERFORMANCE, OR USAGE OF TRADE, ARE DISCLAIMED. UPON THE EXPIRATION OF THE ABOVE STATED LIMITED WARRANTY PERIOD, ANY AND ALL APPLICABLE IMPLIED WARRANTIES THAT MAY NOT BE DISCLAIMED ALSO EXPIRE. NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED FROM KATERRA OR ELSEWHERE, WILL CREATE ANY WARRANTY NOT EXPRESSLY STATED IN THESE TERMS.

Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary by jurisdiction.

#### **LIMITATION OF REMEDIES – EXCLUSION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES**

THIS WRITTEN WARRANTY IS YOUR EXCLUSIVE WARRANTY FROM KATERRA AND REPRESENTS THE SOLE REMEDY TO THE OWNER OF KATERRA PRODUCTS EXCEPT AS OTHERWISE REQUIRED BY LAW. KATERRA MAKES NO OTHER REPRESENTATIONS, WARRANTIES OR GUARANTEES OF ANY KIND OTHER THAN THOSE STATED EXPLICITLY HEREIN. THE WARRANTIES AND REMEDIES PROVIDED HEREIN ARE LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD PROVIDED HEREIN UNLESS A SHORTER PERIOD IS PERMITTED OR REQUIRED BY LAW.

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KATERRA DOES NOT ASSUME AND SPECIFICALLY DISCLAIMS ANY AND ALL LIABILITY FOR ANY INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LABOR COSTS TO REMOVE AND/OR REPLACE PRODUCT, AND ANY OTHER HARM TO THE BUILDING, ITS CONTENTS OR ITS OCCUPANTS, OR TO ANY OTHER PERSONS OR PROPERTY, WHETHER FOR BREACH OF THIS WARRANTY, NEGLIGENCE, STRICT LIABILITY OR OTHER CLAIMS DERIVED IN TORT, OR FOR ANY OTHER CAUSE.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary by jurisdiction.

### **WARRANTY CLAIMS**

To submit a warranty claim:

Web: [www.warranty.katerra.com](http://www.warranty.katerra.com)

Mail: Katerra Warranty Department  
9305 E Via de Venture, STE 200  
Scottsdale, AZ 85258

Product description and proof of purchase are required to support any warranty claim.

Please follow Katerra's maintenance guidelines below when caring for your mirrors.

### **GLASS & MIRROR CARE**

- The best and safest cleaner for glass and mirror is clean, warm water used with a soft clean cloth. Be sure to not allow edges of the mirror to remain wet for extended periods.
- Do not use any acidic or alkali cleaners on glass, mirror, or installation metals
- Never use abrasive cleaners or powders
- Never use abrasive cleaning instruments like steel wool
- For more aggressive cleaning, use commercial glass cleaners that contain no ammonia or vinegar
- Avoid newspaper or any other towels that contain contaminants or lint
- Avoid spraying cleaners directly on glass or mirrors. We recommend spraying onto soft cloth or towel and then cleaning the surface.
- Always use a soft, clean, grit-free cloth when cleaning to reduce chances of scratching and abrasions
- Be sure to dry the product fully to avoid prolonged contact with cleaners and solvents. Keep cleaners off mirror backing to avoid deterioration.

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- Good ventilation of glass or mirror product avoids moisture buildup (“sweating”) and reduces the risk of corrosion or damage to glass and mirror. This includes proper bathroom ventilation and utilizing buttons/spacers on tabletops.

Follow these guidelines to keep your Katterra mirrors beautiful for many years to come.