



**EKENA**  
MILLWORK

**CompTek**  
Composite Plastics  
Decorative Millwork

**General:** This express limited lifetime warranty covers performance of CompTek decorative millwork manufactured by Ekena Millwork. Ekena Millwork does not warrant installation or labor provided by others.

**Terms:** Ekena Millwork warrants that the product lines outlined above shall be free from manufacturing defects in material and workmanship under normal use and service conditions, subject to the terms, conditions, limitations, and exclusions set forth herein.

**Remedies:** If the CompTek decorative millwork fails to conform to this warranty, Ekena Millwork shall, at its sole option, either replace the defective product or refund the original purchase price of the product. Replacement or repair of any product shall not extend the original warranty period. Ekena Millwork shall not be responsible for labor costs, removal costs, re-installation costs, travel expenses, shipping charges, loss of use, project delays, or any incidental or consequential damages.

**Exclusions:** This warranty does not apply to non-defective products, nor to any claims, damage, or failures caused in whole or in part by conditions, handling, installation methods, or uses beyond Ekena Millwork's control, including but not limited to:

1. Accidental, negligent, abusive, or intentional acts by the owner, installer, contractor, or third parties.
2. Acts of God, natural disasters, fire, flooding, weather events, or other force majeure events.
3. Installation not performed in accordance with Ekena Millwork's written instructions, recommendations, applicable building codes, or accepted construction practices.
4. Repairs, modifications, or alterations performed by persons not authorized by Ekena Millwork, or the use of unauthorized parts, accessories, coatings, or attachments.
5. Ordinary wear and tear, including scratches, abrasions, dents, fading, finish wear, or cosmetic aging.
6. Unreasonable use, misuse, abuse, or use outside the intended application.
7. Failure caused by improper installation methods, inadequate surface preparation, improper adhesives, incompatible chemicals, insufficient adhesive coverage, improper curing conditions, or installation not performed in accordance with Ekena Millwork recommendations and accepted construction practices.
8. Separation, lifting, detachment, cracking, or other failures resulting from substrate movement, expansion, contraction, vibration, building movement, temperature fluctuations, humidity changes, or environmental conditions.
9. Damage, warping, distortion, softening, swelling, discoloration, or deterioration caused by exposure to excessive heat, direct sunlight, high-intensity lighting, fireplaces, heating vents, appliances, or other elevated temperature conditions.
10. Damage, degradation, fading, yellowing, chalking, brittleness, or other deterioration caused by prolonged ultraviolet (UV) exposure, exterior weather conditions, or applications not specifically approved by Ekena Millwork.
11. Damage caused by harsh cleaners, solvents, alcohol-based cleaners, acetone, paint strippers, petroleum-based products, abrasives, or other chemicals incompatible with thermoplastic materials.
12. Variations in texture, surface appearance, layer lines, dimensional tolerances, minor surface irregularities, color variation, or other characteristics inherent in additive manufacturing and 3D printing processes.
13. Paint, primer, stain, coating, or finish adhesion failures caused by improper surface preparation, incompatible finishing products, improper application methods, or failure to follow coating manufacturer recommendations.
14. Products installed in exterior applications, wet areas, saunas, steam rooms, or other environments not specifically approved by Ekena Millwork.
15. Minor dimensional variation, slight warping, surface texture variation, visible layer patterns, or other characteristics consistent with normal manufacturing tolerances and accepted industry standards.

**Who Is Covered:** This warranty extends only to the original residential or commercial owner of the structure into which the product was originally installed and shall extend for the terms stated so long as such owner owns the structure. Coverage under this warranty shall cease upon the transfer of ownership of the structure or upon death of the original owner. This warranty does not transfer to any new owner of the structure which the product is installed on or any other individual other than the original owner of the structure the product is installed on.



### **Mitigation Statement:**

In accordance with applicable Texas law, the purchaser has a duty to mitigate damages. If a defect or issue is discovered, the purchaser must take reasonable and timely steps to prevent further damage, including ceasing use of the product, protecting it from additional exposure to weather or impact, and promptly notifying the manufacturer. Failure to take such steps may result in a reduction or denial of warranty coverage.

### **Governing Law:**

This warranty shall be governed by and construed in accordance with the laws of the State of Texas, without regard to its conflict of law principles. In the event of any dispute, claim, or controversy arising out of or relating to this warranty or the use of the product, the purchaser agrees to first attempt to resolve the matter through good faith mediation. Mediation shall take place in the State of Texas. If the parties are unable to resolve the dispute through mediation, either party may pursue other legal remedies available under Texas law, subject to the limitations described in this warranty.

### **Claims:**

Any claim under this warranty must be submitted in writing within thirty (30) days of discovery of the alleged defect and must include proof of purchase and photographs or other documentation reasonably requested by Ekena Millwork.

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### **General Product Notes**

- Decorative rosettes are intended for decorative applications only and are not designed to provide structural support, reinforcement, load-bearing capacity, or safety-related performance.
- Products may be installed on furniture, cabinetry, walls, millwork, trim, and other suitable interior substrates using adhesives compatible with both the product and substrate materials. The installer is solely responsible for determining adhesive suitability for the specific application.
- Products should be installed only on clean, dry, stable, and properly prepared surfaces. Surface contaminants, dust, oils, moisture, or unstable substrates may adversely affect adhesive performance.
- Products should be acclimated in the installation environment for a minimum of seventy-two (72) hours prior to installation.
- Avoid installation near fireplaces, heaters, cooktops, heat vents, high-intensity lighting, direct sunlight, or other significant heat sources. Excessive heat exposure may result in warping, distortion, discoloration, softening, or adhesive failure.
- Periodic cleaning may be necessary. Clean only with mild soap and water using a soft cloth or other non-abrasive materials. Do not use harsh chemicals, solvents, alcohol-based cleaners, acetone, paint strippers, abrasives, or other incompatible cleaning products.
- Products may be painted using coatings compatible with thermoplastic materials. Proper surface preparation, priming, and application techniques are the responsibility of the installer. Paint and coating performance may vary based on product selection and application methods.
- Products may exhibit minor surface texture, layer lines, dimensional tolerances, or other characteristics inherent to the manufacturing process. These characteristics are normal and are not considered manufacturing defects.
- Detailed decorative features, thin sections, and ornamental elements should be handled with care during transportation, installation, finishing, and use to prevent chipping, cracking, or breakage.
- Products are intended for interior use only unless specifically designated by Ekena Millwork for exterior applications.
- Products should be inspected upon delivery and prior to installation. Installation of the product constitutes acceptance of the product's condition, finish, dimensions, and appearance.