



EKENA
MILLWORK

Fretwork

PVC, MDF, Wood Veneer, Acrylic
Limited Lifetime Warranty

General: This express limited lifetime warranty covers performance of Fretwork 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 Fretwork 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. Separation, gapping, movement, lifting, or visible joints caused by expansion, contraction, thermal movement, humidity changes, substrate movement, building movement, or other natural material characteristics and environmental conditions.
8. Failure caused by improper installation methods, inadequate wall preparation, improper adhesives, incompatible chemicals, improper fasteners, insufficient surface preparation, improper spacing, or installation not performed in accordance with Ekena Millwork recommendations and accepted construction practices.
9. Damage, warping, swelling, delamination, lifting, or deterioration caused by exposure to excessive moisture, humidity, standing water, condensation, flooding, exterior weather conditions, or wet installation environments.
10. Scratching, abrasion, chipping, cracking, crazing, distortion, hazing, or other surface damage to acrylic, mirrored acrylic, or finished surfaces caused during transportation, handling, installation, cleaning, or normal use.
11. Variations in wood grain, texture, mineral streaks, color tone, sheen, laser-cut edge appearance, veneer pattern, reflective appearance, or other natural or manufacturing characteristics inherent in wood veneer, acrylic, mirrored acrylic, MDF-core, or expanded cellular PVC products.
12. Damage caused by harsh cleaners, solvents, alcohols, ammonia-based cleaners, abrasives, chemicals, adhesives, tapes, or incompatible cleaning or finishing products.
13. Yellowing, fading, discoloration, distortion, or deterioration caused by prolonged ultraviolet (UV) exposure, excessive heat, high-intensity lighting, or exposure near heat-generating appliances or windows.
14. Minor fabrication marks, laser-cut edge characteristics, CNC tooling marks, dimensional tolerances, slight bowing, or other characteristics consistent with normal manufacturing tolerances and accepted industry standards.
15. Products installed in exterior applications, wet areas, saunas, steam rooms, high-humidity environments, or other applications not specifically approved by Ekena Millwork.

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.



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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.

DISCLAIMER OF IMPLIED WARRANTIES:

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD STATED HEREIN. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.w

General Product Notes

- Only adhesives compatible with PVC, MDF, and finished wall surfaces should be used. Loctite Power Grab® adhesive is generally recommended; however, the installer is solely responsible for determining adhesive suitability for the specific application and substrate conditions.
- Solvent-based adhesives are not recommended and may damage, craze, distort, discolor, or bleed through acrylic materials. Only non-solvent-based adhesives compatible with acrylic, PVC, MDF, and finished wall surfaces should be used. Loctite Power Grab® adhesive is generally recommended; however, the installer is solely responsible for determining adhesive suitability for the specific application and substrate conditions.
- Periodic cleaning and maintenance may be necessary depending on the installation environment. Clean only with mild soap and water using a soft microfiber cloth or other non-abrasive materials. Do not use harsh chemicals, solvents, alcohol-based cleaners, ammonia-based cleaners, abrasives, scouring pads, or other incompatible cleaning products.
- Fretwork may naturally expand, contract, bow slightly, or move due to temperature changes, humidity fluctuations, environmental exposure, or building movement. Appropriate expansion gaps and installation spacing must be maintained during installation.
- Products should be acclimated in the installation environment for a minimum of seventy-two (72) hours prior to installation. Failure to properly acclimate products may result in movement, warping, joint separation, or other installation-related issues.
- Avoid installation near fireplaces, heaters, cooktops, heat vents, high-intensity lighting, direct sunlight, or other significant heat sources. Excessive heat exposure may result in expansion, distortion, discoloration, warping, or adhesive failure.
- Edges may be sharp and should be handled, transported, and installed with appropriate care and protection.
- Wood veneer products are laser cut and may exhibit darkened edges, slight burn marks, or color variation along cut edges. These characteristics are normal and inherent to the laser cutting manufacturing process.
- Cellular PVC products are CNC cut may exhibit edges with a rougher texture due to the 'open cell' nature of PVC. These characteristics are normal and inherent to the CNC machining process of PVC products.
- Acrylic and mirrored acrylic surfaces may scratch, haze, or abrade during handling, cleaning, installation, or normal use. Protective masking should remain in place until installation is complete.
- Wood veneer products utilize an MDF core material which may be susceptible to swelling, warping, or deterioration when exposed to excessive moisture, humidity, standing water, or wet installation conditions.
- Variations in wood grain, color tone, mineral streaks, texture, sheen, and other natural wood characteristics are normal and are not considered manufacturing defects. Color variation between species, sheets, batches, and individual slats should be expected.
- Expanded cellular PVC products may exhibit slight expansion, contraction, bowing, or dimensional variation due to environmental conditions and temperature fluctuations.
- Fretwork is intended solely for interior decorative wall and/or ceiling applications, and are not intended for structural, load-bearing, flooring, ceiling suspension, screens, exterior, or wet-area applications unless specifically approved by Ekena Millwork.
- Slats are designed to be installed flush against a reasonably flat wall and/or ceiling surface and are not finished on the back side. Uneven, bowed, textured, or improperly prepared wall surfaces may result in visible gaps, irregular alignment, or other appearance variations.
- 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.