Limited Warranty Details

Cestral Inc. warrants its products to be free from materials and manufacturing defects under normal use from the date of invoice for the periods indicated below:

30-year limited warranty on metal roof panels. From the date of shipment, metal roof panels will not rupture, be structurally weakened, or perforate due to exposure to normal environmental conditions. Paint on metal roof panels shall not show any evidence of cracking, peeling, or crazing apparent by exterior normal visual observation. Paint on metal panels shall not chalk to more than grade 6 when measured according to Method A of ASTM D4214 Standard. The panel paint shall not experience any change in color with a delta E of more than eight (8) color units. Color measurements shall be made in accordance with ASTM D2244 Standard and only on clean surfaces, after removal of surface deposits and chalking, as established in ASTM D3964 Standard.

10-year limited warranty on the metal structure. When assembled, the metal structure will not break, be structurally deformed, or perforated due to exposure to normal environmental conditions. The warranty applies to any material defects relative to the original specifications, as well as manufacturing defects.

10-year limited warranty on anchoring products to maintain structural integrity.

5-year limited warranty on the polyester powder coating applied to the shelter structure under normal environmental conditions. This limited warranty applies to the factory-applied finish only. This warranty does not cover cosmetic issues such as discoloration or color alteration. Damage incurred during shipping, structural erection, vandalism, accidents, or part alterations will all require immediate and periodic touch-ups thereafter, which is not covered by this limited warranty. The owner must report paint defects upon installation. The warranty excludes structures erected on sites with salty air, corrosive atmospheres, or locations where sprinkler systems come into contact with the shelter. This paint warranty will be void if, following delivery, damage to the paint is caused by contact with chemicals, chlorine, thinners, paint strippers, hydrocarbons containing solvents, misuse, or vandalism. Not covered by this limited warranty are parts with sharp angles, welds, and end plates that are subject to minor defects during use and will require touch-up by the owner.

Limited 2-year warranty on wood components. This warranty stipulates that, under normal exposure conditions, the finish will resist peeling and flaking, will be easily washable (hand-cleaned without pressure washing), without worrying of damaging the finish, and will resist chalking.

A 1-year warranty applies to all other parts manufactured by Cestral Inc. and not listed in this warranty statement.

This warranty will be void if the associated invoice is not paid in full.

This warranty does not cover damage caused by vandalism or misuse, altered or modified parts, or cosmetic damage such as scratches, lumps, discoloration, rust, or normal wear and tear and aging of the product.

This warranty is valid only if the product is installed in accordance with the instructions provided by Cestral Inc. using approved parts.

This warranty does not cover natural disasters such as earthquakes, terrain changes, tornadoes, or any act of God, including, but not limited to, ice, snow, or wind beyond the applicable building code parameters.

Cestral Inc. is not responsible for any damage caused by third parties, including: installation, fire, natural disasters (lightning, storms, hail, etc.), salty spray corrosion, pollution, rodent or other pest infestation.

Cestral Inc. will not be responsible for insurance standards or code compliance changes that may be required in the future.

In the unlikely event of a failure, Cestral Inc. reserves the right to make design, color, or other changes to address the issue and help prevent future occurrences.

Cestral Inc. will, at its discretion, repair or replace a defective product. The cost of such repair or replacement of the product will be divided proportionally between Cestral Inc. and the Client based on the number of years elapsed in the limited warranty period. For example, a product with a 10-year limited warranty that becomes defective in the 5th year of ownership will be repaired or replaced with an equivalent product, offering a 50% credit to the Client. A product with a 10-year limited warranty that becomes defective in the 10th year of ownership will be repaired or replaced with an equivalent product, offering a 10% credit to the Client. Shipping and handling of the products are paid by the Client. Replacement labor costs must be paid by the Client. Warranty claims must be reported within the applicable warranty period.