
COMMERCIAL & PUBLIC USE

LIMITED WARRANTY

The warranty applies to drycast concrete landscaping and masonry products (“products”) manufactured by Techo-Bloc and intended for institutional, commercial or industrial use. Does not apply to Wet Cast collection products. All Techo-Bloc products comply with and surpass current applicable standards established by the American Society for Testing and Materials (ASTM) and the Canadian Standards Association (CSA).

Techo-Bloc warrants its products against these standards for a period of five (5) years commencing on the date the products are delivered to the job site. The warranty covers the structural integrity of the products and any abnormal deterioration of its surfaces that may be caused by the use of rock salt (sodium chloride [NaCl]) for de-icing pavers, slabs or steps.

The warranty applies on the condition that the plans and specifications of the project have been prepared by a qualified professional.

Techo-Bloc’s warranty excludes any third party products.

THE FOLLOWING CONDITIONS OR EVENTS ARE NOT COVERED BY THE WARRANTY:

1. Claims regarding the color, size, or texture of a product already installed.
An installed product confirms the acceptance of the product received.
2. Splitting, chipping or other breakage that could be caused by impact, abrasion or overloading.
3. Damage or loss caused by settling or other movements or failure of the structure or other components to which the products are set upon.
4. Damage or loss caused by design or installation not in compliance with local codes, industry standards or the guidelines provided by the Concrete Masonry and Hardscape Association (CMHA) or Techo-Bloc.
5. Natural disaster, including but not limited to, earthquakes, floods or other similar natural disasters.
6. Acts of negligence or misuse by the owner, installer or any third party.
7. Color matching to printed representations.
8. Efflorescence, polymeric haze or construction-born residue.
9. Damage or loss caused by impacts by compaction or snow removal equipment.
10. Installation of Wet Cast collection products in a commercial, industrial or institutional setting destined for public use.

In the event of product failure within the scope of this warranty, Techo-Bloc will replace the affected units only, following a site inspection and assessment of the products by Techo-Bloc or its representatives. Techo-Bloc’s responsibility is limited to the cost of the product only and not to the costs related to the installation or replacement of said products.

Note that replacement pieces may show noticeable differences in color, texture, or finish. These variations are a natural result of using materials from different manufacturing batches and are not considered defects and therefore are not covered under the Techo-Bloc warranty.

Techo-Bloc will honor this warranty only with a proof of purchase, such as an invoice or delivery slip.

RESIDENTIAL USE

LIMITED WARRANTY

The warranty applies to concrete landscaping and masonry products (herein referred to as “products”) intended for residential use and manufactured by the Techo-Bloc group.

All Techo-Bloc products comply with applicable standards established by the American Society for Testing and Materials (ASTM) and the Canadian Standards Association (CSA).

Techo-Bloc offers a transferable life-time warranty on its products, commencing on the date of delivery. The warranty covers the structural integrity of the products and any abnormal deterioration of its surfaces that may be caused by the use of rock salt (sodium chloride [NaCl]) for de-icing pavers, slabs or steps, with the exception of Wet Cast collection products, unless otherwise stated.

Techo-Bloc’s warranty excludes any third party products.

THE FOLLOWING CONDITIONS OR EVENTS ARE NOT COVERED BY THE WARRANTY:

1. Claims regarding the color, size, or texture of a product already installed.
An installed product confirms the acceptance of the product received.
2. Use of rock salt and transferability of warranty on Wet Cast collection products unless otherwise stated.
3. Splitting, chipping or other breakage caused by impact, abrasion or overloading.
4. Damage or loss caused by the movement or settling of the underlying structure or base components upon which the products are set.
5. Damage or loss caused by design or installation not in compliance with local codes, industry standards or the guidelines provided by the Concrete Masonry and Hardscape Association (CMHA) or Techo-Bloc.
6. Damage or loss caused by natural disaster, including but not limited to, earthquakes, floods or other similar events.
7. Acts of negligence or misuse by the owner, installer or any third party.
8. Color matching to printed representations.
9. Efflorescence, polymeric haze or construction-born residue. (See the important information section for terminologies)
10. Damage or loss caused by the operation of compaction or snow removal equipment.
11. Normal wear and tear and normal behavior, such as variation in colors or shades.

In the event of product failure within the scope of this warranty, Techo-Bloc will replace the affected units only, following a site inspection and assessment of the products by Techo-Bloc or its representatives. Techo-Bloc’s responsibility is limited to the cost of the product only and not to the costs related to the installation or replacement of said products.

Note that replacement pieces may show noticeable differences in color, texture, or finish. These variations are a natural result of using materials from different manufacturing batches and are not considered defects and therefore are not covered under the Techo-Bloc warranty.

Techo-Bloc will honor this warranty only with a proof of purchase, such as an invoice or delivery slip.

IMPORTANT INFORMATION

A STANDARD OF CARE

The care of high quality concrete products is similar to the care of any product left in the environment 365 days and nights per year. Very mild cleaning using detergents, water and product specific chemicals is necessary and similar to cleaning patio furniture, a vehicle's chrome, plastic, or paint, etc. in order to enhance their presence and charm. Protectants of all types (high, middle, and low sheen, pigmented/tinted, penetrating or film-forming) are available for additional protection from acid rain, stains and nature's worst. To get the most from your investments take care of them and they'll take care of you.

For any questions on industry-specific cleaners and protectants, see your local hardscape dealer, contact your contractor, contact us or search online.

It is contrary to Techo-Bloc's Standard Operating Procedures (SOP) to be involved in the care of a mature pavement or retaining structure. Care, as mentioned above, is the responsibility of the owner for any and all outdoor products.

CMHA disclaimer: "In areas where segmental retaining walls will be repeatedly exposed to snow (such as from plowing operations) consider periodically applying sealants or water repelling chemicals (silane or siloxane compounds) to the wall surface."

COLOR

Due to the inherent nature of printed literature and current digital media, Techo-Bloc cannot guarantee specific color matching to printed representations of its color swatches.

Each color option is composed of a variety of darker & lighter tones. Natural ingredients such as granite are present within the recipe to allow for a range in tones, veining and textures from one stone to another. Therefore, colors samples shown are approximate representations of our standard colors and actual product colors may vary.

Final color selection should be made at your local dealer from stocked product. Techo-Bloc always recommends immediately verifying the product and colour upon reception. If there are any discrepancies, contact your local dealer before continuing your project. Installation of the product constitutes your acceptance of the product as is.

EFFLORESCENCE

This warranty does not apply to efflorescence. Efflorescence is a naturally-occurring process in all concrete products which sometimes appears in the form of a white powdery film on the pavement surface. Efflorescence is more perceivable in darker colors such as Onyx Black and Chocolate Brown as there is a higher level of contrast than with other blended colours. It does not, in any way, compromise the functionality or the structural integrity of the product. Although efflorescence cannot be prevented, it will wash off over time or can be cleaned with efflorescence cleaner. Techo-Bloc accepts no responsibility or liability for this condition.

POLYMERIC HAZE

Polymeric haze from the use of polymeric joint sand may appear on your concrete products if the sand was not removed from the surface of the paver properly. This does not, in any way, affect the integrity of the product or your installation. The hazing will weather away naturally with time and rain. It can be removed with a specialized cleaner; you are advised to contact your contractor or the polymeric sand company used for instructions & recommendations. Techo-Bloc accepts no responsibility or liability for this occurrence.

CONSTRUCTION RESIDUE

A by-product of cutting with a saw is residue-filled water or concrete dust. Residue filled water or re-hydrated dust can cling to the surface and leave a concrete stain. It is recommended to wash and remove the water or concrete dust from the surface of the pavers before it dries. Construction residue can also happen through soil disturbance or environmental elements. These contaminants should be removed immediately but do not affect the integrity of the product or your installation. Techo-Bloc accepts no responsibility or liability for these occurrences.

PROPER COLOR DISTRIBUTION AND LAYING TECHNIQUES

Proper installation enhances the overall color of pavement. Units should be randomly picked from at least two pallets when installing. This creates an attractive and subtle blending of color.

COMPACTOR AND SNOW REMOVAL EQUIPMENT

Pavers with an embossed surface (high and low points) are more susceptible to scuff marks from vibratory plate compactors used in most concrete paver installations. Techo-Bloc recommends the use of a urethane mat between the plate and the paver surface during compacting. Contact your equipment supplier for more information about accessories for this purpose. Also, snow removal equipment should have the proper spacing, bumpers, and rubber blade guards to protect the surface of the pavers. Techo-Bloc is not responsible for damage caused by the misuse of compaction or snow removal equipment, which may leave scuff marks, or burns on pavers.

NOTE:

For industry information about efflorescence, polymeric haze or information pertaining to installation specifications, please visit www.icpi.org or www.ncma.org.

INSTALLATION GUIDES:

The installation diagrams are only a guide or a reference and cannot cover all possible situations. Therefore, Techo-Bloc declines all responsibility regarding the applicability of the installation diagrams with regards to any specific site. The customer is fully responsible for product installation and Techo-Bloc recommends the use of qualified professionals, such as an architect, a master contractor or an engineer who will be able to customize the installation diagram to the specific site conditions.

MASONRY

The Techo-Bloc warranty is applicable to all masonry products manufactured by Techo-Bloc. We are proud to certify that these products meet and/or surpass the requirements of the Canadian Standards Association (CSA A165.04) and the American Society for Testing Materials (ASTM-C55). These standards provide requirements for density, absorption, compressive strength, as well as, materials, facing, sampling/testing, and packaging.

Techo-Bloc guarantees the lasting structural integrity of its masonry products for a period of 50 years and warrants that its products are free from manufacturing defects.

This warranty is offered to the original purchaser of the product with proof of purchase. It applies to original installations only; once the masonry product is removed from its original installation, the Techo-Bloc warranty is no longer applicable.

In the case where building standards, regulations and Techo-Bloc's own guidelines were not adhered to during the product's installation process, Techo-Bloc cannot take responsibility for the product's deterioration resulting from poor installation.

Efflorescence is the result of a naturally occurring phenomenon in concrete materials, which appears on the surface in the form of a white powdery layer. Various efflorescence cleaning products are available on the market. Due to the organic nature of this process, Techo-Bloc cannot accept responsibility or liability for this natural occurrence. For additional information on efflorescence, please visit the technical publications section of <http://www.masonryinstitute.org>.

In the case of a warranty claim deemed legitimate through a product inspection, Techo-Bloc will honor its warranty by exchanging the Techo-Bloc material. Techo-Bloc's responsibility is limited solely to the product and is not responsible for any installation costs. It is the responsibility and upon the good faith of the installer to inspect the delivered material and to advise Techo-Bloc should there be any issues prior to installation of the materials. Once installed, Techo-Bloc cannot guarantee the color match of any replacement units.

This warranty does not apply to natural wear or any damage resulting from a natural disaster, product handling or from a deliberate and/or negligible act on the part of the purchaser, owner of the building, installer or any third party.

Should you require assistance, please contact the authorized Techo-Bloc retailer from which you purchased the product or Techo-Bloc's customer service department at 1.877.832.4625. We take pride in our high-quality products and in satisfying our customers.

WARRANTY – FIRE FEATURES

In the event of product failure within the scope of this warranty, Techo-Bloc will repair or replace the affected item only, following a site inspection and assessment of the product by Techo-Bloc or its representatives. At Techo-Bloc's sole discretion, the product under warranty will be repaired or replaced. If we determine that repair is not viable, we reserve the right to replace the defective item with an equivalent to the original item. Techo-Bloc's responsibility is limited to the cost of the product only and not to the costs related to labor, removal, or installation of the products. Techo-Bloc does not provide maintenance, repair services or spare components of any fire feature accessory. However, Techo-Bloc will be able to point you in the right direction to the manufacturers of these accessories/parts.

**TECHO-BLOC WILL HONOR THIS WARRANTY WITH PROOF
OF PURCHASE SUCH AS AN INVOICE OR DELIVERY SLIP.**

| PRODUCT | WARRANTY |
|--|----------|
| Techo-Bloc Fire Pit Concrete Products | Lifetime |
| Techo-Bloc Fireplace Concrete Products | Lifetime |
| Lumi Fire Bowl Concrete Vessel | One Year |
| Techo-Bloc Fire Pit Protective Cover | 3 Years |
| HPC Fire Pit Stainless Steel Burner | Lifetime |
| HPC Outdoor Fireplace Burner | Lifetime |
| HPC Electronic Ignition Components | 3 years |
| HPC Pilot Assemblies | 2 years |
| HPC Stainless Steel Components | 5 years |
| HPC Flex Liner | 5 years |
| HPC Regulators | 3 years |
| HPC Outdoor Log Sets | 3 years |
| HPC Fire Pit Cover | 3 years |
| Breeo Zentro Fire Pit Inserts | Lifetime |

REGARDING ALL FIRE FEATURES, THE FOLLOWING CONDITIONS OR EVENTS ARE NOT COVERED BY THE WARRANTY:

1. Claims regarding the color, size, or texture of a product already installed. An installed product confirms the acceptance of the product received.
2. Use of rock salt or any other type of salt, sand, baking soda or other elements not recommended for extinguishing flames.
3. Splitting, chipping, or other breakage caused by impact, abrasion, or overloading.

4. Damage or loss caused by the movement or settling of the underlying structure or base components upon which the product is set.
5. Damage or loss caused by installation or maintenance not in compliance with local codes or installation manual provided by the manufacturer.
6. Damage or loss caused by natural disasters including, but not limited to, earthquakes, floods, or other similar events.
7. Alterations, acts of negligence or misuse by the owner, installer or any third party.
8. Color matching to printed representations.
9. Efflorescence, polymeric haze, or construction-born residue. For more information on efflorescence, consult our care guide: <https://www.techo-bloc.com/support/customer-support/care-and-maintenance>
10. Normal wear and tear, such as variation in colors or shades.
11. Rental use or commercial applications.
12. Decorative fill material such as lava rock (or any product of the same kind.)
13. Heat cracking or discoloration due to excessive heat exposure.
14. Use of improper fuels.

FIRE PIT KITS & ACCESSORIES

Fire Pit Kits include Brandon, Prescott, Raffinato, Valencia.

Fire Pit accessories include Sleeve inserts, HPC Burners Kit, Breeo- Zentro smokeless steel insert.

Concrete units used to assemble Techo-Bloc fire pit kits are warranted against defects in material and workmanship under normal use for the lifetime of the product from the date of purchase. This warranty is non-transferrable and thus valid only for the original consumer of this product. Third party components of fire pit kits such as burners and other accessories carry their respective manufacturer's warranty and may change without notice. Please visit the Techo-Bloc product pages for manufacturer warranties.

As fire pits age, color may lighten or darken according to specific field or storage conditions such as humidity, temperature, and exposure to sunlight. Smoke and soot that are created by various elements may affect the appearance of the fire pit; these are factors beyond Techo-Bloc's control.

Wood-burning fire pits must be lined with a proper insert or firebrick to protect the concrete units from extreme exposure to heat. Extreme heat on a concrete surface may affect the structural integrity of the concrete components and can be dangerous. The floor of the fire pit should always be constructed with free-draining material or firebricks with proper drainage.

FIREPIT CARE & MAINTENANCE

WINTER CARE - We recommend covering your fire feature with a breathable material over the winter months to avoid any possible damage.

FIRE PIT SLEEVE CARE - The purpose of the fire pit burner sleeve is to provide protection to your concrete product against direct flames within your fire feature. Although this product is engineered to withstand a certain level of heat, it is possible that the painted surface may experience chipping and rust development over time. This occurrence is not indicative of a defect, but rather a natural effect of exposure to fire. As a solution, we suggest utilizing high-quality, high heat enamel spray paint to touch up your fire pit sleeve as needed. This will help to maintain its aesthetic appeal and protect against deterioration.

WARRANTY – FIREPLACE

Fireplaces include Manchester

Concrete units used to construct Techo-Bloc fireplace kits are warranted against defects in material and workmanship under normal use for the lifetime of the product from the date of purchase. This warranty is non-transferrable and thus valid only for the original consumer of this product. Third party components of fireplace kits carry their respective manufacturer's warranty and may change without notice.

As fireplaces age, color may lighten or darken according to specific field or storage conditions such as humidity, temperature, and exposure to sunlight. Smoke and soot that are created by various elements may affect the appearance of the fire pit; these are factors beyond Techo-Bloc's control.

WARRANTY – FIRE PIT

Lumi Fire Bowl and Sculptura Collection

This product is warranted against defects in material and workmanship under normal use for ONE (1) YEAR from the date of purchase. This warranty is non-transferable and thus valid only for the original consumer of this product.

The original consumer acknowledges and agrees that the fire pit is a concrete handmade product and therefore each fire pit is unique. Variations in color and texture are to be expected. As fire pits age, color may lighten or darken according to specific field or storage conditions such as humidity, temperature, and exposure to sunlight. Minor chipping, water staining, and non-structural hairline cracks are traditional characteristics of this product and thus are not covered by this warranty.

NEED MORE ASSISTANCE? HAVE MORE QUESTIONS?

We have a team dedicated to ensuring your satisfaction. To submit an after-sales support form, please visit: www.techo-bloc.com/client-support.

For all other warranty related questions please email clientsupport@techo-bloc.com