

Recital® 15 Year Product Warranty

Products:

- Recital® Core™
- Recital® SoffitTone™

Sonata Acoustic Panels Pty Ltd warrants that the insulation products named in clause 2 below (the Products) are manufactured free from defect subject to the exclusions and conditions set out in this warranty document.

Warranty conditions

Sonata Acoustic Panels Pty Ltd (Sonata) product performance trade Warranty only applies if:

- The Products are installed in accordance with Sonata literature current at the time of installation; and
- The Products are only used in applications expressly stated in the applicable Sonata product literature; and
- The Products are acquired by a trade customer for re-supply or for an application other than for personal, domestic or household use or consumption.
- This Warranty excludes any warranty around installation, performance in application or meeting any local building or application regulation, standards or codes.

Details of Warranty

1. This Warranty is given by:

Sonata Acoustic Panels Pty Ltd
21 Goodall Close Dandenong South, VIC 3175
Phone: 1300 515 133

Email: info@sonataacousticpanels.com.au

2. This Warranty is provided to trade customers who purchase Sonata Acoustic Panels commercial products listed as follows:
 - **Recital® Core™**
 - **Recital® SoffitTone™**
3. This Warranty will apply for 15 years in commercial building applications in which the Products are installed (**Warranty Period**).
4. To make a claim under this Warranty, a trade customer must submit a Warranty claim to Sonata in accordance with clause 7 on the following page.

Benefits under this Warranty

5. During the Warranty Period, should the Products fail to meet the terms of the Warranty above, Sonata will honor this Warranty by, at its option, repairing or replacing the insulation or refunding the original invoice value of the product:

Limitations

6. Under this Warranty, Sonata is not and will not be liable for or in respect of:
 - a. Any damage or loss caused by anyone other than Sonata or by any other factor beyond the reasonable control of Sonata including, but not limited to, fire, lightning, salt air, chemicals, industrial fall-out, fumes, liquids, solids, animals or precipitation;
 - b. Any mechanical or other damage sustained during or as a result of handling, storage or installation of the commercial insulation covered by this Warranty;
 - c. The removal of the commercial insulation products covered by the Warranty installed or the installation of replacement or equivalent products, or the cost of removal or installation;
 - d. Claims relating to the prolonged storage of the products over 6 months from date of production;

- e. Any direct (other than direct losses referred to in clause 5 above), consequential or indirect loss of any kind; or
- f. Any loss of profits, sales, turnover, reputation (or damage to it), production, anticipated savings, goodwill, business opportunities, customers, software or data, or loss of use of any software, data, premises or facilities, or loss under, or in relation to, any other contract; in each case, whether of a direct, indirect or consequential nature.

Warranty claim procedure

- 7. A claim under this Warranty must be submitted to Sonata at the aforementioned address within the Warranty period and must include:
 - a. A copy of this Warranty;
 - b. A description of how the Products purchased do not comply with this Warranty;
 - c. Photos of the Products that are considered by the purchaser not to comply with this Warranty; and
 - d. Proof of the date of purchase in the form of an invoice or receipt from the supplier from which the relevant Product was purchased.
 - e. Proof of date of installation of the installed Products by a licensed tradesperson.
- 8. Sonata reserves the right to inspect the product insitu at the installation site and to conduct tests at any time after a Warranty claim is received. Any interference with the Product prior to inspection by Sonata will void a claim under this Warranty.
- 9. All Warranty claims must be made within 30 days of you first becoming aware (or ought reasonably to have been aware) of the alleged non-conformance.
- 10. The customer making a claim under this Warranty will bear all expenses incurred in making the claim, including all costs incurred in returning a defective product or goods to Sonata for repair or inspection, and any costs incurred in collecting goods from Sonata.

Further

- 11. This trade Warranty applies to trade customers only. Should a consumer purchase this product for personal, domestic or household use or consumption and not for resupply then any benefits under this Warranty are in addition to any rights or remedies that may be available to consumers under the Australian Consumer Law which cannot be excluded.
- 12. This Warranty does not apply to any product sold (at no charge) as scrap, SLOB stock, second hand product or equivalent.

© Sonata Acoustic Panels Pty Limited 2026 (Sonata). Sonata reserves the right to change product specifications without prior notification. Information in this publication and otherwise supplied to users as to the subject product is based on our general experience and is given in good faith, but because of the many particular factors which are outside Sonata's knowledge and control and affect the use of products, no warranty is given or is to be implied with respect to either such information or the product itself, in particular the suitability of the product for any particular purpose. The purchaser should independently determine the suitability of the product for the intended application. Unless otherwise stated, all TM and [®] are trademarks and registered trademarks of Sonata Acoustic Panels Pty Limited ABN 78 685 589 020. TWAR1_Revision_0_Issue Date 17032026.