

From MSI

## Arterra Porcelain Pavers Commercial 10 year Warranty

MS International Inc (MSI) warrants for a period of ten (10) years that Arterra porcelain pavers covered under this warranty will i) resist permanent staining from regular use in commercial structures, ii) resist mold and mildew, and iii) will not fade and discolor; subject to compliance with the care and maintenance procedures found below and on our website [www.msistone.com](http://www.msistone.com)

If, within the warranted period ten (10) years permanent staining should occur, or mold, mildew or discoloration or fading is observed that cannot be removed or rectified using recommended methods by a certified landscape/surfaces professional, MSI will, at its sole discretion, repair or replace the material that is defective. MSI will strive to obtain the best possible resolution. The decision to repair or replace is MSI's sole discretion and MSI does not guarantee an exact color match of the replacement material.

### Warranty Exclusions

- This warranty applies only to Arterra material that has been permanently installed in commercial structures and that has not been moved from the original installation.
- Improper use or abuse including but not limited to, damage from mishandling of the product, damage from physical or chemical abuse (including efflorescence, chlorine, iron oxide) and damage from improper care and maintenance.
- Any other costs, incidental and consequential damages including loss of use of property, other than the repair or replacement cost of warranty material.
- Spots or blemishes on mono colors smaller than a U.S. ten (10) cent coin and on multi colored materials smaller than a U.S. Quarter (25) cent coin. A certain level of spots or blemishes are inherent in the manufacturing process.
- Acts of God, acts of vandalism, oil/grease from vehicles and equipment.
- This warranty is not transferable, and is limited to ten(10) years from the date of installation. This warranty is issued to the original owner of the structure in which Arterra material was installed and expires upon transfer of the ownership of the structure to a third party.

### Care & Use

Arterra Porcelain Pavers do not need to be sealed. They are manufactured to be stain resistant against common staining including red wine.

- Clean off debris or staining agents immediately.
- Most stains can be easily removed by spraying water with garden hose.
- For more stubborn stains, use household cleaners or a porcelain tile cleaner.
- If using pressure washer, it is recommended to pressure wash at 1600 psi or less to avoid degradation of any jointing material.

In the unlikely event that you notice permanent stains, mold and mildew, fading and discoloration, please submit your warranty claim to MSI within 15 days of first observing the condition.

Please visit our website [www.msistone.com](http://www.msistone.com) for additional information.