



RealAcoustix Warranty Information

The following is provided as general warranty information for all RealAcoustix products. Exceptions, if any, will be noted on the individual products as provided in the product descriptions. Warranties are parts and labor as described below:

General Conditions upon Delivery:

Warranties are in force when the following conditions are met at delivery of all products:

1. All crates, boxes, packages etc. must be inspected by the customer or the customer's representative to ensure that there are no damages to the packaging and that no materials are exposed, damaged, broken, unwrapped, pierced or otherwise not in good condition. If any adverse conditions are found, the receiver/customer must immediately report the condition to the driver and have the driver note the condition(s) on the bill of lading prior to leaving. The customer will immediately report the damages to RealAcoustix either by email to Info@RealAcoustix.com or by phone to (801) 782-1010.

2. All materials must be removed from adverse outside conditions immediately (no more than ½ hour) upon receipt and placed in a conditioned environment to avoid any damage from excess heat, cold or humidity. All materials, including wood, fiberglass, fabric and other product materials, must be stored at temperatures between 55° and 75° and with humidity not to exceed 50%. Conditions beyond these limits may cause delamination, unusual expansion and contraction of woods, fabric bagging and other conditions which are not covered under warranty. If conditions beyond these limits are expected all products should be stored in another space that meets these conditions until such a time as the installation space is climatized and ready for installation.

Wood Products (Diffusers, Columns etc.)

All wood products are warranted for a period of one year from the date of receipt against warping, expansion and/or contraction (+/- 3/32" or 2.38mm per unit), finish cracking or peeling, veneer peeling, parts separation and other manufacturing flaws. RealAcoustix shall retain the right to repair or replace the product depending on the extent of the damage and the nature of the repair. Wood products installed into an environment with average humidity levels in excess of 50% should ensure that the interior environment has some dehumidification to reduce potential problems with wood products. Warranties will not be in force in environments that exceed this level of humidity. Please note that wood products shall be mounted with a minimum 1/4" (6.35mm) gap between units to allow for expansion and contraction.

Wood products are not warranted against damage caused by poor installation or mishaps during installation, abuse from objects or people, discoloration or damage from chemicals or improper cleaning solutions or other practices not within the control of RealAcoustix or its staff. All RealAcoustix products are finished in pre-catalyzed conversion varnish (unless otherwise specified) and care should be taken to treat the finishes with the proper cleaning products.

Fabric Products (RealAB, FAST etc.)

All fabric-covered products are warranted for a period of two years from the date of receipt against fabric coming unglued from the substrate materials, discoloration*, fading* and separation of weaves in the fabric itself. The purchaser should note any damage upon arrival and notify RealAcoustix immediately. RealAcoustix shall retain the right to repair or replace the product depending on the extent of the damage and the nature of the repair. Fabric products are not warranted against damage caused by poor installation or mishaps during installation, abuse from objects or people, discoloration or damage from chemicals or improper cleaning solutions or other practices not within the control of RealAcoustix or its staff. All RealAcoustix fabric products are polyester-based and care should be taken to treat the fabrics with the proper cleaning products. In general, only cleaning products using dry methods should be used. Wetting a fabric-covered product will stain the fabric.