

Proline Stone Veneer 50 Year Limited Warranty

Proline Stone and Accessories are manufactured to be of exceptional quality and durability, providing years of maintenance-free use.

Proline Stone veneer products are under limited warranty for 50 years from the date of purchase when installed in conformance to local building codes and manufacturer's instructions. This warranty is limited to the original purchaser and may not be transferred to any subsequent owner.

Norse Building Products, Inc. will replace material deemed defective at no charge. This warranty covers only manufacturing defects in Proline Stone veneer products manufactured by Norse Building Products, Inc. Norse Building Products, Inc. is not responsible for labor costs incurred in removal and replacement of defective products. This warranty applies only to materials and does not apply in any way to installation guidelines or recommendations.

This warranty does not cover damage resulting from faulty or improper installation, settlement to the building or other wall movement, discoloration due to airborne contaminants, exposure to chemicals or paint, damage from directly applied high pressure water, use of any non-breathable sealer, or improper use of any sealer deemed breathable; normal weathering of surface, efflorescence, oxidation or other causes beyond control of the manufacturer. Salts and de-icing products can damage any masonry products - such damage is not covered under warranty. Hearth pieces are not warranted for use on the ground, outdoor use or as a surface subject to foot or vehicular traffic.

Stone should be applied when the temperature is above 45 degrees or in a heated environment.

SEALERS: Sealing exterior stone with any type of sealer type is not recommended. Sealers can trap moisture within the stone, causing stone damage. However, if you choose to use a sealer, it must be a high quality "breathable" masonry sealer. Be extremely careful to follow the manufacturer's recommended application instructions. Test several unused pieces before general application - some sealers may alter the appearance of the masonry. Do not apply in heavier than recommended coverage – more is not better. Any non-breathable sealer is likely to cause damage to the stone and voids the warranty. Failing to precisely follow application instructions for any breathable sealer also voids the warranty.

EFFLORESCENCE: Efflorescence is a whitish, powder-like deposit that sometimes appear on the surface of stone veneer. It may appear immediately or within a short time after installation. Efflorescence is a normal occurrence in cement based products. It is a natural reaction to hydration of concrete, thus is not covered under our warranty. Left alone, normal exposure to the elements will dissipate (often within months) efflorescence. However, if you wish to remove the efflorescence before it naturally wears off, we recommend using a mild mix of vinegar and water (1 part vinegar and 4 parts water) to wipe the efflorescence away. Do not use a wire brush or any caustic acid.

PRODUCT CHANGES: Norse Building Products, Inc., works continuously to improve all of its products and product quality. As part of the continuous improvement, some products may be discontinued or modified, including color modification. Norse Building Products is not responsible to Purchaser for any modification or product discontinuance. If Norse replaces any product under warranty, Norse holds the right to provide the Purchaser with substitute products that are comparable in appearance with best efforts to match the product being replaced with current products in inventory or as part of normal production. There is no guarantee that the replacement products will match existing installed product because of normal weathering or changes to our products. Repeat Purchasers should also be aware that if they are attempting to match a previously installed stone pattern or product there may be variations in color or product. Sample products should be utilized to ensure satisfactory matching.

Registration of Warranty:

The attached Warranty Registration must be completed, signed and returned to Norse Building Products, Inc by the original purchaser within 90 days of completion of installation [Click to download the Warranty Registration Form.](#)

Complete [Warranty Registration Form](#) and send along with copies of invoices to:

Norse Building Products, Inc
536 Main Street
P.O. Box 126
Allenton, WI 53002

In the event of a warranty claim:

Purchaser must submit written notice of claim to Norse Building Products, Inc., within sixty (60) days of the date that the defect was first discovered. Claim notice must include photos and description of defect; provide name, address and date of installation, name of installer. Norse Building Products reserves the right for reasonable time and opportunity to investigate and inspect the stone for defects prior to repairs undertaken. Photos or samples may be obtained for further analysis.

Send Notice of Claim to:

Norse Building Products, Inc
536 Main Street
P.O. Box 126
Allenton, WI 53002

SHIPPING NOTICE:

Stones may ship before completely dry. This may result in an initial slightly wet appearance. Stone will dry to proper color within 7 to 10 days.

This warranty is effective for purchases made after January 31, 2015, and supersede all previously published versions of this warranty. It shall remain in effect until Norse publishes a subsequent superseding version, at which time this current written warranty shall have no further effect. For warranty for stone purchased before January 31, 2015 and after March 4, 2011, please contact Norse Building Products, Inc. for a copy.