



# WARRANTY

## HANDLING INSTRUCTIONS

EcoCocon s.r.o. shall provide a 50-year warranty on the structural integrity and 25-year warranty on straw insulation of EcoCocon panels if handled, installed and maintained according to the following instructions:

1. During the transportation, unloading, storage and the entire construction process, EcoCocon panels have to be fully protected from contact with any liquids (water or other). Under no circumstances must any water get onto or inside the straw insulation layer of the panel.
2. EcoCocon panels should be guarded against contact with any kind of surface that may damage them.
3. EcoCocon panels have to be kept dry at all times. The humidity level within the panels must be measured with a humidity metre upon delivery and must not exceed 20%. If it exceeds 20%, the Buyer must inform the Seller immediately and ask for replacement of the panel or replacement of the straw insulation.
4. When mounting EcoCocon panels in windy conditions, the panels must be secured to prevent them from blowing over or falling down and therefore getting damaged or causing damage.
5. The panels must not be mounted if there is an open fire source such as a bonfire, barbecue or other fire within 25 metres.
6. It is strictly prohibited to smoke on the building site or within 10 metres of the building site until all construction work is completed.
7. EcoCocon panels have to be assembled according to the Panel Project, structural design project, architectural drawings and the general assembly instructions available on [www.ecococon.eu/downloads](http://www.ecococon.eu/downloads).
8. The panels and the subsequent covering layers have to be installed in a way to ensure an airtight, yet diffusion-open wall. The EcoCocon wall system comes with an airtight, diffusion-open membrane ( $S_d < 0,2m$ ) to be installed on the outer side of the straw wall. On top of this membrane, a diffusion-open board of minimum thickness of 10 mm needs to be installed to protect the panels and the airtight layer from mechanical damage.
9. Wall build-ups that have not been yet WUFI-verified, need to be confirmed by a calculation for the particular climate to ensure no condensation will occur inside the wall.
10. Any damages on panels, covering layers or other building materials used outside and/or inside need to be repaired immediately in order to protect the insulation material (straw) of EcoCocon panels from water damage.
11. Once assembled, the interior side of panels must be fully and directly covered with boards or plaster. There must be no air gap between straw and other layers.
12. The temperature in buildings built with EcoCocon panels should be constantly kept above 10°C after being finished and the buildings should be ventilated during the winter season.
13. The architect and the builder are responsible for taking measures preventing insect or pest infiltration into the wall structure.

## PROCEDURE AND EVALUATION

1. Upon delivery, the Buyer must inspect the goods for any damage that might have occurred during transport (water or other) and report it in the CMR document that is returned to the transport company. Any such



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damage needs to be photo-documented and reported via email to [info@ecococon.eu](mailto:info@ecococon.eu) and to EcoCocon's technical sales consultant within 24 hours from delivery.

2. If the measured humidity level in any panel exceeds 20%, or if the Buyer has received a product that demonstrates potential manufacturing, design or material faults, he must report this as completely as possible within 48 hours after delivery in an Acceptance Certificate. Delivered with the Goods, the Acceptance Certificate has to be filled-out, signed, scanned and emailed to [info@ecococon.eu](mailto:info@ecococon.eu) and to EcoCocon's technical sales consultant. Any specific remarks regarding damages or measured humidity levels have to be included in the notes. Failure to return the Acceptance Certificate will be understood as an acceptance of the goods in good condition.
3. If the Buyer notices any manufacturing, design or material faults while the product is installed, the Buyer must report this within 48 hours after noticing it by sending an email to [info@ecococon.eu](mailto:info@ecococon.eu) and to EcoCocon's technical sales consultant. EcoCocon s.r.o. will process the report as quickly as possible.
4. EcoCocon does not take any responsibility for damages or extra costs caused by installing faulty panels in the construction.
5. If there is any doubt about whether or not the problem with the defective product(s) falls under the warranty, the burden of proof of the existence of manufacturing, design and material faults lies with the customer. The customer should submit the proof in writing accompanied by photo documentation to EcoCocon s.r.o.
6. If EcoCocon s.r.o. considers an on-site examination necessary, the Buyer must grant free, direct access and cooperation as required.
7. EcoCocon s.r.o. retains the right to take the final decision of whether a warranty claim is justified.
8. The warranty period will not be restarted when the warranty is fulfilled. Replacement products or parts are guaranteed until the end of the existing warranty period for the product or part that was replaced.
9. EcoCocon does not take any responsibility for damages caused by mistakes in the project, for which the architect or structural engineer are responsible or for mistakes in the building process, for which the construction company or its subcontractors are responsible.