

## OUR COMMITMENT TO YOU

By choosing ProVia's manufactured stone you have selected one of the finest residential products made today. Our passion for creating the most beautifully realistic and long-lasting stone surfaces for homes, architectural structures and accent areas has become our signature.

### REGISTER ONLINE AT [PROVIA.COM/WARRANTY](https://provia.com/warranty)

ProVia (Cherry Ridge Facility)  
1550 County Road 140  
Sugarcreek, OH 44681  
Phone: (800) 669-4711  
[provia.com](https://provia.com)

### CLEANING AND MAINTENANCE

Thank you for choosing ProVia manufactured stone, our stone is designed to provide years of enjoyment. You may want to occasionally clean your stone to remove dust, debris or in rare circumstances efflorescence. Efflorescence is when moisture is present behind the stone, that migrates to the surface of the stone, depositing dissolved salts that can have the appearance of a white stain.

Please follow cleaning steps outlined below to keep your stone looking its best and be sure to never use acids, chemicals, pressure washing, sandblasting, wire brushes or anything other than what is outlined in our cleaning instructions to maintain the warranty.

### CLEANING

1. Before you begin cleaning your stone, be sure to properly prepare your work area.

**Interior cleaning-** Start by filling a clean spray bottle with water, to see if you can spray the dust or debris away. If that does not work, please move to the next step...

**Exterior cleaning-** Start by using a garden hose set to a gentle low pressure setting to try and spray the dust or debris away. If that does not work, please move to the next step...

2. Begin using a soft nylon brush to lightly scrub the stone while spraying it with warm water. If that does not work, please move to the next step...
3. Add a small amount of mild detergent to your warm water and spray the stone, while scrubbing the debris with a soft nylon brush.
4. Finish by removing soap from the stone by spraying water, until no soap residue remains. For interior cleaning you can hold a hand towel under the area being sprayed to catch the soapy water run-off.

### SEALING

SEALANT IS NOT RECOMMENDED FOR PROVIA MANUFACTURED STONE, IF YOU CHOOSE TO USE A SEALER, USE ONLY A SILANE OR SILOXANE-BASED BREATHABLE MASONRY SEALER TO MAINTAIN YOUR WARRANTY. BE SURE TO TEST THE SEALER ON A SMALL INCONSPICUOUS AREA FIRST AND STRICTLY FOLLOW THE SEALANT MANUFACTURER'S DIRECTIONS.

[provia.com/stone-cleaning-sealing](https://provia.com/stone-cleaning-sealing)



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STONE  
WARRANTY



# STONE LIFETIME LIMITED WARRANTY

Original Owner's Limited Non-Prorated Warranty  
Non-Prorated – No Service Charges  
Transferable (Lifetime Proratable Upon Transfer)

IMPORTANT REMINDER  
Register Your Product Warranty at  
[provia.com/warranty](http://provia.com/warranty)

Or Transfer an Existing Warranty

## A. ORIGINAL OWNER'S LIFETIME PLUS LIMITED WARRANTY

ProVia LLC, hereinafter "ProVia" Manufactured Stone and Accessories are manufactured using quality raw materials and produced with engineering excellence designed for years of maintenance-free use.

ProVia warrants exclusively to the original purchaser of our manufactured stone for as long as the original purchaser is living and is the owner of the property to which our products were applied. That ProVia manufactured stone applied to that property is warranted against chipping, flaking, unsightly discoloration, or any other serious deterioration result of defects in material or manufacturing.

Additionally, ProVia also warrants, exclusively to the original owner only and for as long as he/she is living and is the owner of the property to which ProVia products are applied, that its manufactured stone will not fade, other than as may result from normal weathering or can be expected to occur from exposure to exterior elements. For the purposes of this warranty, fade is defined as over 50% color loss as deemed by ProVia's manufacturing and colorist experts.

Should any of these defects occur during the lifetime of the original purchaser while he or she is the owner of the property to which the ProVia product(s) were applied, and provided that the terms and conditions of this warranty are met and the claim is properly reported as stated below, ProVia will, at its option, repair or replace, the stone determined to be defective, in accordance with the terms and conditions of this warranty. In lieu of repair or replacement, ProVia reserves the right in its sole discretion to refund the actual purchase price of the products determined to be defective.

## B. REGISTRATION AND TRANSFER OF WARRANTY

The attached warranty registration card should be completed, signed by the original purchaser and installing contractor, and returned to ProVia, after completion of installation of the products.

This warranty, is transferable by the original owner to subsequent owners of the property on a prorated basis, provided ProVia receives written notice from the transferee of the transfer of the property within thirty (30) days from the date of real estate title transfer. This notice should include the address of the property being transferred, name of the original owner, name and address of the transferee, and date of transfer. Failure to so notify ProVia of the transfer will relieve it of any further obligation under this warranty, notice to ProVia being a condition precedent to transfer of this warranty. In the event of transfer of the property and this warranty as hereinabove provided, the warranty period shall extend only for fifty (50) years from the original date of installation of our stone and accessories and shall be prorated as set forth herein. During the first five years after the date of original installation of the products, ProVia will, at its option, repair or replace the stones determined to be defective in accordance with the terms and conditions of this warranty at its discretion, ProVia may refund the actual purchase price of the products determined to be defective. During the sixth year after the date of the original installation of our products, ProVia will bear ninety percent (90%) of the stone costs for replacing or repairing the products in accordance with the terms and conditions of this warranty. Thereafter, during the seventh and each subsequent year through the twelfth year after the date of original installation of the products, ProVia's share of the costs for replacing or repairing the product will decrease by ten (10) percentage points each year. For example, ProVia shall bear eighty percent (80%) of the original purchase price of the stone during the seventh year, sixty percent (60%) during the ninth year and thirty (30%) during the twelfth year. During the thirteenth and fourteenth years after date of original installation, ProVia's obligation will be twenty percent (20%) of the original purchase price of the stone. During the fifteenth year after the original installation date, ProVia's share will decrease to ten percent (10%) of the original purchase price of the stone and shall remain at that rate for the remaining thirty-five (35) years of the fifty year limited warranty period. The warranty period shall not be extended by any such repairs or replacement.

## C. CONDITIONS NOT COVERED BY THIS WARRANTY

This warranty covers only the specified damages arising solely from defects in the material or manufacture of ProVia's stone and only if such damages occur under normal use and service. It does not cover, and ProVia is not liable for, conditions or failure of or damage to such products resulting from faulty or improper installation, settlement of the structure on which the products are installed or shifting of structural members or adjoining surfaces, failure of the structure (including foundations and walls), accidental damage or negligence, intentional acts or damage, fire, wind, flood, lightning, acts of God, misuse, improper care or failure to provide reasonable and necessary maintenance of the product, normal and expected weathering of the surface, mildew, exposure to harmful chemicals, vapors or acid rain, de-icing salts, use of any coating or sealant other than one that is silane or siloxane based and applied in strict compliance with manufacturer's instructions, surface discoloration or deterioration due to atmospheric pollution, distortion or cracking due to unusual weathering conditions (excessive heat and thaw), installed in a manner that causes the stone to be repeatedly or continuously wet or the installation of non-ProVia stone accessory products or accessory products which are incompatible with ProVia's stone or which are installed in a manner detrimental to the performance of ProVia's stone.

## EXCLUSION FOR CERTAIN USES:

For applications other than private residential (single family dwellings), warranty coverage shall extend only for 50 years from the original date of installation and shall be prorated as set forth in Section F applicable to transferee owners.

## D. CLAIMS AND WARRANTY PROCEDURE

If you feel that your stone contains manufacturing defects covered by this warranty, simply write to: ProVia, 1550 County Road 140 Sugarcreek OH 44681. Attention: Warranty Services.

IMPORTANT: ALL CLAIMS UNDER THIS WARRANTY MUST BE REPORTED TO PROVIA WITHIN SIXTY (60) DAYS OF THE DATE THAT THE DEFECT IS FIRST DISCOVERED. CLAIMANT SHOULD DESCRIBE THE DEFECT AND PROVIDE NAME, ADDRESS, DATE OF INSTALLATION AND WARRANTY CERTIFICATE NUMBER IF AVAILABLE.

ProVia shall be allowed a reasonable opportunity and time to investigate the claim and to inspect the stone for defects before repairs are begun. You may be requested to allow photos and/or samples to be taken, at ProVia's option, in connection with this investigation. If your stone contains manufacturing defects covered by this warranty, ProVia will, at its option, repair or replace the stone determined to be defective in accordance with the terms of this warranty, or, in lieu of repair or replacement, ProVia may refund the actual purchase price of the products determined to be defective. ProVia may direct and pay a company, dealer, contractor, applicator or distributor to perform any remedy under this warranty on ProVia's behalf. The warranty period shall not be extended by any repair, replacement, or refund settlements on defective or accessories. Due to normal weathering, replacement stone may vary in color and texture from products originally installed. Such variances are not defects and ProVia is not liable for such variances.

## E. GENERAL PROVISIONS

PROVIA RESERVES THE RIGHT TO DISCONTINUE OR MAKE CHANGES IN ANY OF ITS PRODUCTS. IF THE PRODUCTS COVERED BY THIS WARRANTY ARE NOT AVAILABLE, PROVIA SHALL HAVE THE RIGHT TO SUBSTITUTE A PRODUCT THAT IN PROVIA'S SOLE DISCRETION IS OF EQUAL QUALITY OR VALUE.

PROVIA MAKES NO EXPRESS WARRANTIES EXCEPT AS HEREIN STATED AND SHALL NOT BE LIABLE FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND RESULTING FROM THE BREACH OF ANY WARRANTIES SET FORTH HEREIN OR WITH RESPECT TO THE PRODUCTS COVERED BY THIS WARRANTY, THE EXTENT OF ITS LIABILITY AND THE OWNER'S EXCLUSIVE REMEDY BEING LIMITED TO REPAIR, REPLACEMENT OR REFUND AS SET FORTH HEREIN. NO REPRESENTATIVE OF PROVIA OR ANY DISTRIBUTOR, DEALER OR CONTRACTOR IS AUTHORIZED TO MAKE ANY MODIFICATIONS OR CHANGE TO THIS WARRANTY.

Some states do not allow the exclusion or limitations to incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may have other rights which vary from state to state.

## F. COMMERCIAL REGISTRATION OF WARRANTY

The warranty registration card should be completed, signed by the original purchaser and installing contractor, and returned to ProVia, after completion of installation of the products.

This warranty, is transferable by the original owner to subsequent owners of the property on a prorated basis, provided ProVia receives written notice from the transferee of the transfer of the property within thirty (30) days from the date of real estate title transfer. This notice should include the address of the property being transferred, name of the original owner, name and address of the transferee, and date of transfer. Failure to so notify ProVia of the transfer will relieve it of any further obligation under this warranty, notice to ProVia being a condition precedent to transfer of this warranty. In the event of transfer of the property and this warranty as hereinabove provided, the warranty period shall extend only for thirty (30) years from the original date of installation of our stone and accessories and shall be prorated as set forth herein.

During the first five years after the date of original installation of the products, ProVia will, at its option, repair or replace the stones determined to be defective in accordance with the terms and conditions of this warranty at its discretion, ProVia may refund the actual purchase price of the products determined to be defective. During the sixth year after the date of the original installation of our products, ProVia will bear ninety percent (90%) of the stone costs for replacing or repairing the products in accordance with the terms and conditions of this warranty. Thereafter, during the seventh and each subsequent year through the twelfth year after the date of original installation of the products, ProVia's share of the costs for replacing or repairing the product will decrease by ten (10) percentage points each year. For example, ProVia shall bear eighty percent (80%) of the original purchase price of the stone during the seventh year, sixty percent (60%) during the ninth year and thirty (30%) during the twelfth year. During the thirteenth and fourteenth years after date of original installation, ProVia's obligation will be twenty percent (20%) of the original purchase price of the stone. During the fifteenth year after the original installation date, ProVia's share will decrease to ten percent (10%) of the original purchase price of the stone and shall remain at that rate for the remaining years of the thirty year limited warranty period. The warranty period shall not be extended by any such repairs or replacement.

Updated 08/02/2019