



# Universal Plywoods

Responsible Timber Specialists

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Dear Client

This letter is to confirm that Universal Plywoods, the official distributor of Lunawood Thermowood in South Africa, together with Oy Lunawood Ltd, are supporting Lunawood products in their performance of expected lifespan as per specified in the BRE certificate. BRE stated lifespan is achieved by following the official installation by Lunawood.

Lunawood's maximal performance in all climates is achieved by utilising Lunawood products that are up to standard, following the LW Quality sheet guidance – booklet. Any external damage caused by transport or site handling can significantly reduce the lifespan and visual look of Lunawood, which is not claimable from the supplier (Universal Plywoods/ Oy Lunawood Ltd).

Lunawood is supplied as per following tolerances. Shape failures are measured from the worst 2000mm section area.

Bowing: max 15mm

Spring: max 7mm

Twisting: max 10% of the width

Cupping: max 2% of the width

The installer/ client is entitled to inspect these failures at the time of purchase/ collection and any failures which are not within the tolerances, or quality issues which are not complying with the grade specifications per LW Quality sheet guidance, need to be notified for the supplier for a valid claim.

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Lunawood BRE certificates states an expected lifespan of 30 years for all climates without additional treatment. This excludes all visual and physical damages by animals and extreme conditions such as hurricanes or tsunamis etc which will reduce the lifespan and affects durability of Lunawood. Lifespan expectancy is regarding to durability of Lunawood to operate as it's preferred application. Durability do not consider small aesthetic failures or "characteristics by ageing" such as small splits or cracks which may occur over time.

Once Lunawood has been successfully installed by following the official installation instructions and planks' quality follows up with the quality sheet specifications (no external damage or similar due to transport or mishandling at any part of the supply chain), if Lunawood material shows any failure within the expected lifespan timeline in dimensional stability, or significant splits or cracks that are clearly affecting usability and durability of the products, the failed planks will be replaced to the new ones by Universal Plywoods and Oy Lunawood Ltd. Installation/ replacement cost will be agreed per case.

All the issues that are reported by the client or installer will be inspected by Universal Plywoods appointed representative or Oy Lunawood Ltd's appointed representative prior to any claim.

If Lunawood has been treated with any additional liquid, wax, oil or similar before or after installation, excluding factory oiled products by Lunawood, any problems related to surface treatment failures by climate are due to surface treatment manufacturer to handle.

Kind regards,

Brad Anderson  
Managing Director

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