



CHATSUBU™

[**TECH SPECS / WARRANTY INFO**]

Guarantee

Crucible guarantees our product Chatsubu as to be listed on quotation and grade specifications. We grade to our own personal standards due to the uniqueness of our product line. We have tested and tried over the years many different finishes and woods to be able to product our clients nothing but the best. We have even tested our Chatsubu materials on our own homes, to make sure our product line is 100% with proper care over the years. Before Installation, inspect the entire order. If for any reason you are not satisfied with the product, subject to the restrictions and exceptions contained in this Warranty, please contact us as soon as possible and we will do our best to fix the situation. Crucible guarantees that product shipped has been finished to the signed manufactures and clients specific instructions current at the time.

A signed quote by client and builder in writing, deposit requested are fully required to start any order and add into production. We will not accept an order unless client has seen a physical sample with color requested and signed off on. NOTE: we attempt to replicate orders to samples provided, but since samples are such a limited small field, all production parameters are different from sample making parameters, and due to variation of wood and species, the order will never be a perfect match. Approval of samples, does not bind Crucible to provide customer with an exact replica and Crucible does not guarantee that the sample will be and exact match on final products. Grading Consistency is unmatched. However, each board has a different color variation and each wood takes finishes differently. The sample board may vary slightly from the end product. Customer can expect that the wood type, finish, grading, and millwork of the sample board will align with the end product. Please review the quote carefully to confirm specs and quantities. A signed quote and payment constitutes acceptance of our Terms and conditions of sale, and acceptance of order as written.

Warranty + Exclusions

Chatsubu a product line from Crucible, warrants original purchaser, that all materials are free from major manufacturing defects with any dimensional or millwork. If any of the product should fail with respect to articles in warranty, Crucible, at sole option will repair, refinish, or replace said articles at no cost to the original purchaser, with same or equivalent product. If Crucible is not able to correct the failure after attempts or requests, we will refund the purchase price of the failed portion of materials. This warranty does not apply to customer claims or complaints relating to any or dissatisfaction with, the signed finish of materials. Claims must be submitted in writing to Crucible within 30 days of expiration of original warranty period and documentation showing purchaser and date of purchase to be required. Crucible reserves the right to have a professional representative inspect the product and to have samples removed for analysis. This warranty is non-transferable. No installer, retailer, wholesaler, or employee of Crucible has the authority to alter the obligations or limitations of any warranty. This warranty is void if the original client sells, gifts or transfers ownership of property.

Wood is a natural material and will always expand, contract, and move over time. Properly installed materials may experience some dimensional movement over time, which is not covered by this warranty. Color tones and grain variations in all wood is a natural occurrence due to species, age, and character with exposure to heat, UV light, rain, snow and sunlight. For these reasons, new and/or replacement material will never exactly match samples, photos, or existing installations. Crucible is not responsible for color, grain, or finish variation of product samples for the end user attempting to match other products with millwork, trims or moldings. Natural wood characteristics such as variation of grains, color tones, streaks, and knots are not considered defects, as long as they are within grading rules. Normal exposure to all weather elements, will bring about changes in tones/shading of ANY wood materials as time goes by. These are not product defects. Damage due to all weather, moisture, including but not limiting to broken or leaky pipes, extreme weather or any natural disasters, scratches, stains or damages caused by negligence, fire, water, moisture, excessive heat, dryness, erosion, sand or any other abrasives, animals, insects, conditions of all weather types, natural wood characteristics, failure to follow the manufactures written installation and/ or maintenance instructions, misuse or improper alterations of the manufactured product is excluded from our warranty. Crucible assumes no liability for incidental or consequential damages. Some states may not allow the exclusion or limitation of incidental or consequential damages, so this may not apply to certain states. All rights vary state to state. The main remedy provided herein is the repair, refinish, replacement or refund to defective products.

Governing Law

All Terms and Conditions will be governed in accordance with the laws of the state of Montana, without regard to conflict-of-law principles.

If any arbitration suit, or action is instituted to interpret or enforce the provisions of the Terms and Conditions, to rescind the Terms and Conditions, or otherwise with respect to the subject matter of the Terms and Conditions, the party prevailing on an issue will be entitled to recover with respect to such issue, in addition to costs, reasonable attorney fees incurred in the preparation, prosecution, or defense of such arbitration, suit or action as determined by the arbitrator or trial court, and if any appeal is taken from such choice, reasonable attorney fees as determined on appeal.

If any provision of the Terms and Conditions is deemed to be invalid or unenforceable in any respect for any reason, the validity and enforceability of such provision in any other respect and of the remaining provisions of the Terms and Conditions will not be impaired in any way.

Acclimation

Our products are either air, sun or kiln dried depending upon the materials of choice. ALL products must be acclimated in the location where materials are delivered to be installed prior to the installation. This time varies in different geographical location, but a two week minimum is generally recommended. This is with any wood products from any manufacturer. Wood materials will acclimate to moisture content for each location. We recommend all installations or finishing to be completed by a certified building professional with siding or finishes. Product should be face-nailed with 2" minimum stainless rim-shank nail to minimize any movement. Installation should be screen-walled for exterior applications, and seasonal movement taken into consideration. Proper flashing, trims and caulking standards should follow.

Crucible assumes no responsibility for installation issues or problems from improper installation of our products. Customer accepts all responsibility for any issues from installation, including lost labor, removal of contractor, re-install, or any touch up labor costs, material lossage, etc. for any reason, including but not limited to:

- Lack of knowledge with Shou Sugi Ban [Chatsubu]
- Failure to inspect materials properly prior to install
- Failure to properly apply any colors or finishes
- Failure to follow install and maintenance standards
- Failure to hire a licensed contractor

Change Order or Cancellations:

Change order includes additions or cancellations to original order places and signed for. If any additions are requested and the original schedule needs to be met, a 25% premium may be charged for these additional portions, and a non-refundable deposit may be required in increased volume is large in order as determined by Crucible. If we have started or completed process, purchased materials. The client is liable for any and all costs incurred.

Finish Information and Maintenance:

Chatsubu, is a burned exterior or interior siding product that is maintenance optional. Wood siding is a produced material that can be degraded over time by natures outdoor elements. The client can choose to let the materials patina over decades or to re-finish the material keeping the color tones without patina from elements of nature.

Alligator skin or strait burn will keep its black tone for decades before the soot layer wears off, and can have an exterior UV finish added every few years to keep even longer. For our exterior finish product, we use an American made finish by Dalys called Ship' N Shore with and exterior UV added as protectant. On top of the UV protection, this product hardens the wood from 15-25% more, by bonding with the surface. Because of its deep penetration, it leaves no surface film to chip, crack chalk, blister or peel. It is a top of the line conditioner for most wood applications. This product also is very easy compared to competitors to re-apply every few years to keep a lifetime warranty granted by Crucible and our Chatsubu product line. If client keeps documentation showing that this has been applied no more then every 3-4 years, and if for any reason, product fails, with the proper documentation, Crucible will fully warranty the product.

Speed of patina depends on factors such as pigment color, method of application, nature of wood, weather exposure and maintenance. To get the maximum lifetime as with any wood product with exterior application, we recommend every 3-4 years to reapply ship' n shore with the UV additive by a licensed contractor.

Within 5 years, depending on weather conditions, placement of sun, materials can create hairline cracks and color will start to change w/ no re-application. The client at this point should make the choice to let the product naturally patina over time and enjoy the process of aging over the decades, or to re-apply the finish. With re-applying, will fill in the hairline cracks, and keep original tone for years. Each re-applied coat over the years will last even longer then the original coat due to the build up of finish. Another thing to consider is w/ certain color tones, they will erode and lighten over time but will never flake, peel, chip, crack, chalk or blister.

With proper documentation, Crucible will warranty the product for 50 years if client chooses to keep original tone and colors of wood. If client chooses to let the product patina with weather over the decades, the 50 year warranty of color tone is null

Crucible will warranty from any manufacture defects as listed in these terms for 25 years. Read above for more information.