



Composites

COILED-IN-REJECT POLICY FOR BULK COILS

PRODUCED AT CHANNAHON, IL AND FLORENCE, KY

Since the manufacture of Crane Composites products is a continuous laminating process, it is inevitable that there may be some coiled-in reject in “bulk” coils 100’ (30.5 m) or more in length. The following “Bulk Coil Policy” addresses this issue. Panels less than 100’ (30.5 m) in length (cut-to-length) will not contain any reject areas.

A bulk coil can contain up to 5% reject area, whether one continuous section or as a cumulative total.

The reject Crane Composites material is replaced or credited when a properly documented claim is made.

To assist our customers in locating defects, a Bulk Coil Production Record Sheet is attached to each coil that leaves the Crane Composites plant and one edge of the coil is marked in ink to identify problem areas. Every attempt is made to identify all defect areas. However, Crane Composites recommends that ALL MATERIAL BE INSPECTED prior to lamination or use.

Reimbursement for non-Crane Composites material that is lost or extra labor costs incurred due to installation of reject material is not within our bulk coil policy.

ADDITIONAL INFORMATION:

1. The “Bulk Coil Policy” is applicable to any continuous length product over 100’ (30.5 m) in length.
2. No extra material will be added to coil length for coiled-in reject unless negotiated with Crane Composites. The customer will be credited for the defective material.
3. The Crane Composites line inspector(s) will note on the Bulk Coil Production Sheet the location and duration (in linear feet) of defective material along with an identifying code of the type of defect. One copy will be included in the shipping label pocket for the customer.

RECOMMENDED PROCEDURE FOR SUBMITTING CLAIM FOR DEFECTIVE MATERIAL IN A BULK COIL

1. Defective material lost from each coil should be noted on the Crane Composites Bulk Coil Production Record.
2. The defective material should be retained for inspection or return.
3. On a monthly, but no later than quarterly basis, the production records should be submitted to Crane Composites Voice of Customer (VOC) department as documentation of the lost material. Contact the VOC department at 1.800.435.0080 or e-mail at voc@cranecomposites.com.
4. The records will be evaluated and a decision made by Crane Composites whether the materials should be returned for inspection or a representative sent to inspect at the customer’s facility.
5. After inspection of the defective material, the claim will be submitted to Crane Composites management. If approved, credit will be issued to the customer account.

We believe all information given is accurate, without guarantee. Since conditions of use are beyond our control, all risks are assumed by the user. Nothing herein shall be construed as a recommendation for uses which infringe on valid patents or as extending a license under valid patents. www.astm.org/Standards/E84.htm.

A global leading provider of resilient wall and ceiling coverings. Kemlite® was established in 1954 and the company changed names to Crane Composites in 2007. Crane Composites is headquartered in Channahon, IL and all our products are manufactured in the United States. We work with hundreds of distributors, ensuring our products are easily accessible and readily available to our customers.

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