



Hardie® Textured Panels

HZ5® Product Zone | Effective December 2020

1. LIMITED WARRANTY. James Hardie Building Products Inc. (“James Hardie”) warrants, for a period of thirty (30) years (the “Limited Warranty Period”) from the date of purchase HARDIE® TEXTURED PANELS HZ5® fiber cement cladding (the “Product”) for installation within the U.S. (except Alaska), Puerto Rico and Canada (except Yukon Territory, Northwest Territories, and Nunavut), and that such purchased Product, when manufactured complies with ASTM C1186, will resist damage caused by hail or termite attacks, and is free from manufacturing defects in material and workmanship. This Limited Warranty extends only to (i) the first retail purchaser of the Product; (ii) the first owner of the structure to which the Product is applied and (iii) the first transferee (each a “Covered Person”).

2. WHAT WE WILL DO. If, during the Limited Warranty Period, the Product is defective in material or workmanship, James Hardie will, in its sole discretion, either refund or replace the defective portion of the Product, or, during the first (1st) through the thirtieth (30th) year, reimburse the Covered Person for up to twice the original retail cost of the defective portion of the Product. After the 30th year, this Limited Warranty will expire and shall no longer be applicable. If the original retail cost cannot be established by the Covered Person to James Hardie’s reasonable satisfaction, the cost shall be determined by James Hardie in its sole and reasonable discretion. James Hardie’s replacement of the defective portion of the Product or reimbursement pursuant to Section 2 of this Limited Warranty is the exclusive remedy for the Covered Person for any defect in materials or workmanship. JAMES HARDIE WILL NOT REFUND OR PAY ANY COSTS IN CONNECTION WITH LABOR OR ACCESSORY MATERIALS.

3. WHAT YOU MUST DO/CONDITIONS OF LIMITED WARRANTY. Warranty coverage under this Limited Warranty shall be subject to the following terms and conditions:

(A) A Covered Person must provide written

notice to James Hardie within thirty (30) days after discovery of any claimed defect covered by this Limited Warranty and before beginning any permanent repair. The notice must describe the location and details of the claimed defect and any additional information necessary for James Hardie to investigate the claim. Photos of the Product, showing the claimed defect must accompany the notice. A claimant under this Limited Warranty must provide proof to James Hardie that such claimant is a Covered Person as defined in Section 1 above.

- (B) The Product must be installed according to James Hardie’s published installation instructions and must comply with all building codes adopted by federal, state or local governments or government agencies applicable to the installation.
- (C) Upon discovery of a claimed defect, a Covered Person must immediately, and at a Covered Person’s own expense, provide for protection of all property that could be affected until the claimed defect is remedied if applicable. Before any permanent repair to the Product, a Covered Person must allow James Hardie or James Hardie’s authorized agent to enter the property and structure where the Product is installed, if applicable, and examine, photograph and take samples of the Product. Any repairs initiated by or on behalf of a Covered person without prior authorization from James Hardie may void the warranty.

4. WHAT IS NOT COVERED. This Limited Warranty does not cover damage or defects resulting from or in any way attributable to: (a) The improper storage, shipping, handling or installation of the Product, including, without limitation, failure of the Product to be installed in strict compliance with the Conditions of Limited Warranty set forth in Section 3 of this Limited Warranty and/or improper installation of studs or other accessories; (b) Further processing,

Homeowner Care and Maintenance Tips

PATCHING

Fill dents, chips and cracks using a good quality cement patching compound (acrylic mortar patch), which can be found at your local Home Center or Hardware Store.

PRODUCT REPLACEMENT

Replace siding and trim Products in accordance with James Hardie's written installation instructions.

CAULK REPLACEMENT

When caulk is in need of replacing, carefully remove existing caulk and replace with a high quality, paintable latex caulk. For best results, use a latex caulk that complies with ASTM C834 or better. Caulking should be applied in accordance with the caulking manufacturer's written application instructions.

PAINT MAINTENANCE

Remove any damaged, chipped or cracked paint. Prior to repainting, make sure that the surface area is properly cleaned. Repaint immediately using a good quality 100% acrylic paint. For best results, please refer to your paint manufacturer's written specifications for application rates and required topcoats.

Call 1-800-9-HARDIE or visit www.JamesHardiePros.com to obtain written installation requirements or for more detailed technical information.

modification or alteration of the Product after shipping from James Hardie; (c) Neglect, abuse, or misuse; (d) Repair or alteration; (e) Settlement or structural movement and/or movement of materials to which the Product is attached; (f) Damage from incorrect design of the structure; (g) Damage resulting from water infiltration; (h) Exceeding the maximum designed wind loads; (i) Acts of God including, but not limited to, tornados, hurricanes, floods, earthquakes, severe weather or other natural phenomena, (including, but not limited to, unusual climate conditions); (j) Efflorescence, peeling or performance of any third party paints, stains and/or coatings; (k) Growth of mold, mildew, fungi, bacteria, or any organism on any surface of the Product (whether on the exposed or unexposed surfaces); (l) Lack of proper maintenance; and/or (m) Any cause other than material or manufacturing defects attributable to James Hardie.

5. NO WAIVER. James Hardie may, in its sole discretion, extend benefits beyond what is covered under this Limited Warranty. Any such benefit shall apply only to the specific instance in which it is granted, and shall not constitute a waiver of James Hardie's right to strictly enforce the exclusions, disclaimers, and limitations set forth herein for any or all other circumstances.

6. LIMITATION OF LIABILITY. IN NO EVENT SHALL JAMES HARDIE BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES, INCLUDING BUT NOT LIMITED TO, ANY CLAIMS OF PROPERTY DAMAGE, BASED UPON BREACH OF WARRANTY, BREACH OF CONTRACT, TORT, OR ANY OTHER LEGAL THEORY. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

7. LIMITATION OF WARRANTY. THE ABOVE LIMITED WARRANTY IS THE EXCLUSIVE WARRANTY FOR THE PRODUCT. JAMES HARDIE DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING

ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR PARTICULAR PURPOSE OR OTHERWISE. In the event that applicable consumer law prohibits the disclaimer of an implied warranty, the above Limited Warranty shall not extend the time period of any such implied warranty. Some states do not allow limitations for consumers on how long an implied warranty lasts, so the above limitation may not apply to you. This Limited Warranty gives you specific legal rights, and you may have additional rights, which vary from state to state.

8. ENTIRE AGREEMENT. This Limited Warranty contains and represents the only warranty extended by James Hardie for the Product. No employee or agent of James Hardie or any other party is authorized to make any other warranty in addition to those made in this Limited Warranty.

9. MODIFICATION OR DISCONTINUATION OF PRODUCTS. James Hardie reserves the right to discontinue or modify the Product at any time without notice. In the event that replacement of the Product pursuant to this Limited Warranty is not possible, James Hardie will fulfill any refund or replacement obligation under this Limited Warranty with a James Hardie Product of equal or greater value.

10. HOW TO OBTAIN LIMITED WARRANTY SERVICE.
(a) Call 866-375-8603; or
(b) Write Warranty Department, James Hardie Building Products, Inc., 10901 Elm Avenue, Fontana, California 92337; or
(c) Visit: <https://claims.jameshardie.com/>

COMPLETE AND SAVE FOR YOUR OWN RECORDS

Name of Owner _____

Installation Address _____

Name of Installing Contractor _____

Date Installed _____ Contractor Phone Number _____