

Conditions of Service Provision (CSP)



SILESTONE

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DEKTON

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SENSA

TECHNICAL
CONTENT

1. Technical prescription to architects

Dekton products are designed or selected for a wide range of facade construction applications. They are intended to be used by specialized contractors, familiar with the technical regulations in the field of ventilated facades, bonded cladding facades, EIFS cladding and windows. Architects, engineers and facade contractors involved in the project, who are not part of Cosentino, are assumed to know and apply all local standards, guidelines and recommendations, national or state-based standards, or any other relevant international standards in the field.

Cosentino and its technical staff do not act as architects or engineers, but as consultants specialized in the prescription of Dekton products and associated systems for facades. The responsibility for the approval of the design, calculation, construction management and installation of the facade lies with the responsible technicians assigned to these tasks by the Property.

2. Use of Dekton® technical documentation

All technical and commercial literature published by Cosentino that refers to the details, fixings, fabrication, finishing and assembly of Dekton systems represents non-binding suggestions of ideas for the architect and fabricator, or combinations of systems that have already been implemented.

Such documentation does not exempt the architect and fabricator from performing their own calculations and tests for each individual project or work.

3. Engineering and consulting

Cosentino personnel are available free of charge to provide consultancy and technical discussions on Dekton facade solutions. Any suggestions, ideas, solutions, etc. whether written, calculated, drawn or verbal arising from the consultancy service are to be considered as non-binding suggestions from Cosentino, for which no liability will be accepted.

Cosentino may provide project-specific technical information such as engineering calculations or tests, and such information may be invoiced to the Client, whether it is the architect, the general contractor or the facade contractor. In these cases Cosentino is only responsible for the validity of the information provided by its technicians, without assuming the role of designer, approver, consultant, reviewer or installer. That role corresponds to the technicians designated by the Property for that purpose. This also covers the eventual delivery of specific documents such as calculation reports, Specifications and Method Statements.

4. Cost consulting

Any cost assessment for the architect, carried out by Cosentino personnel prior to the target budget for the sale of the Dekton system, is a preliminary estimate to be evaluated, modified if necessary and assumed by the designer.

Cosentino assumes no responsibility for the estimated facade cost amounts provided as part of the support to architects.

5. Recommendation of installation companies

Cosentino may recommend to the architect, developer or general contractor names of facade installation companies as candidates to prepare a supply offer and, if applicable, to execute the facade installation work. These companies are external to Cosentino and may or may not have had a previous business relationship with Cosentino. Cosentino assumes no responsibility for providing these names of professional installers and does so only under request.

6. Dimensions, construction details and structural analysis

The facade contractor is fully responsible for determining dimensions, overall dimensions, cutting plans and plate sizes. Details of sections, fasteners, accessories, etc., must be documented in the form of drawings and structural calculations according to load conditions and anchor points, and tested if necessary.

7. Sample preparation (mock-ups)

Cosentino's technical services can collaborate in the preparation of full-scale Dekton facade samples (mock-ups) whether they are visual samples (visual mock-up) or for laboratory testing (performance mock-up). The

cost, if applicable, of preparing the detail drawings and supplying the Dekton material for these samples will be paid by the client under the conditions agreed upon.

8. Conducting and/or assisting in laboratory or on-site tests

Cosentino's technical services can collaborate in carrying out and/or assisting in full-scale Dekton facade tests both in the laboratory and on site. The cost, if any, of carrying out and/or attendance of Cosentino personnel to the tests will be paid by the customer under conditions to be agreed. The performance of the sample and the management of the test do not constitute a guarantee that the test will be passed.

9. On-site technical assistance

Cosentino's technical staff can assist during the assembly of the facade on site, supporting the facade contractor in the application of the Dekton Facade Assembly Manual. The cost, if any, of technical assistance by Cosentino personnel on site will be paid by the Client under the conditions agreed. In this activity Cosentino does not act as the Architect of Record or Engineer of Record.

10. Technical review of what has been executed by others (work and after-sales)

Cosentino's technical personnel may be required by the Owner or the Architect to assist during the

assembly of the facade on site, or upon completion of the work, to check whether the work has been carried out in accordance with the Dekton Facade Assembly Manual, or to provide comments in the event of potential defects. The cost, if any, of technical assistance by Cosentino personnel on site will be paid by the applicant under conditions to be agreed.

The technical review reports shall not be understood as exhaustive or binding and shall be limited to the facade areas inspected and to verify, as far as possible, whether the instructions contained in the Dekton facade assembly manual have been followed. Cosentino will not carry out inspections or reviews on facades made with materials other than Dekton. In this activity, Cosentino does not act as an independent technician or expert.

The after-sales review carried out by Cosentino, where appropriate, may include proposals for action on areas with incidents. If Cosentino makes proposals for action, it is understood that it does so to the Project Management or the General Contractor. The solution to be executed and the responsibility for it correspond to the Project Management or the General Contractor.

11. Responsibility

Prescription, engineering, consulting and site support services are ancillary services generally provided free of charge and without any obligation or liability on the part of Cosentino, unless a separate additional order is placed for such services and the corresponding amount is paid. In

the case of fee-based services, Cosentino's liability to the Customer is limited to the amount invoiced for such services.

12. The Dekton® brand

Only those facade elements that have been manufactured exclusively from Dekton construction components in accordance with the current Cosentino facade manuals may bear the Dekton mark. The use of construction components other than those recommended by Cosentino in its manuals will render this entitlement invalid. In addition, Dekton test reports that apply to such units will no longer be valid.

13. Complementarity of these conditions

These Conditions of Service Provision are complementary to, but do not replace, Cosentino's General Conditions of Sale and Technical Conditions for Facades, in the version in force at the time of the prescription or sale. The three documents are applicable to the ancillary services of facade prescription and consulting, and installation.

COSENTINO®

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