



Dear Customer,

We appreciate and thank you for your recent purchase of a Calhoun Super Structure. As a pioneer in the fabric structure industry, we have spent almost 30 years creating the strongest, safest, and most reliable series of structures in the market. We've thought of everything, from the strength of your structure, to the longevity of your investment, and a warranty we stand behind.

Please take a moment to review the enclosed warranty documents and recommended maintenance schedule.

We offer three simple ways to submit your warranty application and photos:

1. Online
2. Email
3. Mail-In

#### **Online Warranty Submission**

To apply for warranty online, please visit our website at [www.calhounsuperstructure.com/warranty](http://www.calhounsuperstructure.com/warranty) and follow the quick and simple steps to submit your warranty application and photos via our warranty submission platform.

#### **Email Warranty Submission**

To email us your warranty submission, please print and complete the application, scan, and attach the necessary photos. Once your application package is ready, email us at: [warranty@calhoun.ca](mailto:warranty@calhoun.ca)

#### **Mail-In Warranty Submission**

For mail-in warranty submission, please mail to:

**Calhoun Super Structure**  
**Attention: Warranty Department**  
**3602 Bruce Road 10**  
**PO Box 220**  
**Tara, ON CA**  
**N0H 2N0**

Calhoun's proven and reliable engineering has been the driving force from the very beginning. With an emphasis on customer service and quality craftsmanship, our company's primary focus is on client satisfaction.

If you have any questions or concerns regarding your new fabric structure, please feel free to contact our office at 1-800-265-3994 or email us at [info@calhoun.ca](mailto:info@calhoun.ca)

Thank you again for choosing Calhoun Super Structure.



## Warranty Protection Plan

### HIGHLIGHTS OF OUR COVERAGE

15 YEAR PRORATED COVERAGE ON BUILDING FRAME WITH OPTIONAL 25 YEAR COVERAGE UPGRADE

15 YEAR PRORATED COVERAGE ON STANDARD FR AND NON-FR FABRIC

25 YEAR PRORATED COVERAGE ON ELITE FR AND NON-FR FABRIC

100% COVERAGE FOR THE 1<sup>ST</sup> YEAR

INCREASE IN COVERAGE AVAILABLE

### 1. SCOPE OF PROTECTION PLAN

Only the steel framework and standard fabric cover of the Calhoun Super Structure described in this agreement are warranted to the purchaser to be free of defects in materials and workmanship under normal use and proper maintenance for a period of up to 15 years pro-rata after the original date of purchase for all standard fire retardant (FR) and non-fire retardant (Non-FR) fabric. 'Standard' FR and Non-FR fabric refers to all fabric that is not upgraded to Elite FR or Non-FR fabric.

The steel framework and Elite fabric cover of the Calhoun Super Structure described in this agreement are warranted to the purchaser to be free of defects in materials and workmanship under normal use and proper maintenance for an optional upgrade period of up to 25 years pro-rata after the original date of purchase. The steel framework 25 year upgrade and Elite fire retardant (FR) and non-fire retardant (Non-FR) fabric 25 year upgrade may be upgraded together or separately.

This warranty will be effective only when Calhoun Super Structure receives a completed warranty package, the building is paid for in full and the warranty defect is reported within the warranty period. Remedy of the defect at the sole discretion of Calhoun Super Structures Ltd. may be through new, used, or rebuilt parts, or repair on the site. Calhoun Super Structures or its dealer shall have reasonable time to resolve the situation.

### 2. PROTECTION PLAN REGISTRATION

Each building will have a registration kit included. Please review the kit and follow the instructions concerning the warranty activation. Please provide Calhoun Super Structures within 60 days of installation completion or receipt of the product for self-install buildings, the completed warranty card and required photos of the installed building. Calhoun will send a copy of your warranty registration once all the requirements have been reviewed and any required remedies of the installation have been completed. All installation must be reviewed for proper installation and any defects repaired before a completed warranty registration will be sent from Calhoun Super Structures.



### 3. PROTECTION PLAN COVERAGE

#### Standard Pro-rata Protection Plan Coverage Period

Component	CC Series	HT Series	VP Series
Main Steel Framework	15	15	15
Main Steel Framework (Optional Upgrade)	25	25	25
End Steel Framework	5	5	5
Main Building Cover (Standard Non-FR cover)	15	15	15
Main Building Cover (Standard FR cover)	15	15	15
Main Building Cover (Elite Non-FR cover)	25	25	25
Main Building Cover (Elite FR cover)	25	25	25
End Enclosure (Using Calhoun Steel Frame)	3	3	3
End Enclosure (Without Calhoun Steel Frame)	1	1	1
Door Fabric/ Steel hardware	1	1	1
Small Parts	1	1	1
Shade cloth Material (even when integrated into end cover)	1	1	1

#### Limited Protection Plan Coverage Periods

- i. All repairs or replacements are on a Pro-rata per year as per the following table: 1-A
- ii. Steel Framework consists of trusses, purlins, columns (if applicable) and any manufactured brackets
- iii. End Framework consists of vertical columns, horizontal braces and any manufactured brackets
- iv. Main building cover is for cover only and does not apply to any fastening components.
- v. End Enclosure consists of end fabric panels only, does not include any fastening components. Must be installed over Calhoun Super Structure engineered framework. If Calhoun framework not used than 1 year warranty on end enclosure applies.
- vi. Door consists of door fabric cover and steel hardware.
- vii. Small parts consists of ratchets, ratchet straps, fasteners, straps, ratchet straps, sleeve pipe, curved sleeve pipe, cables and all other small parts.

### 4. TERMS OF STANDARD PRO-RATA PROTECTION PLAN

Should warranted components be found to be defective within the periods specified in table 1-A, the defective components will be, at the option of Calhoun Super Structure, repaired, replaced or rebuilt based on the percentage coverage listed in table 1-A based on the original purchase date. The owner will be responsible for the cost of delivery and installation of any replacement components covered under the protection plan. All replacement components are FOB Tara, Ont., Canada. Any components covered under this warranty are then covered only for the remainder of the original unexpired protection plan. As Calhoun Super Structure is continually developing new product components, certain components may no longer be available. Calhoun Super Structure reserves the right to replace components with ones that are comparable in function, quality and price to the original. Calhoun Super Structure will not be liable for differences in appearance of replacement components.



TABLE 1-A

**SCHEDULE OF PRO-RATA COVERAGE**  
**PERCENTAGE OF COST OF REPAIR OR REPLACEMENT COVERED BY CALHOUN SUPER STRUCTURE**

% OF COVERAGE	ELITE COVERAGE		STANDARD COVERAGE				
	25	20	15	10	5	3	1
YEARS	25	20	15	10	5	3	1
YEAR 1	100%	100%	100%	100%	100%	100%	100%
YEAR 2	96%	95%	93%	90%	80%	67%	---
YEAR 3	92%	90%	87%	80%	60%	33%	---
YEAR 4	88%	85%	80%	70%	40%	---	---
YEAR 5	84%	80%	73%	60%	20%	---	---
YEAR 6	80%	75%	67%	50%	---	---	---
YEAR 7	76%	70%	60%	40%	---	---	---
YEAR 8	72%	65%	53%	30%	---	---	---
YEAR 9	68%	60%	47%	20%	---	---	---
YEAR 10	64%	55%	40%	10%	---	---	---
YEAR 11	60%	50%	33%	---	---	---	---
YEAR 12	56%	45%	27%	---	---	---	---
YEAR 13	52%	40%	20%	---	---	---	---
YEAR 14	48%	35%	13%	---	---	---	---
YEAR 15	44%	30%	7%	---	---	---	---
YEAR 16	40%	25%	---	---	---	---	---
YEAR 17	36%	20%	---	---	---	---	---
YEAR 18	32%	15%	---	---	---	---	---
YEAR 19	28%	10%	---	---	---	---	---
YEAR 20	24%	5%	---	---	---	---	---
YEAR 21	20%	---	---	---	---	---	---
YEAR 22	16%	---	---	---	---	---	---
YEAR 23	12%	---	---	---	---	---	---
YEAR 24	8%	---	---	---	---	---	---
YEAR 25	4%	---	---	---	---	---	---
Installation and freight are not covered under protection plan							



## 5. LIMITS AND RELEASES OF LIABILITY

This protection plan does not cover damages or defects resulting from the following:

- Installation that is improper or not in accordance with the Calhoun Super Structure installation manual and / or Detailed Engineered Drawings.
- Improper or inadequate maintenance
- Modification or alteration of the product
- Neglect, misuse or abuse of the product
- Accident
- Vandalism
- Damage caused by Animal
- Unauthorized repair or alteration
- Integration with other products or accessories not manufactured specifically for the use with the Calhoun Super Structure
- Improper installation of any products or accessories manufactured by Calhoun Super Structures
- Exposure to corrosive elements
- Exposure to conditions in excess of the wind and snow load specifications of each building. See engineers diagrams for details
- Foundation design and/or installation deficiency in the foundation
- An Act of God
- Normal wear and tear
- Wear caused by multiple installations
- Storage and/or handling of the building components
- Product upgrades
- Product recall
- Corrosion resulting from building application, environment other than defect in the products described corrosion protection

The liability of this product is limited to its pro-rata purchase price if it proves to be defective in material and/or workmanship.

This warranty shall not apply to any products not manufactured by Calhoun Super Structures. No one is authorized to add or change this warranty. In no event shall Calhoun Super Structures, any distributor, or selling dealer be liable for any direct, indirect, special, incidental or consequential damage (includes loss of profits, loss of time, inconvenience or use or inability to use this product for any purpose what so ever), whether based on contract, tort, strict liability, or any other legal basis, even if Calhoun Super Structures, its distributors, agents, or selling dealer was advised of the possibility of the occurrence of such damage. The customer expressly releases and discharges Calhoun Super Structures Ltd, and all distributors, agents, and all dealers from all claims, demands, actions, by or arising out of the assembly, erection, use and/or operation of any Calhoun Super Structure. All references to Calhoun Super Structure, its distributors, agents, and dealers, shall include such parties as their spouse, heirs, successors, legal representatives and assigns.

Calhoun Super Structures authorized dealers are independent businesses and are not legal representatives of Calhoun Super Structures Ltd. Dealers have no right to assume or create any legal obligation or responsibility, express or implied, on behalf of Calhoun Super Structures Ltd. Calhoun Super Structures Ltd. shall have no liability for any errors, omissions, acts, workmanship, supplies, advice, representations, or misrepresentations of any authorized dealer.



## Maintenance Schedule

### **Building, Cover & End Wall Maintenance**

(Perform maintenance on all items once a week for the first month; once a month for the first year; quarterly thereafter or after any unusually extreme weather event).

**Monolithic (1 piece) Covers & Lacing** – The cover of your Calhoun Super Structure building may relax after installation. It is important to keep the cover tight in all directions at all times. Tighten the building lengthwise and then tighten over the arc of the building. Check all lacing for premature wearing on hard surfaces like pipes or foundations. Reposition ratchets if visible wearing is occurring. Pull out any excess lacing towards ratchets. Retighten ratchets. Make sure all lacing and winches have moderate tension throughout the whole building. Moderate tension in the cover should pull out as many wrinkles in the material as possible. Cover tensioning tubes should be as level as possible. Check the cover for tears and rips (See pg. 2 for further info.). Cover should be tight enough that there is no movement from the wind, and that rain or snow will not accumulate on the cover. The cover material should not be in contact or rubbing on any surface that will tear, rub or cut it. If tightening the cover produces cover contact with foundation, remove excess cover material. Radius all corner cuts in fabric. Call Authorized Local Dealer for further details.

**Keder (Individual Bay) Covers & Lacing** – The cover of your Calhoun Super Structure building may relax after installation. It is important to keep the cover tight over the arch of the building. Keder covers only need to be tightened over the arc of the building. Make sure all lacing and winches have moderate tension throughout the whole building. Moderate tension in the cover should pull out as many wrinkles in the material as possible. Cover tensioning tubes should be as level as possible. Check the cover for tears and rips (See pg. 2 for further info.). Cover should be tight enough that there is no whipping movement from the wind, and that rain or snow will not accumulate on the cover. The cover material should not be in contact or rubbing on any surface that will tear, rub or cut it. If tightening covers produces excess cover material, detach finish angle and re-stretch cover. Re-attach finish angle and trim off excess material. Radius cut all corner cuts in fabric. Check keder cover flaps for tightness. If the cable in the flap is loose, re-tension the cable, and reattach. Call Calhoun Super Structures for further details.

**End Wall Cover** – Cover Buildings with an end wall system will have a PVC pipe tensioning system. Hand-tighten all lacing and/or ratchets. If excess material accumulates around outside arch, remove fasteners from arch, re-stretch the cover and reattach. If tightening covers produces excess cover material at the bottom, detach finish angle and re-stretch cover. Reattach finish angle and trim off excess material. Radius cut all corner cuts in fabric. Call Authorized Local Dealer for further details.

**Please Note:** Building covers installed during cooler weather tend to relax more than covers installed during warmer weather. If your cover was installed in cooler weather recheck its tightness on the first available warm day in addition to the above maintenance.

**Steel** – Seal all marks or scrapes that are down to the base metal with 3 layers of high zinc content paint. Tighten any loose cabling in the building with the turnbuckles. If there is no more take-up available on the turnbuckle, please contact Calhoun Super Structures for instructions. Check for damage to any rafter or end wall framing (See pg. 2 for further info).

**Fasteners** – Ensure that all fasteners are tight and free of corrosion. Make sure any foundation anchors are fastened securely into the foundation.

**Note:** Replace bent or damaged door tubes immediately. Bent or damaged tubes may fail in high winds and cause serious damage that is not covered by the warranty.



### **General Caution**

**Cover Material is Getting Dirty** – It is very easy to clean with water and mild detergent. Do not use solvents or chemicals. Pressure washing is okay if a wide spray pattern is used. Never use high pressure spray in a narrow spray as damage can occur.

**Snow on the Cover** – Some snow may accumulate on the cover. Heavy Snow accumulating on the cover could indicate that the cover needs re-tensioning. Remove heavy snow and check cover tensions immediately or damage may occur (See Cover Maintenance). Remove any ground snow that applies lateral force on the fabric or structure. Damage from snow accumulation is not covered by warranty. Refer to the Calhoun Super Structures Warranty for further details.

### **Damage**

**Structure and Fabric** – Report and document with pictures any damage to the cover, steel structure, components or foundation immediately. Please call Calhoun Super Structures for assistance and a comprehensive evaluation. Report any damage from an insurable event to your insurance company. The Calhoun Super Structures Maintenance and Warranty agreements are not a replacement for Insurance. Refer to the Calhoun Super Structures Warranty for further details. Perform any temporary or emergency repairs as deemed necessary. Replace or repair damaged components as determined necessary.

**Fabric Repair** – Sharp objects can puncture the woven polyethylene fabric. Do not attempt to seal or repair with conventional materials. The fabric can be repaired by a Calhoun Super Structures approved plastic welding contractor or with the self-adhesive cover material available from Calhoun Super Structures. When using the self-adhesive cover material cut around the tear so that all corners of the tear are rounded and patch material will stick to each other in the cut out area. Clean both the inside and outside area around the tear. Cut a repair patch to cover an area of at least 4" out from all spots of the tear. Round the corners of the patch so that the corners will not want to peel off. Self-adhesive cover material should be placed on the inside and outside of the cover around the tear and pressed together so it adheres to the cover and itself. Contact Calhoun Super Structures or your dealer for further assistance. Place pop rivets with backing washers 2" apart in the 4" leading edge or top edge of the patch to keep water and dirt from peeling the patch back. If this happens, where the outside self-adhesive material is contacting the inside self-adhesive patch the peeling will stop and the repair material will hold.

### **Maintenance in Corrosive Environments**

**Building Framework, Cover, and Fasteners** - Calhoun Super Structure manufactured steel components for corrosive environments are hot-dip galvanized. Hardware components are made of galvanized steel, stainless steel, aluminum alloy, poly or are zinc plated. It is still recommended that the building owner/operator:

- Prevent corrosive material or product from resting against the fabric or metal building components.
- While hot-dipped galvanization delays corrosion, any corrosion should be immediately cleaned off and covered with high content zinc paint.
- Seal or protect from corrosion any non-building components that are connected to, or that come in contact with, the building hardware.
- Spray any moving part with a moisture displacing lubricant (WD40 or equivalent).

**These simple maintenance items to your Calhoun Super Structure will help extend the life of your building. Please contact Calhoun Super Structures or your local distributor/dealer with any questions you may have.**



## Application for Calhoun Super Structure Warranty

To fill & submit this form online, visit:  
<https://calhoun.typeform.com/to/SHN5yv>

### GENERAL INFORMATION

Customer Name	<input type="text"/>		
Company Name (if applicable)	<input type="text"/>	Phone Number	<input type="text"/>
Email Address	<input type="text"/>		

### SITE ADDRESS

Street Number	<input type="text"/>	Lot Number	<input type="text"/>	Street Name	<input type="text"/>		
City	<input type="text"/>	Prov/State	<input type="text"/>	Postal/Zip	<input type="text"/>	Country	<input type="text"/>

### MAILING ADDRESS (if different from site address)

Street, Rural Route, PO Box	<input type="text"/>
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### BUILDING INFORMATION

Series	<input type="text"/>	Building Width	<input type="text"/>	Building Length	<input type="text"/>	Fabric Colour	<input type="text"/>
Fabric Type (Standard or Elite)	<input type="text"/>	Options (Ends, Doors, etc.)	<input type="text"/>				
Installation Date	<input type="text"/>	Installer Name	<input type="text"/>				
Sales Order #	<input type="text"/>	Dealer Name	<input type="text"/>				

### INSTRUCTIONS

To apply for warranty, the completion of this card along with the minimum 10 specified photos (see below) must be submitted to Calhoun Super Structure corporate office within 30 days of completion of the project. Once approved and the project is paid in full, a warranty certificate will be mailed to the address listed above. *Warranty information can be mailed to Calhoun Super Structure, 3702 Bruce Road 10, Box 220, Tara, ON N0H 2N0 or emailed to: [warranty@calhoun.ca](mailto:warranty@calhoun.ca). You may also visit the above online warranty submission link to submit your application online.* If you have questions or concerns regarding your new Calhoun Super Structure, please contact 1.800.265.3994 or email us at [info@calhoun.ca](mailto:info@calhoun.ca)

### WARRANTY PICTURE INSTRUCTIONS

Each number indicates the positions in which each picture should be taken. Each picture should include as much of the building as possible eliminating as much landscape as you can. Please ensure photos are taken with adequate daytime lighting. Examples below:



#1 and #4



#2 and #5



#3 and #6



#7 to #10

### AUTHORIZATION

Customer Signature	<input type="text"/>	Date	<input type="text"/>
Pictures Taken By	<input type="text"/>	Date	<input type="text"/>