



TrueFlat
FLAWLESS CEILINGS, EVERY TIME

TrueFlat

Stretch Ceilings

Specification Book

Product Overview

TrueFlat Stretch Ceilings provide an exceptional solution for achieving a flawless, smooth ceiling with a sleek and modern appearance. Designed to seamlessly blend with a variety of interiors, they are perfect for hospitality, residential, and commercial spaces, elevating the ambiance with their elegant and contemporary finish. Whether used in hotel rooms, conference halls, corporate offices, grand lobbies, or luxury residences, TrueFlat Stretch Ceilings add a touch of sophistication that enhances the overall aesthetic appeal.

Beyond their stunning visual impact, these stretch ceilings are engineered for superior durability, ensuring long-lasting performance while maintaining their pristine look over time. They are also designed for quick and hassle-free installation, minimizing disruption to your space and allowing for a smooth transformation with minimal effort. Additionally, TrueFlat Stretch Ceilings offer excellent acoustic properties and can be customized in a variety of finishes, colors, and lighting integrations to match any design vision.

Whether you are looking to create a high-end, modern interior or simply achieve a seamless ceiling without imperfections, TrueFlat provides an innovative and reliable solution that combines beauty, functionality, and efficiency. Experience the perfect balance of style and performance with TrueFlat Stretch Ceilings—crafted to redefine your space with elegance and ease.

Technical Specifications

Parameter	Details
Material	High-Quality PVC Film
Thickness	Approximately 1/32"
Weight	About 0.66 oz/ft ²
Maximum Width	Up to 19'8" (seamless)
Surface Finish	Matte, Glossy, Satin, Translucent
Color Options	Over 70 customizable colors
Fire Rating	Class A (ASTM E84/UL 723/NFPA 255)
Flame Spread Index	5
Smoke Developed Index	300
Temperature Resistance	-4°F to +122°F
Light Transmission	Translucent films: 50-75%
Environmental Compliance	REACH Compliant
UV Resistance	Protects against harmful UV rays
Moisture Resistance	Waterproof and mold-resistant
Sound Insulation	Reduces noise (NRC up to 0.15)

Fire Rating Compliance

TrueFlat Stretch Ceilings are tested and certified under international fire safety standards:

ASTM E84 / UL 723 / NFPA 255:

Classified as Class A interior wall & ceiling finish category.



Test Report

No. AJFS1703000608FF

Date: APR.07, 2017

Page 1 of 6

ZHEJIANG MSD NEW MATERIAL CO., LTD

NO.11, HONGQI ROAD, WARP KNITTING INDUSTRIAL PARK OF HAINING, ZHEJIANG, CHINA

The following sample(s) was / were submitted and identified on behalf of the client as:

Sample Description: PVC STRETCH CEILING FILM

Test Requested:

UL 723-2008 Test for Surface Burning Characteristics of Building Materials

Test Results: -- See attached sheet --

Test Period:

Sample Receiving Date : MAR.21, 2017

Test Performing Date : MAR.21, 2017 TO APR.06, 2017

Signed for and on behalf of
SGS-CSTC Co., Ltd. Anji Branch

Allen Zou
Technical Manager



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Test Report

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I. TEST CONDUCTED

This test was conducted in accordance with UL 723-2008 Test for Surface Burning Characteristics of Building Materials.

II. CONDITIONING

Prior to testing, the sample was conditioned,

To a constant weight at a temperature of 73.4±5 °F (23±2.8 °C) and at a relative humidity of 50±5%

III. SAMPLE DETAILS

Name	PVC Stretch Ceiling Film
Color / Density	White / About 200 g/m ²

MOUNTING METHODS:

The 20-gage, 2-in. (51-mm) hexagonal galvanized steel netting should span the width of the tunnel, then the specimen shall be placed on the netting

The specimen consisted of 1 piece of 600mm wide×7320mm long× the normal thickness and all sections jointed end-to-end.

IV. TEST RESULTS

FSI	SDI
5	300

To be continued....



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RATING:

The National Fire Protection Association Life Safety Code 101, Chapter 10, Section 10.2.3 "Interior Wall and Ceiling Finish Classification", has a means of classifying materials with respect to Flame Spread and Smoke Developed when tested in accordance with NFPA 255, ASTM E84, UL 723 "Method of Test of Surface Burning Characteristics of Building Materials".

International Building Code, Chapter 8, Interior Finishes, Section 803 "Wall and Ceiling Finishes", was classified in accordance with ASTM E 84 or UL 723. Such interior finish materials shall be grouped in the following classes in accordance with their flame spread and smoke-developed indexes.

The classifications are as follows:

	Class A	Class B	Class C
Flame Spread Index	0-25	26-75	76-200
Smoke-developed Index	0-450	0-450	0-450

Since the tested sample received a Flame Spread Index 5 and a Smoke Developed 300, it would meet the requirement of Class A interior Wall & Ceiling Finish Category.

OBSERVATIONS

Time to ignition (sec)	44
Time to Max. FS (sec)	71
Maximum FS (feet)	1

To be continued....



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Flame Spread Index: 5

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GRAPHICAL RESULTS:

Flame Spread Chart

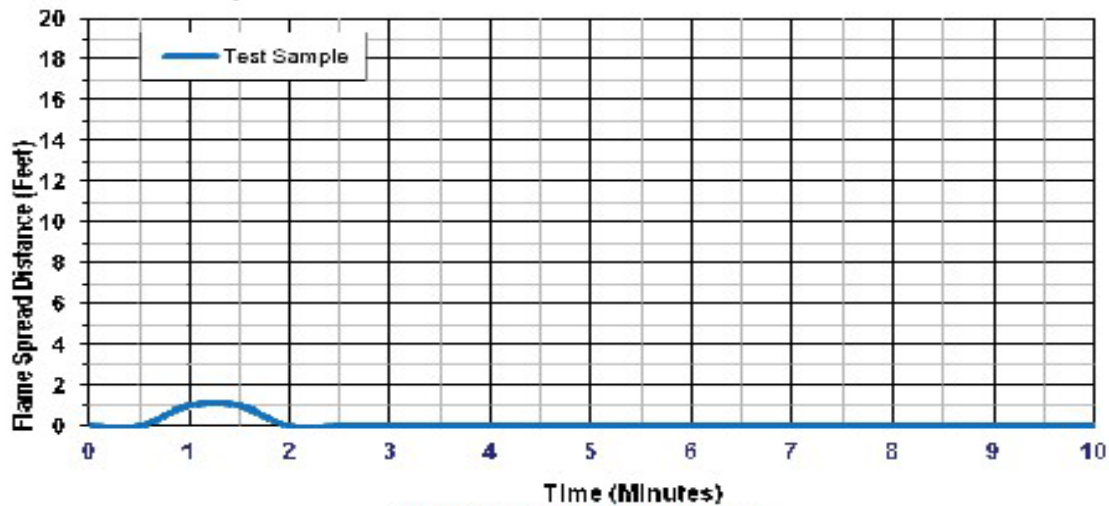


Figure 1 Flame Spread Chart

To be continued....



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Smoke Developed Index: 300

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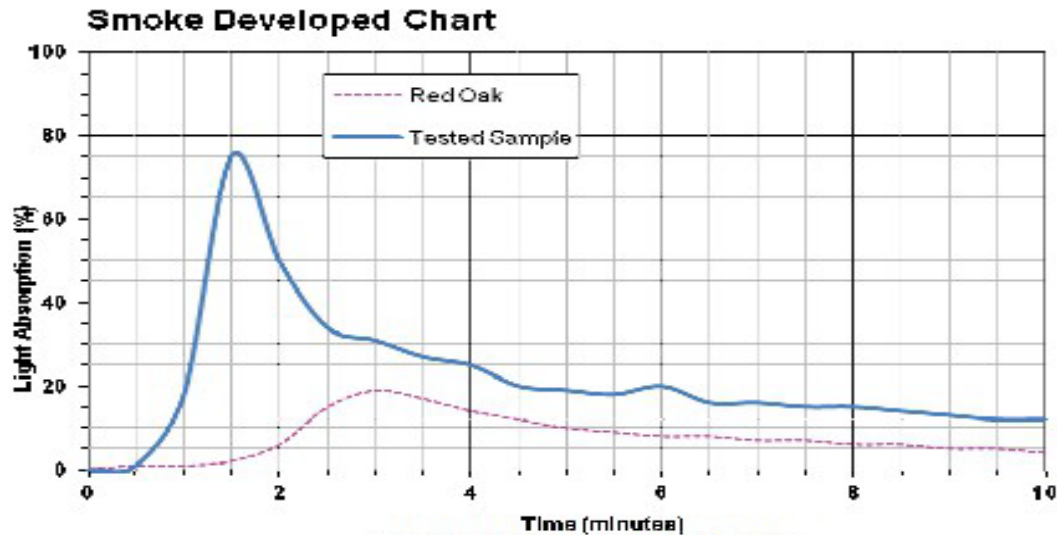


Figure 2 Smoke Developed Chart

WARNING:

The use of supporting materials on the underside of the test specimen has the ability to lower the flame spread index from those which might be obtained if the specimen could be tested without such support. These test results do not necessarily relate to indices obtained by testing materials without such support. Testing of materials that melt, drip, or delaminate to such a degree that the continuity of the flame front is destroyed, results in low flame spread indices that do not relate directly to indices obtained by testing materials that remain in place.

The test results relate only to the specimens of the product in the form in which were tested.

The specimen was supplied by the sponsor and SGS-CSTC ANJI Branch was not involved in any selection or sampling procedure.

To be continued....



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Meets International Building Code (IBC) requirements for interior finish classification.

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Photo Appendix:



SGS authenticate the photo on original report only

End of Report



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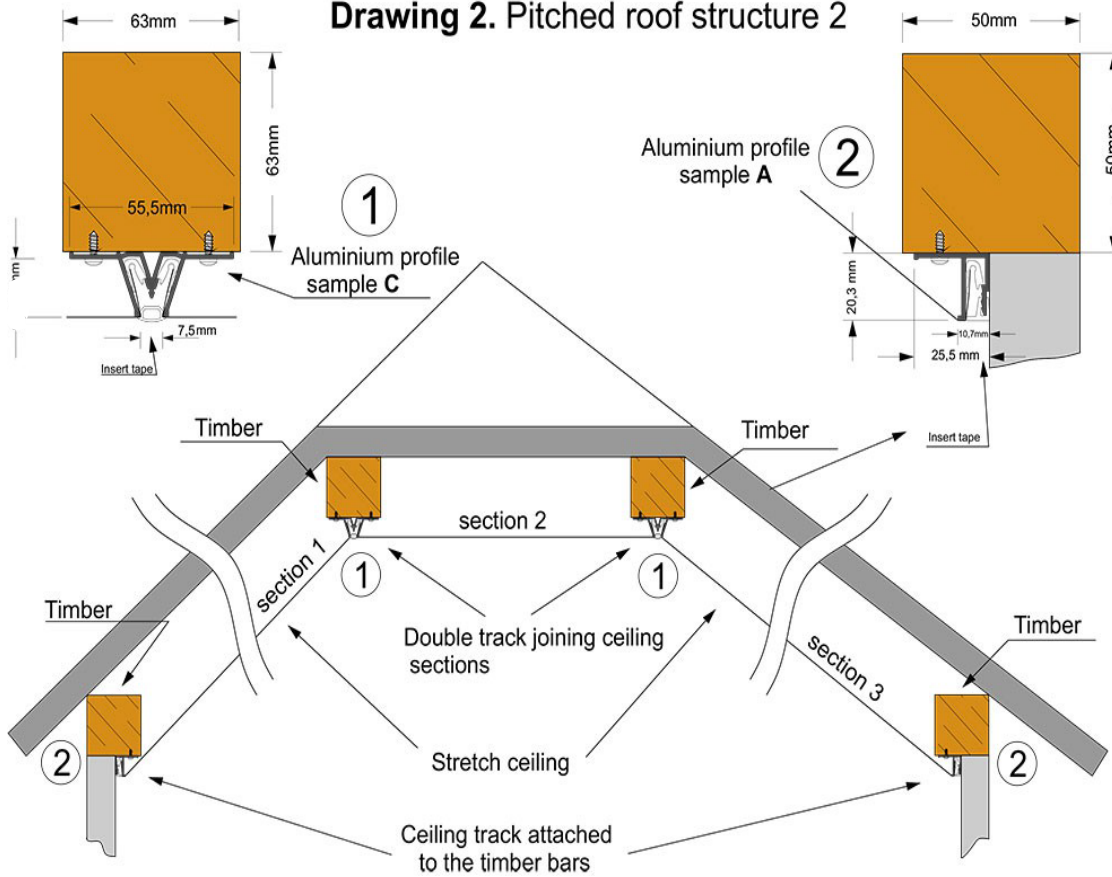
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Mounting System: TrueFlat aluminum profiles

Drawing 2. Pitched roof structure 2



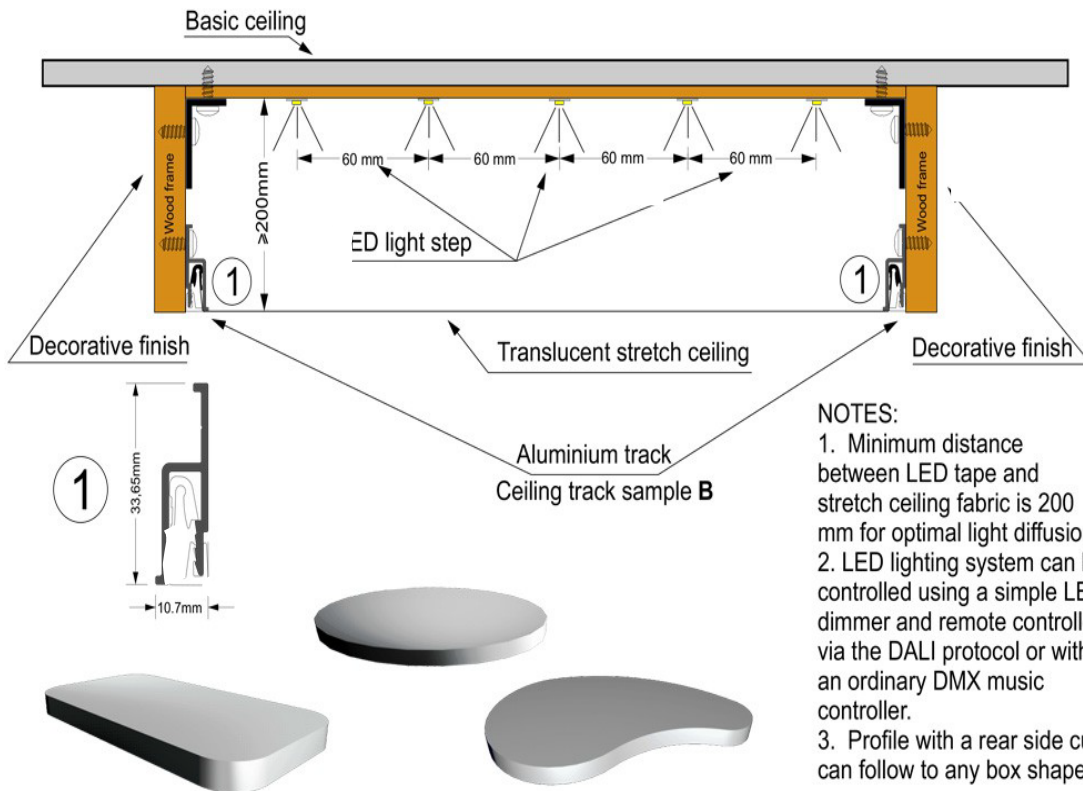
TrueFlat LLC utilizes a state-of-the-art aluminum profile mounting system, ensuring exceptional durability, precision, and design flexibility. Our aluminum tracks provide a lightweight yet sturdy framework, allowing for seamless installations without the need for PVC components. Designed for versatility, TrueFlat's profiles can accommodate flat, curved, domed, or multi-level ceiling structures, making them ideal for commercial, residential, and industrial applications.

The secure clipping mechanism ensures a tight, wrinkle-free finish, while the corrosion-resistant aluminum construction guarantees long-term reliability, even in high-humidity environments such as pools, spas, and healthcare facilities. Our mounting system is engineered for quick and efficient installation, reducing labor time and ensuring a clean, professional result. Whether for architectural lighting integration, acoustic enhancements, or aesthetic ceiling designs, TrueFlat aluminum profiles offer the perfect foundation for a premium stretch ceiling system.

TrueFlat's aluminum mounting system is designed for ultimate versatility, allowing easy integration of lighting fixtures, ventilation systems, and acoustic treatments. The smooth, maintenance-free finish ensures that the ceiling retains its premium look for years, offering both functionality and aesthetic appeal. Whether for modern office spaces, luxury retail stores, or architectural interiors, TrueFlat's aluminum profiles provide the perfect foundation for high-performance stretch ceiling solutions.

Installation Method: Heat-shrink technology for a precise fit

Drawing 9. Stretch ceiling LED Light Box structure



NOTES:

1. Minimum distance between LED tape and stretch ceiling fabric is 200 mm for optimal light diffusion.
2. LED lighting system can be controlled using a simple LED dimmer and remote controller via the DALI protocol or with an ordinary DMX music controller.
3. Profile with a rear side cut can follow to any box shape .

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APPROVED BY

Emilio Castro
P.E.
Civil # 41592

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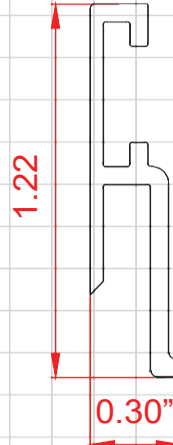
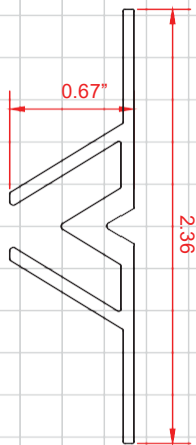
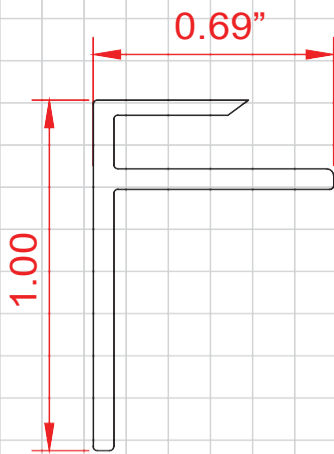
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TrueFlat LLC uses heat-shrink technology to ensure a precise, seamless fit in every stretch ceiling installation. By carefully heating the high-performance membrane, it expands for easy positioning within the TrueFlat aluminum profile system. As it cools, the material contracts, creating a smooth, wrinkle-free surface with tight, long-lasting tension, preventing sagging, warping, or deformation over time.

One of the key advantages of heat-shrink installation is its efficiency and cleanliness. The process requires minimal on-site adjustments, reducing installation time while maintaining a dust-free, mess-free environment. Additionally, this method allows for precise edge alignment, ensuring a flawless finish around lighting fixtures, ventilation systems, and other ceiling elements. By utilizing controlled heating, TrueFlat's membranes conform perfectly to complex ceiling shapes, including curved, domed, and multi-level designs, giving architects and designers greater creative freedom.

TrueFlat's heat-shrink technology is ideal for projects requiring high durability and long-lasting performance. The method enhances membrane stability, preventing future loosening or deformation, even in high-temperature or high-humidity environments. Whether for residential, commercial, or industrial applications, our precise installation process guarantees a superior-quality stretch ceiling, combining aesthetic excellence with exceptional functionality.

Maintenance: Easy to clean with mild, non-abrasive cleaners



Designation SE	
Plan N 1/1	Scale SE
Date 01-01-2025	
Drawn by John Curmei	
Verified by Emilio Castro	
Reference Number.	

Ind.	Verified by	Date
	Emilio Castro P.E. Civil # 41592 E.C. & ASSOCIATES INC. CONSULTING ENGINEERS EB 06576	

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DESCRIPTION

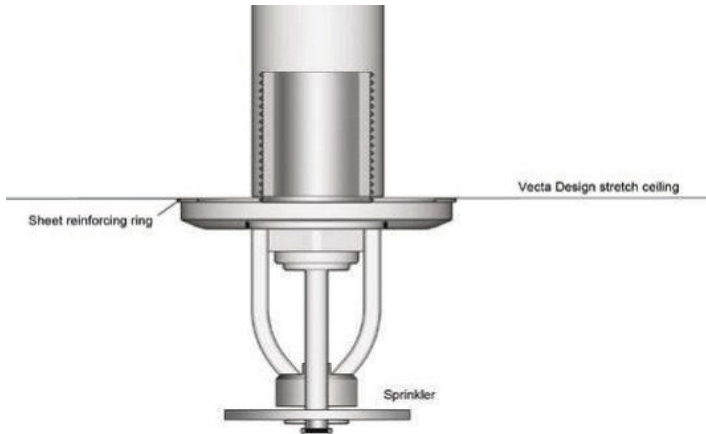
Profile is used without decoration strip for installing stretch ceilings to the wall or ceiling, creating an impression of the ceiling floating in the air. Anodized profile is recommended to use in the rooms with high humidity level (pool, bathroom, spa). Recommended area for installation with this profile is up to 50 m². Given profile visually reduces the defects and irregularities of the walls by 1-2,5 mm. The ceiling benefits from extremely pure lines, without visible tracks.

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- **Space Requirement:** Requires only 1" clearance from the ceiling
- **Time Required:** 3-5 hours for an average room size (250 ft²)

Sprinkler and smoke detectors



Make all required penetrations for lights, HVAC, sprinkler systems, etc. and secure the opening with a manufacturer's reinforcement ring or square using the appropriate technique for each item as recommended by the manufacturer. Reinforcement rings are available in the shape and size to fit light fixtures, sprinkler heads, HVAC, smoke detectors, etc. Sprinklers can be built into Vecta Design stretch ceilings using suitable techniques according to applicable standards.





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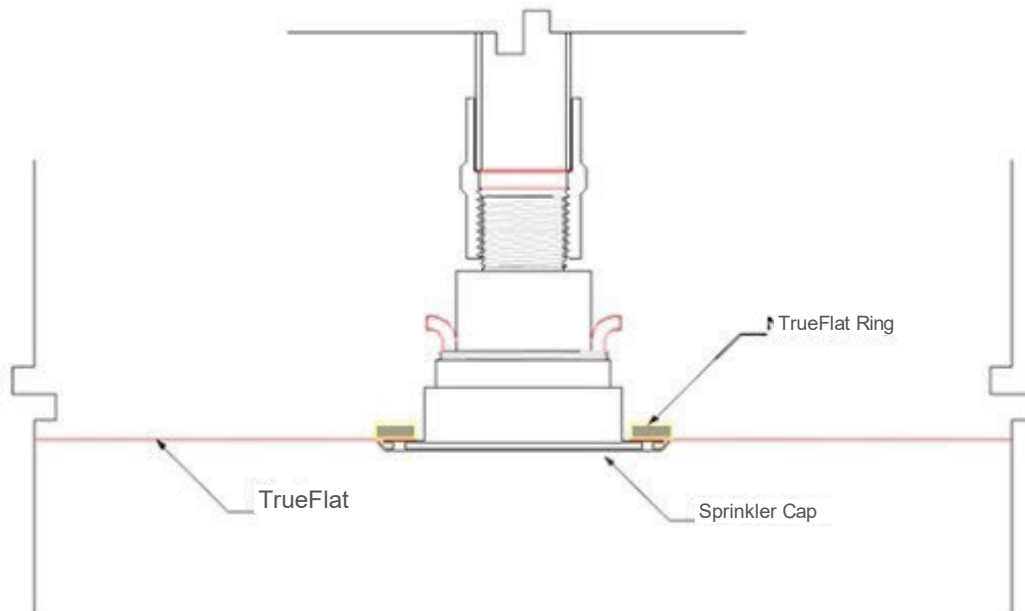
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Detail Penetration @ Concealed Sprinkler Head
Full Scale

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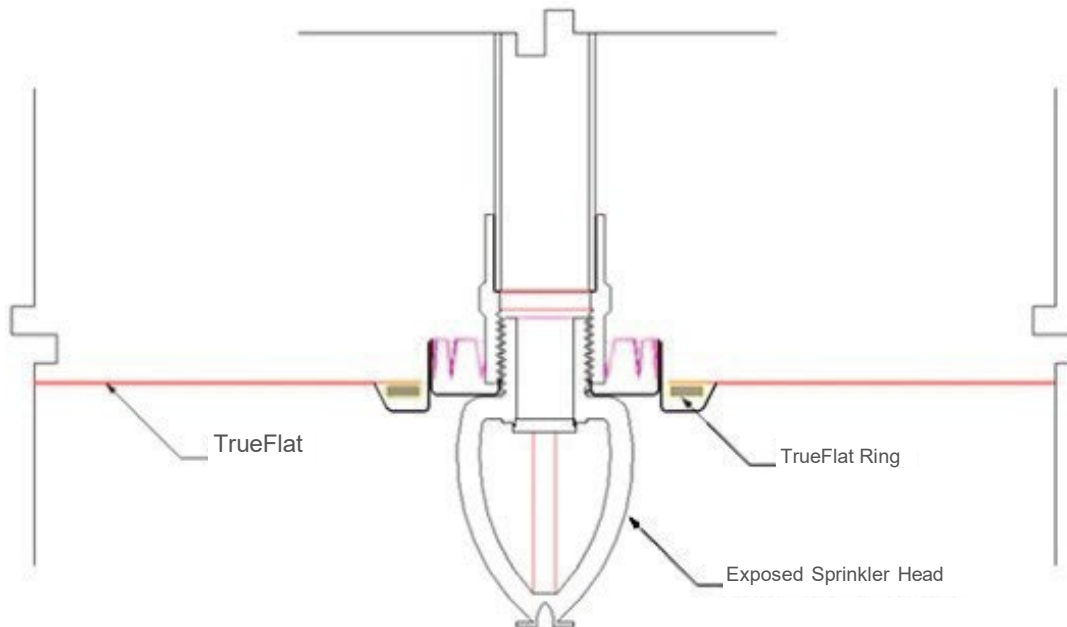
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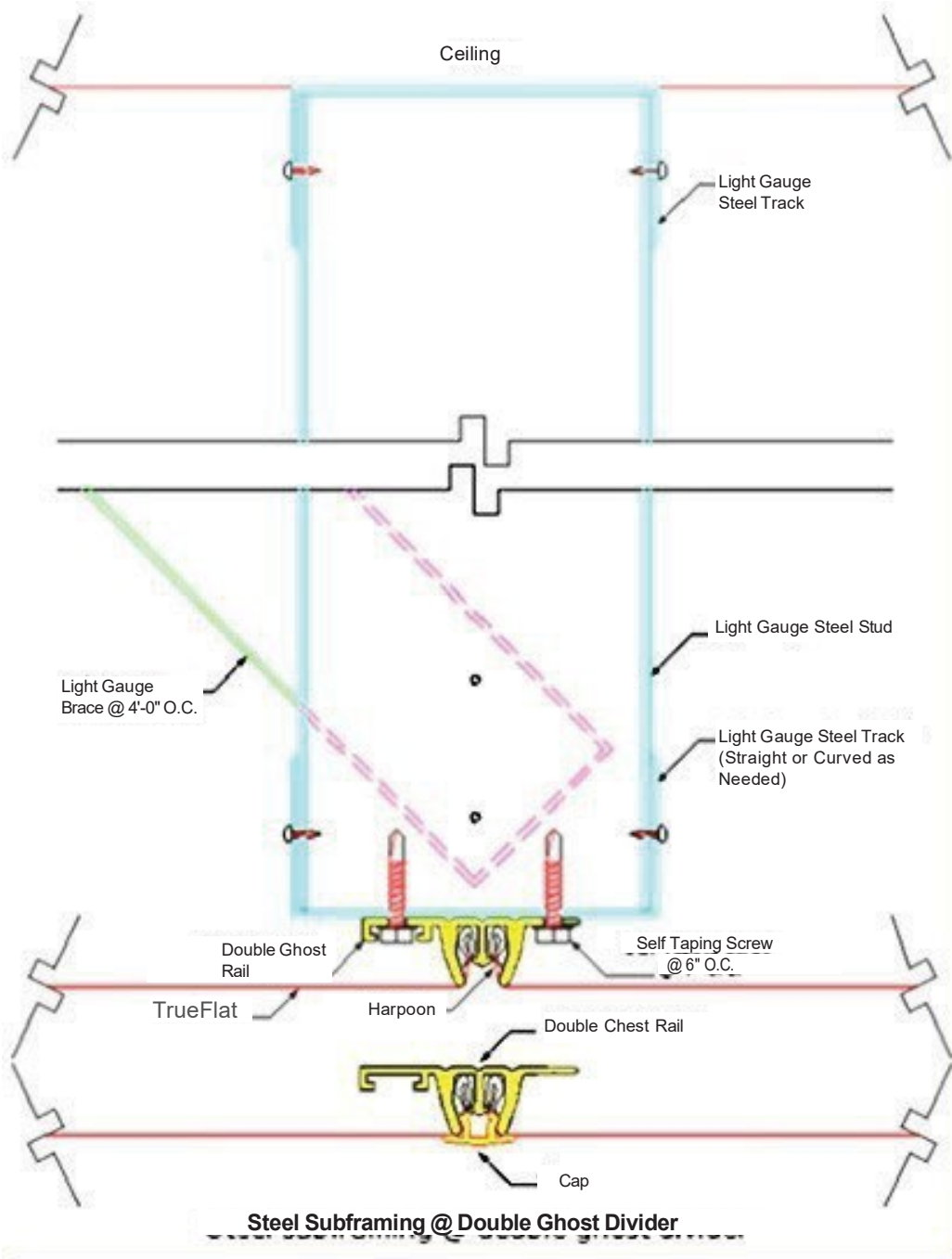
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**Detail Penetration @ Exposed Sprinkler Head
Full Scale**

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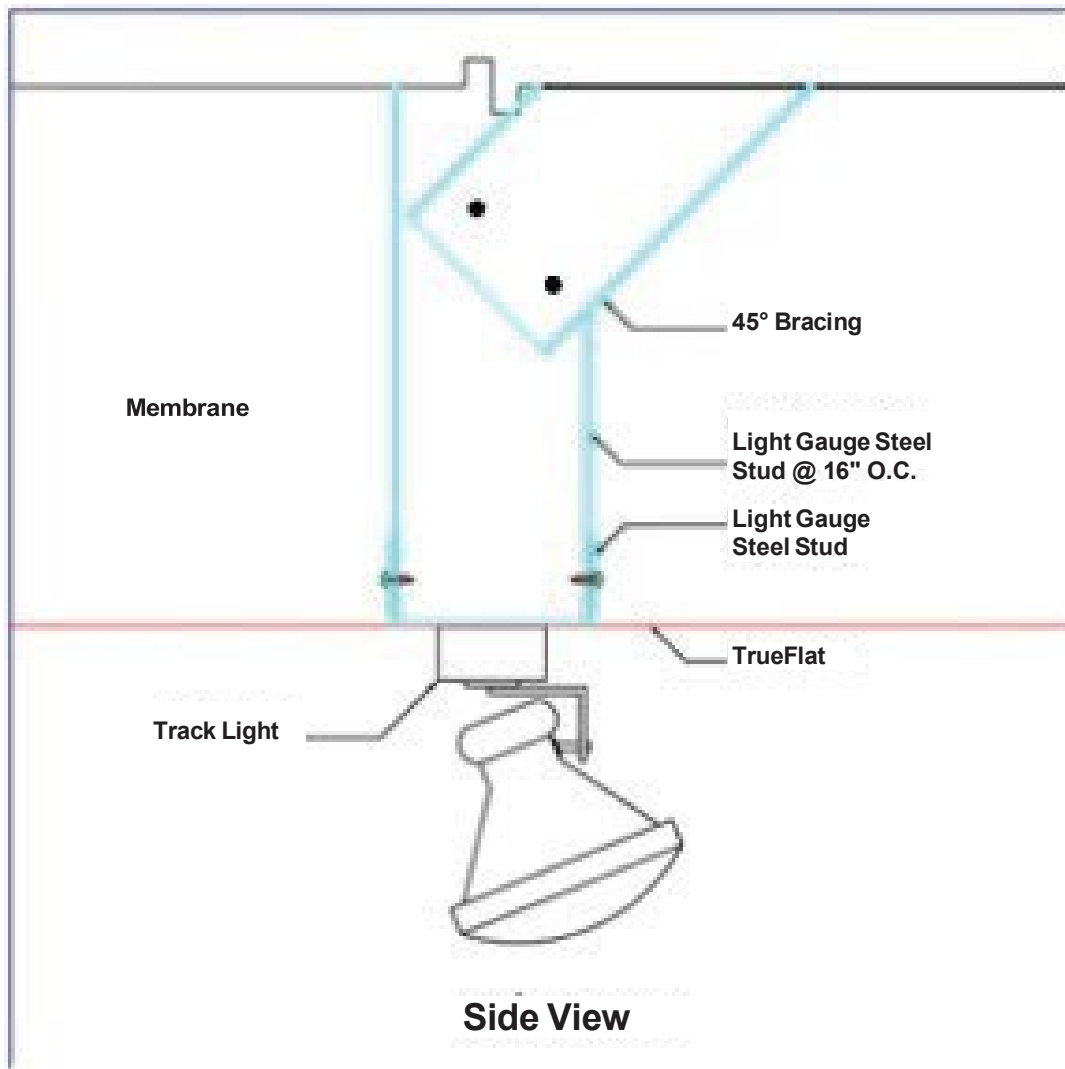


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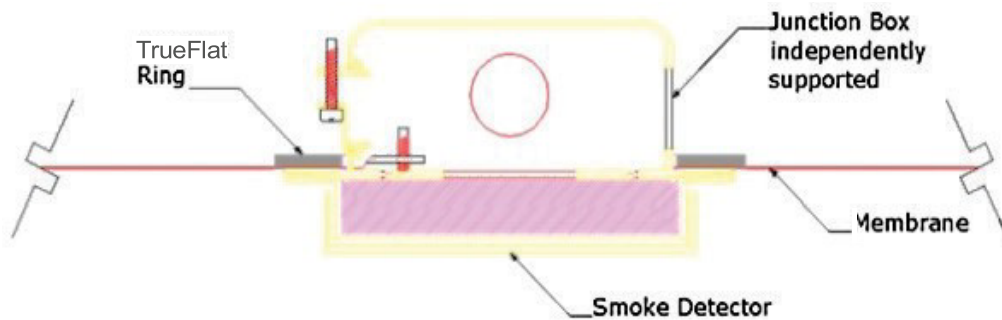
Designation SE		
Plan N	Scale	SE
1/1	Date	01-01-2025
	Drawn by John Curmei	
Verified by Emilio Castro		
Reference Number.		
Indl	Verified by	Date
	Emilio Castro P.E. Civil # 41592 E.C. & ASSOCIATES INC. CONSULTING ENGINEERS EB 06576	
ENGINEER'S OF RECORD ABOVE		
14811 S.W. 9th Lane Miami, Florida 33194 Cell: 786-286-5793 E-mail: edcastro14811@comcast.net edcastro14811@gmail.com		
To the best of the Engineer's knowledge, information, and belief, the structural plans and specifications contained within these drawings comply with the Georgia State Building Code. Engineer's signature and seal are only for the structural engineering portions of the drawing pages bearing the Engineer's signature and seal.		

TrueFlat LLC
1059 Triad Court,
Suite 13 Marietta,
Georgia 30062

Tel :+1678-508-6958
Eml: Info@TrueFlat.com
www.TrueFlat.com

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**Detail Penetration @ Smoke Detector
Full Scale**

Designation SE		
Plan N 1/1	Scale SE	Date 01-01-2025
Drawn by John Curmei		Verified by Emilio Castro
D.A.D. Autocad		Reference Number.
Ind.	Modif./Revisions	Date
	Emilio Castro P.E. Civil # 41592 E.C. & ASSOCIATES INC ENGINEERS EB 06576 14811 S.W. 9th Lane Miami, Florida 33194 Cell: 786-286-5793 E-mail: edcastro14811@co mcast.net edcastro14811@gm ail.com	
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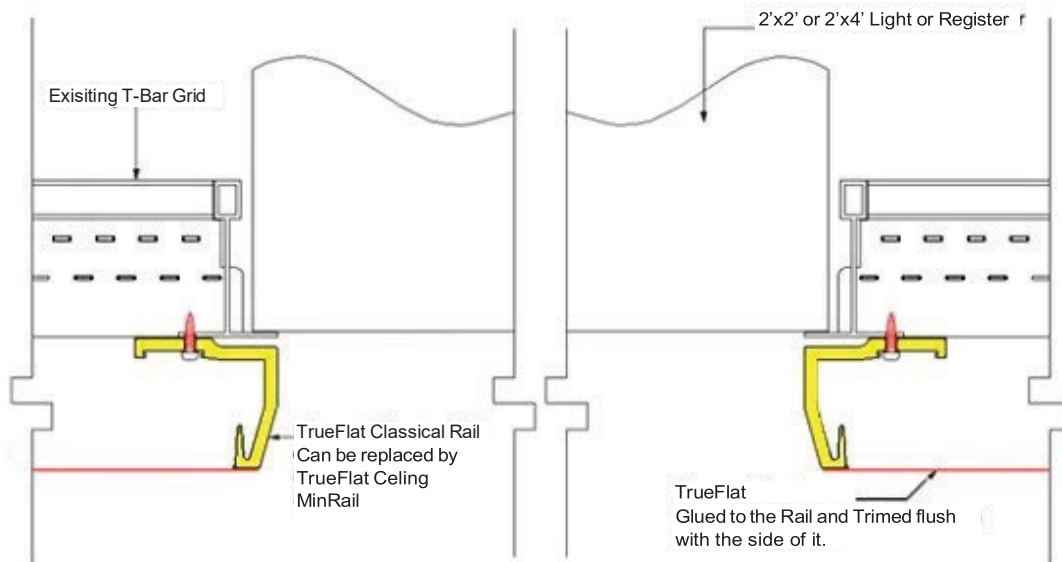
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Designation SE	
Plan N 1/1	Scale SE Date 01-01-2025 Drawn by John Curmei
 D.A.D. Autocad	Verified by Emilio Castro
Reference Number.	

Ind.	Modif./Revisions	Date
	Emilio Castro P.E. Civil # 41592 E.C. & ASSOCIATES INC. CONSULTING ENGINEERS EB 06576 14811 S.W. 9th Lane Miami, Florida 33194 Cell: 786-286-5793 E-mail: edcastro14811@co mcast.net edcastro14811@gm ail.com	
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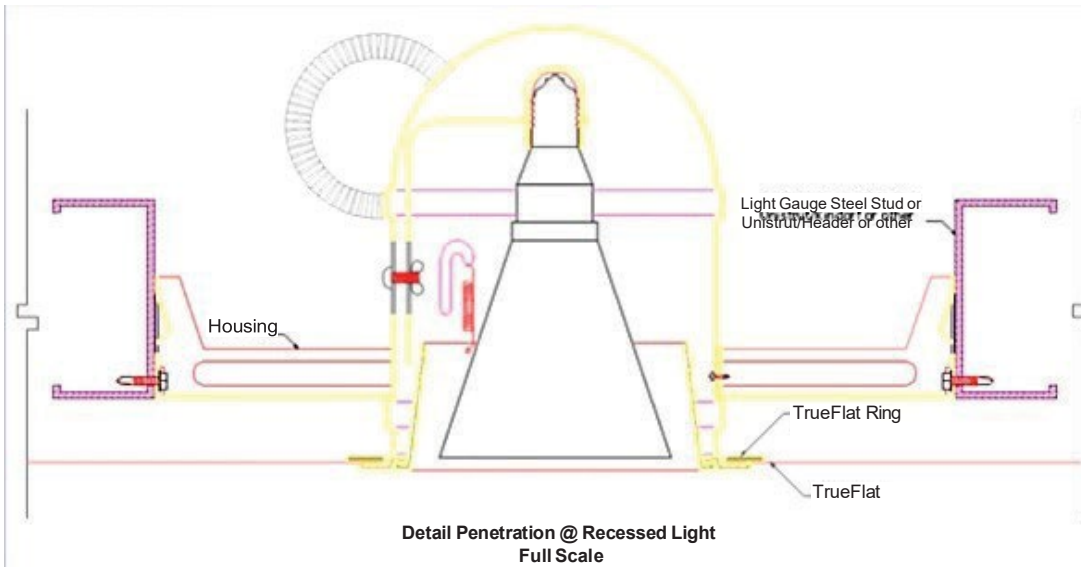


Detail Penetration @ Perimeter of 2'x2' or 2'x4' Light/Register in Retro Fit Situation
Full Scale

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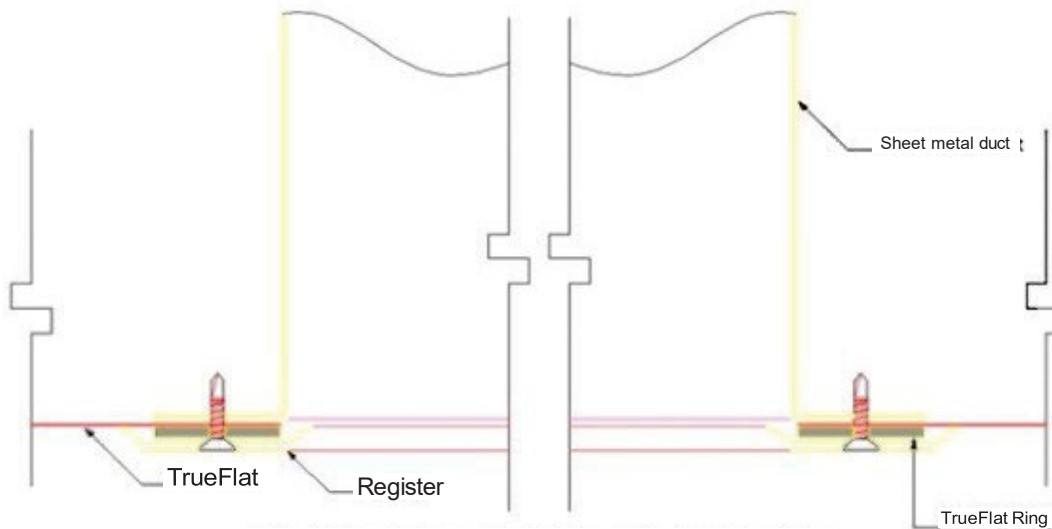


Designation SE		
Plan N 1/1	Scale SE	Date 01-01-2025
Drawn by John Curmei		Verified by Emilio Castro
D.A.D Autocad		
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	Emilio Castro P.E. Civil # 41592 E.C. & ASSOCIATES INC ENGINEERS EB 06576 14811 S.W. 9th Lane Miami, Florida 33194 Cell: 786-286-5793 E-mail: edcastro14811@co mcast.net edcastro14811@gm ail.com	
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**Detail Penetration @ Air Conditioning Register
Full Scale**

Designation SE		
Plan N 1/1	Scale SE	Date 01-01-2025
Drawn by John Curmei		Verified by Emilio Castro
D.A.D. Autocad		Reference Number.
Ind.	Modif./Revisions	Date
	Emilio Castro P.E. Civil # 41592 E.C. & ASSOCIATES INC ENGINEERS EB 06576 14811 S.W. 9th Lane Miami, Florida 33194 Cell: 786-286-5793 E-mail: edcastro14811@co mcast.net edcastro14811@gm ail.com	
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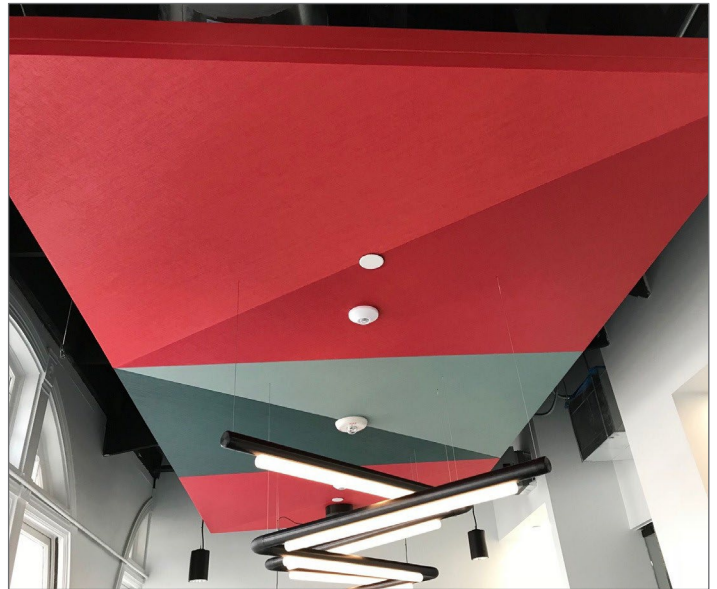
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Applications

TrueFlat Stretch Ceilings are ideal for:

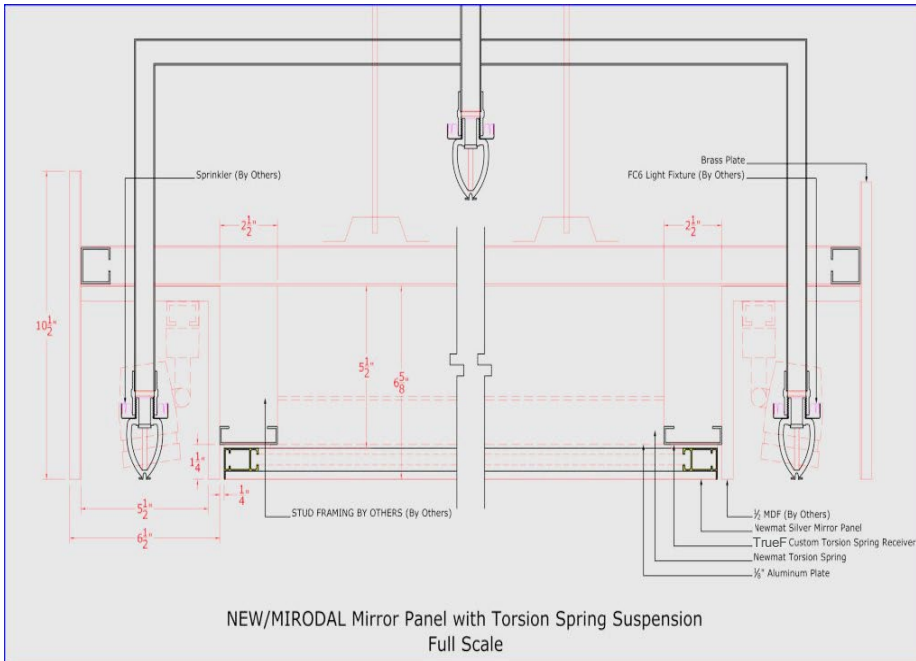
- ✓ Hotel rooms and suites
- ✓ Conference rooms and event spaces
- ✓ Lobbies and public areas in hospitality venues
- ✓ High-end residential spaces
- ✓ Commercial spaces and offices
- ✓ Transforming popcorn or uneven concrete ceilings



Drawings and Technical Details

Below are technical drawings showcasing various installation details:

Mirror Panel with Torsion Spring Suspension

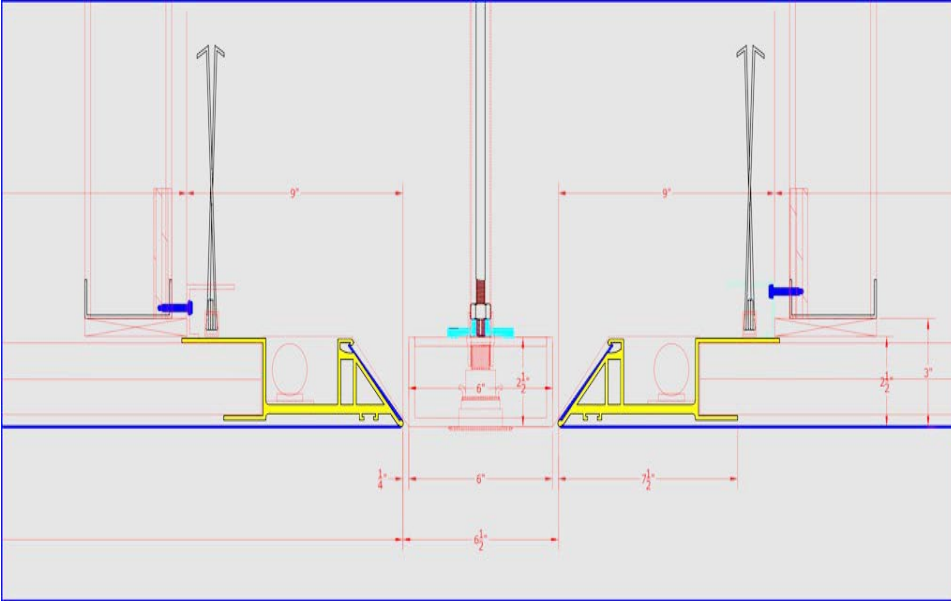


The Mirror Panel with Torsion Spring Suspension is a precision-engineered ceiling system designed for high-performance architectural applications.

Constructed with a lightweight yet durable aluminum frame, the panel features a high-gloss reflective surface that delivers superior optical clarity and distortion-free reflections. The torsion spring suspension system allows for a secure yet flexible mounting, enabling seamless integration into various ceiling designs while maintaining a sleek and unobtrusive appearance.

Designed for both functionality and ease of maintenance, the torsion spring mechanism provides effortless access to overhead utilities without the need for additional tools. The spring-loaded attachment ensures a tight fit within the ceiling grid while allowing for quick removal and reinstallation when necessary. This system is ideal for commercial and institutional spaces requiring a balance of aesthetics, durability, and accessibility, including retail environments, luxury interiors, and corporate offices.

NMGKELC Sprinkler Detail



The NMGKELC Sprinkler Detail is a specialized integration method designed to seamlessly incorporate fire suppression systems within stretch ceiling installations. Utilizing precision-cut apertures and proprietary background supports, this system ensures that sprinkler heads are installed securely while maintaining full functionality. The lightweight and flexible stretch ceiling membrane adapts to various sprinkler configurations, including concealed and semi-recessed models, ensuring unobstructed water distribution. Additionally, the system is engineered to comply with all relevant fire safety regulations, providing a reliable and effective solution for high-performance architectural applications.

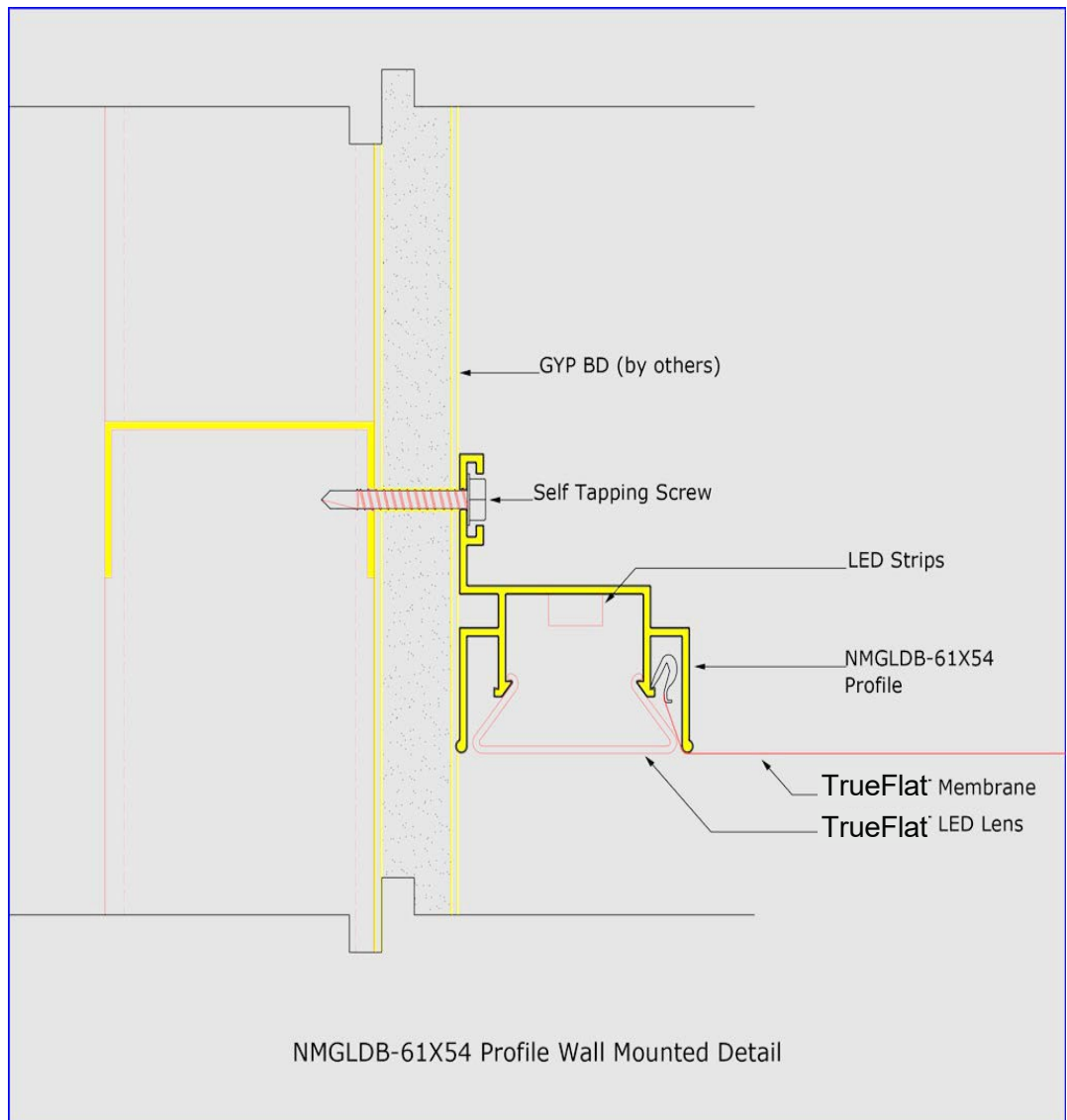
Seamlessly integrate fire safety into your ceiling design with the NMGKELC Sprinkler Detail.

Engineered for both functionality and aesthetics, this system allows sprinkler heads to be discreetly incorporated without disrupting the sleek, modern appearance of stretch ceilings. With precision-engineered openings and tailored mounting solutions, it ensures full compliance with fire regulations while maintaining a seamless and visually appealing finish. Ideal for luxury interiors, commercial settings, and high-end retail environments, this solution provides a perfect balance of safety and design.

Benefits

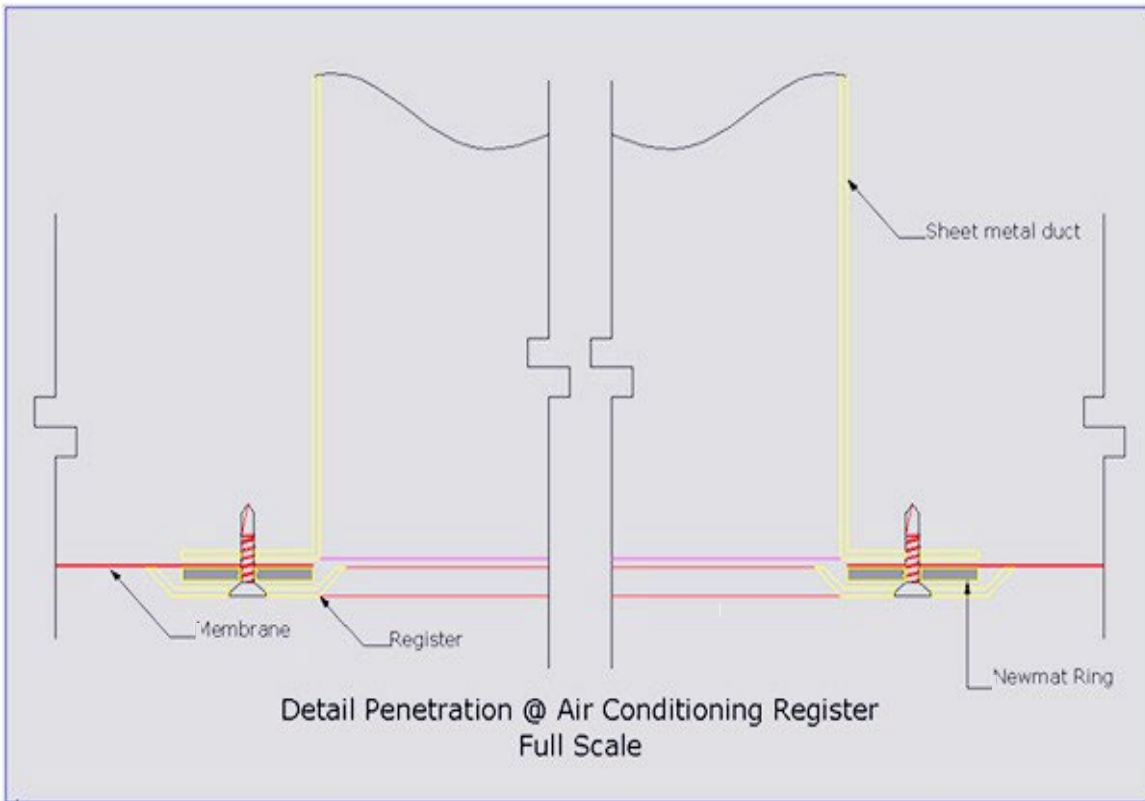
- ✓ **Fire Code Compliance** – Fully adheres to safety regulations without compromising design.
- ✓ **Seamless Integration** – Precision-cut openings provide a clean and professional finish.
- ✓ **Flexible Compatibility** – Works with various sprinkler types, including concealed and semi-recessed models.
- ✓ **Easy Maintenance** – Allows quick access for inspections and servicing without damaging the ceiling structure.

NMGDLB-61X54 Profile Wall Mounted Detail



The NMGDLB-61X54 Profile Wall Mounted Detail is a precision-engineered aluminum profile designed for secure and seamless wall-mounted stretch ceiling installations. Its robust structure ensures stability while allowing for clean edge detailing, creating a sleek transition between the ceiling membrane and adjacent walls. This profile supports various design configurations, including straight and curved applications, making it ideal for commercial and high-end interior projects.

Perforation AC Detail

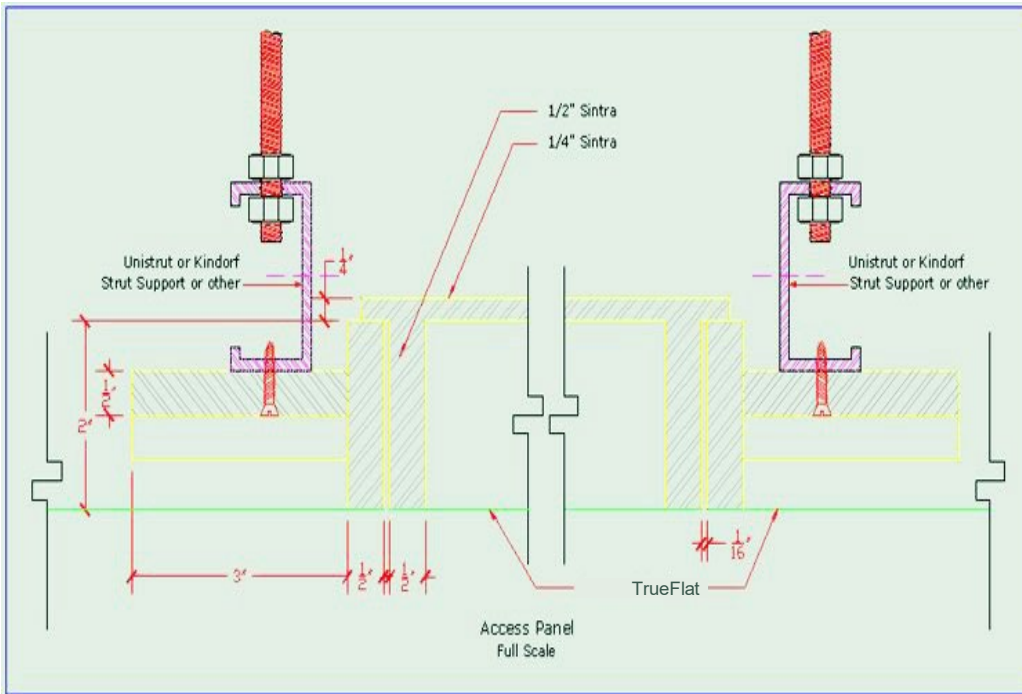


The Perforation AC Detail is an advanced ceiling integration method designed to accommodate air circulation systems within stretch ceiling installations. This detail features precision-engineered perforations that allow for optimal airflow while maintaining the ceiling's structural integrity and aesthetic appeal. The perforations are strategically sized and positioned to ensure even air distribution, reducing turbulence and improving HVAC system efficiency.

Enhance your ceiling design with a seamless solution for integrating air circulation systems without compromising aesthetics. Designed for both functionality and style, this system allows air vents to blend effortlessly into the ceiling, creating a clean, modern look. Perfect for commercial spaces, luxury interiors, and high-performance environments, this innovative feature enhances both comfort and design.

Optimized airflow ensures even distribution and improved HVAC efficiency. Precision-cut perforations maintain a sleek, modern appearance while offering compatibility with various air circulation systems and architectural styles. Designed for long-term performance with minimal upkeep, this solution provides both practicality and elegance in any interior setting.

Perforation Access Panel Detail

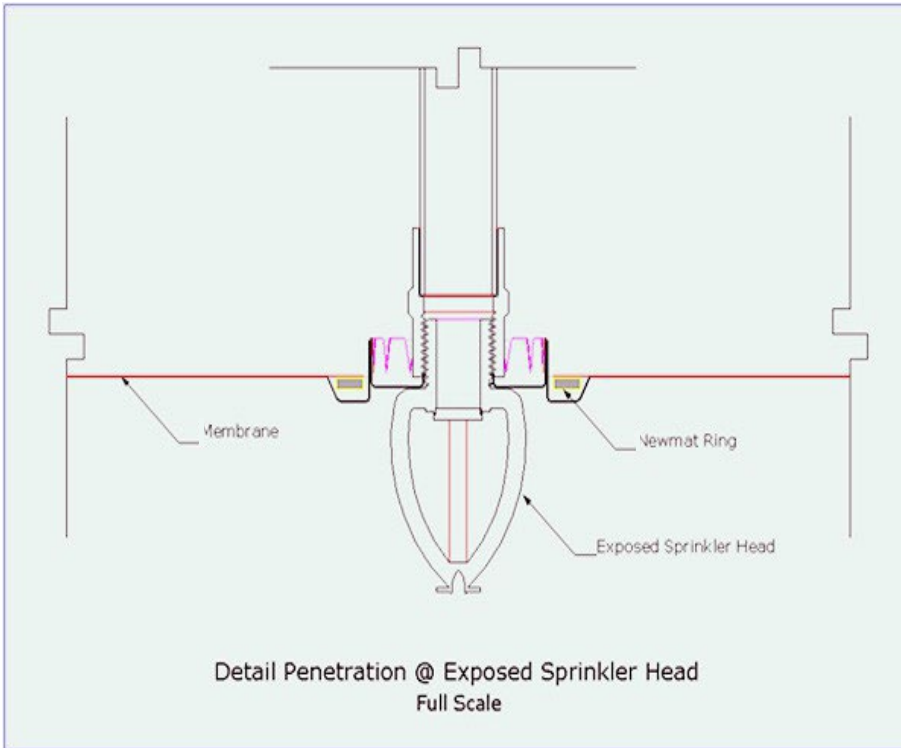


The Perforation Access Panel Detail is a precision-engineered solution designed to provide discreet and functional access points within stretch ceiling installations. Featuring strategically placed perforations, this panel allows for seamless integration without disrupting the overall ceiling design. The perforations ensure proper ventilation while maintaining the structural integrity of the ceiling system, making it ideal for concealed maintenance access.

This detail offers a sleek and modern approach to accessibility, allowing essential utilities such as electrical, HVAC, and fire safety components to remain hidden while still being easily reachable for servicing. The design ensures a flush, unobtrusive appearance that blends effortlessly with the surrounding ceiling, making it perfect for commercial spaces, luxury interiors, and high-end architectural applications.

Engineered for both aesthetics and functionality, this system provides an optimal balance between accessibility and design continuity. The durable construction ensures long-term reliability, while the perforated surface enhances airflow and reduces visual impact. This innovative detail is a smart choice for maintaining easy access to ceiling infrastructure without compromising the elegance of the space.

Perforation Exposed Sprinkler Head Detail

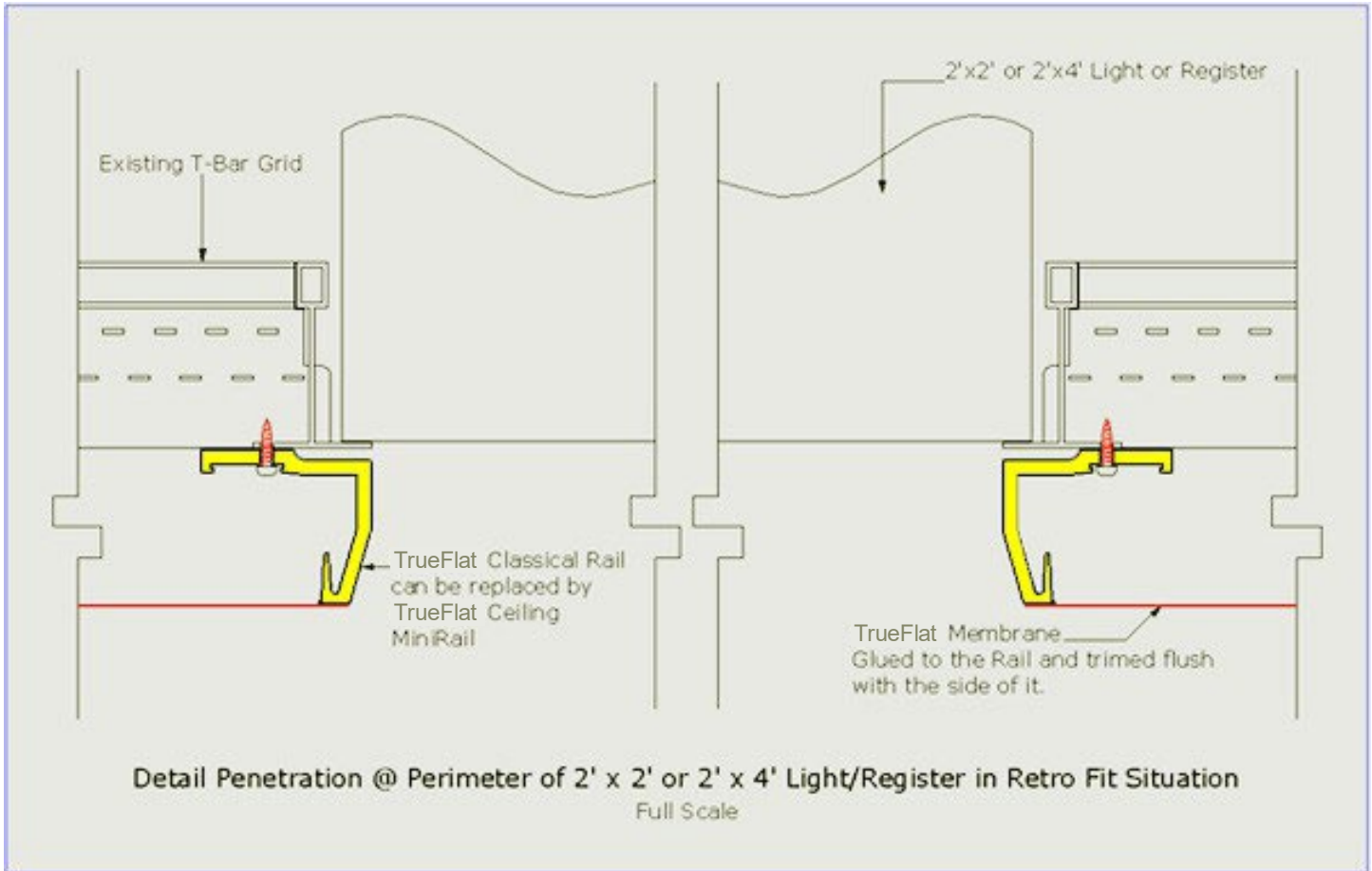


The Perforation Exposed Sprinkler Head Detail is a specialized ceiling integration method designed to accommodate fire suppression systems while maintaining a seamless architectural appearance.

Precision-engineered perforations ensure that the sprinkler head remains exposed and fully functional, allowing for unobstructed water dispersion in the event of activation. This detail is carefully designed to meet fire safety regulations by providing an optimal heat detection area around the sprinkler, ensuring quick response times. Additionally, the perforations are strategically positioned to preserve the integrity of the stretch ceiling material, preventing sagging or misalignment over time.

This detail is particularly well-suited for commercial buildings, luxury interiors, and high-traffic public spaces where both safety and aesthetics are essential. By integrating the sprinkler head through a perforated section rather than a large cutout, the ceiling maintains its sleek, modern look without unnecessary visual disruptions. The durable design ensures long-term performance while allowing easy maintenance access if needed. Whether used in retail environments, corporate offices, or hospitality settings, this solution effectively combines fire protection with architectural refinement, ensuring both compliance and design continuity.

Perforation Perimeter Light Retro Fit Detail



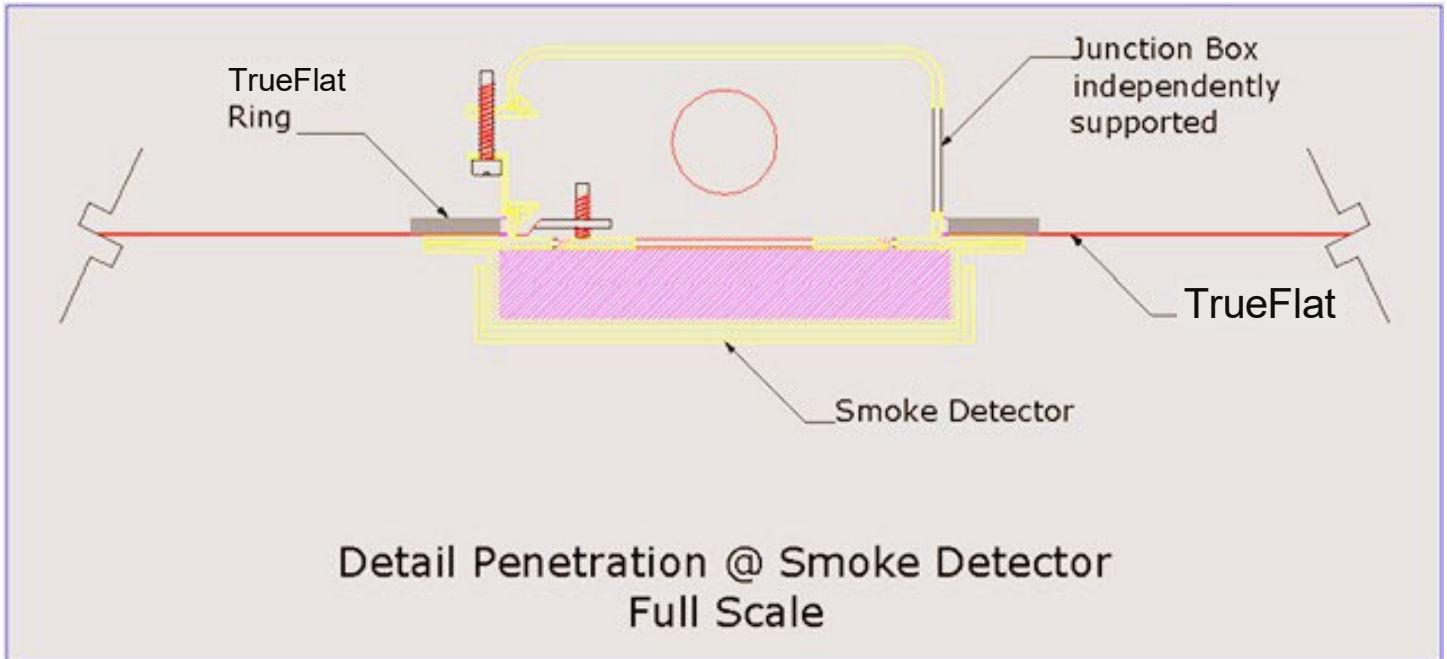
The Perforation Perimeter Light Retro Fit Detail is designed to seamlessly integrate perimeter lighting into existing stretch ceiling installations. Using precision-cut perforations, this retrofit solution allows for even light diffusion while maintaining the ceiling's structural integrity. Its lightweight design ensures a quick and efficient installation with minimal disruption, making it an ideal choice for upgrading spaces without major modifications.

By incorporating lighting through perforations, this method enhances ambient illumination while preserving a clean, modern look. It improves energy efficiency, reduces glare, and creates uniform lighting, making it ideal for commercial, retail, and hospitality spaces. The perforations allow for controlled light distribution, enhancing the overall aesthetic while maintaining functional brightness throughout the space.

Built for durability, this solution prevents material stress while securely fitting lighting fixtures. Compatible with various LED systems, it offers a practical way to upgrade lighting while maintaining a polished and seamless ceiling appearance. Whether used for subtle accent lighting or functional perimeter illumination, this retrofit detail ensures both efficiency and design continuity.



Perforation Smoke Detector Detail



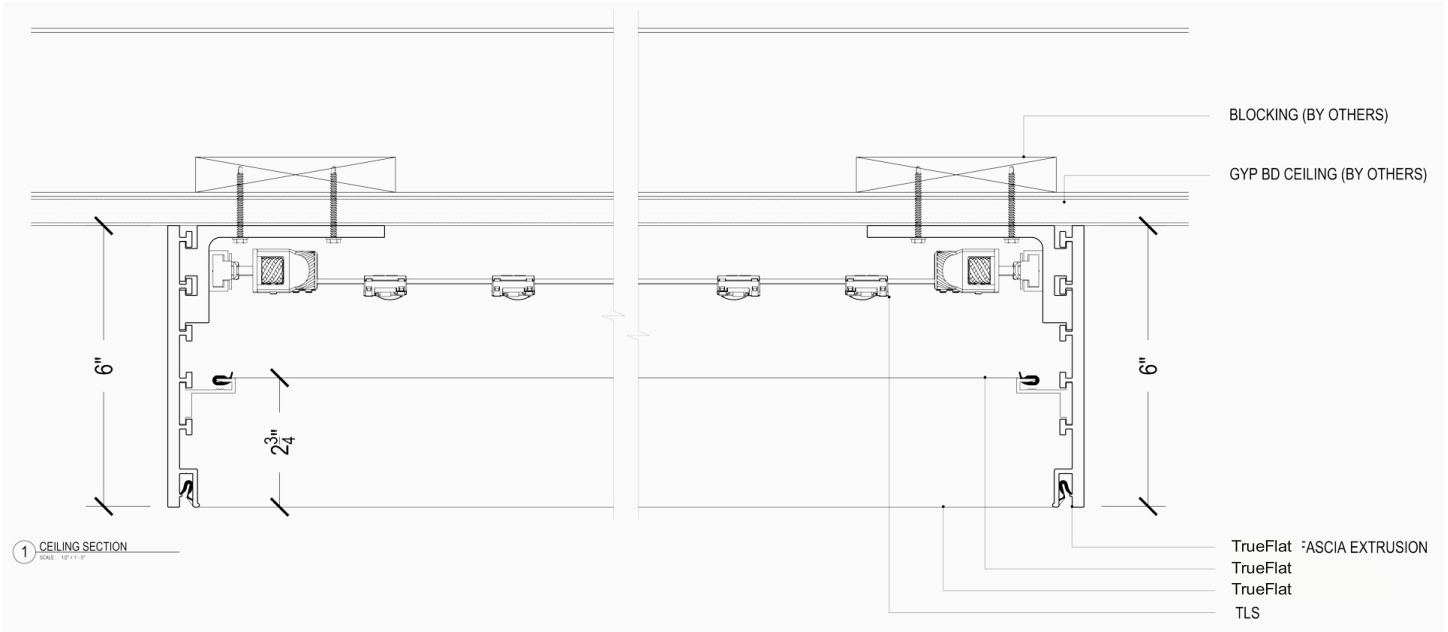
The Perforation Smoke Detector Detail is designed to seamlessly integrate smoke detection systems within stretch ceiling installations while maintaining a clean and unobtrusive appearance. Precision-engineered perforations allow smoke to pass freely to the detector, ensuring accurate and timely activation without compromising safety regulations. This design preserves the structural integrity of the ceiling while providing an optimal detection area for early fire warning systems.

By incorporating the smoke detector through a perforated detail rather than a large cutout, the ceiling retains its smooth, modern aesthetic without unnecessary visual disruption. This approach is ideal for commercial, retail, and luxury interior spaces where maintaining a refined appearance is essential. The perforations ensure that the detector functions efficiently while blending seamlessly into the ceiling design.

Built for long-term reliability, this solution ensures compliance with fire safety standards while offering an aesthetically pleasing integration. The precision-cut perforations prevent material stress and allow easy maintenance access if needed. This detail provides an effective way to incorporate life safety systems without detracting from the overall architectural vision of the space.



TLS Ceiling Section Detail



The TLS Ceiling Section Detail is a precision-engineered system designed to provide structural support and seamless integration for stretch ceiling installations. This section detail ensures proper alignment and stability, allowing the ceiling membrane to be securely fastened while maintaining a sleek, modern appearance. The lightweight yet durable construction minimizes material stress, ensuring long-term performance without sagging or deformation.

This ceiling section detail is designed for versatility, accommodating various architectural styles and installation requirements. It allows for smooth transitions between ceiling panels, creating a continuous and polished finish. Ideal for commercial and high-end interior applications, the TLS Ceiling Section enhances both functionality and aesthetics by ensuring clean lines and a flawless ceiling surface.

With a focus on durability and precision, this system provides a secure foundation for stretch ceiling installations while allowing for easy access to utilities if needed. Its adaptable design ensures compatibility with different ceiling configurations, making it a reliable choice for modern architectural projects that require both form and function.



Advantages

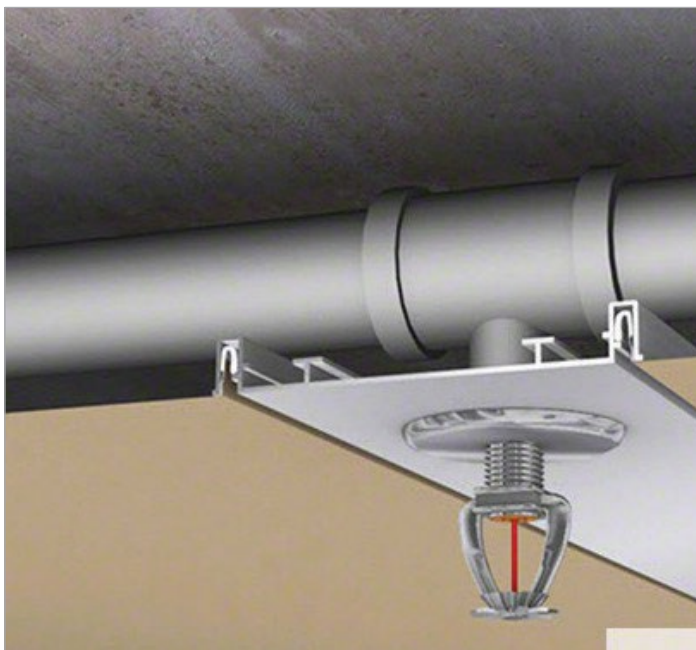


Luxurious and seamless finish, perfect for enhancing aesthetics in any space.





Wide range of customizable colors and finishes to suit any design.





Quick installation minimizes downtime for hotels and businesses.





Requires only 1" of clearance, ideal for leveling uneven or precast concrete ceilings.

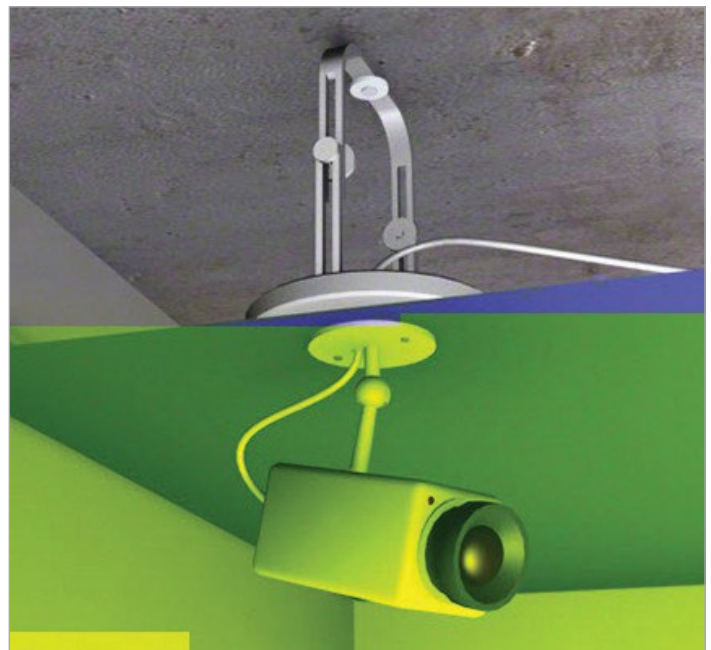
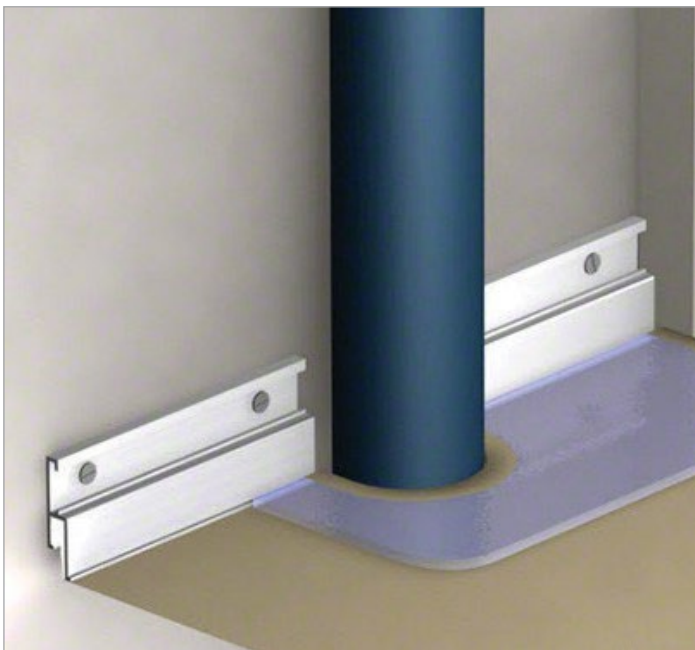




No need for expensive asbestos removal:



Durable, long-lasting materials reduce maintenance costs.





Eco-friendly, fire-rated materials ensure safety and compliance.

Warranty

TrueFlat LLC – 10-Year Limited Warranty on Stretch Ceilings

Warranty Coverage

TrueFlat LLC (“Company”) provides a 10-year limited warranty on all stretch ceiling installations (“Product”) performed by our certified professionals. This warranty covers defects in materials and workmanship under normal residential or commercial use.

What is Covered?

1. Material Defects – Manufacturing defects in the stretch ceiling membrane, including premature discoloration (excluding normal aging) and structural failure of the material under proper use.
2. Workmanship Defects – Issues arising from improper installation performed by TrueFlat LLC’s certified installers.
3. Structural Integrity – The ceiling will retain its shape and not sag or warp under normal conditions.
4. Seam Durability – Any failure in seam bonding due to manufacturing defects.

What is Not Covered?

The warranty does not cover:

- Damage caused by improper handling, misuse, negligence, or unauthorized modifications.
- Physical damage due to punctures, cuts, burns, or impact from objects.
- Damage from water leaks, flooding, extreme humidity, or mold growth caused by external conditions.
- Issues arising from improper cleaning, use of abrasive chemicals, or exposure to excessive heat sources.
- Changes in appearance due to normal wear and tear, minor fading, or dirt accumulation.
- Installation performed by anyone other than TrueFlat LLC’s certified technicians.
- Structural issues in the building, including roof leaks, ceiling collapses, or wall movement.
- Any indirect or consequential damages, such as loss of business, relocation costs, or interior repairs.

Warranty Claim Process

To make a claim:

1. Contact TrueFlat LLC via email or phone with proof of purchase and installation details.
2. Provide clear photographs and a description of the issue.
3. A TrueFlat LLC representative will inspect the damage and determine eligibility under warranty.

A TrueFlat LLC representative will inspect the damage and determine eligibility under warranty.

If the defect qualifies, TrueFlat LLC will either repair or replace the defective portion of the ceiling at no cost to the customer.

Limitations & Conditions

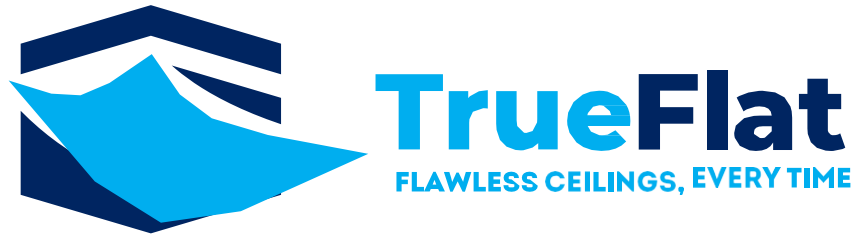
- This warranty is non-transferable and applies only to the original purchaser.
- Warranty repairs do not extend the original warranty period.
- The Company reserves the right to use similar or equivalent materials in case an exact match is unavailable.
- This warranty is governed by the laws of the State of Georgia and is subject to local regulations.

For further assistance, contact TrueFlat LLC at:

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✉ info@trueflat.com



Contact Information

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