

## **WARRANTY**

Thank you for your recent purchase of our Thermatech Polystyrene products.

Thermatech has been providing polystyrene products to the building industry for more than 30 years and have a time-tested quality standard with respect to all of our products.

We are an industry leading Australian manufacturer, supplier and installer of polystyrene mouldings which will enhance the look of any home and as such offer a 5 year warranty on products and service.

The following explains all the elements covered off in our warranty. It is designed to fully explain and help everyone in the supply mix understand the warranty we are making to you. Please note, that the terms contained here are subject to change without notice. For the most current warranty document and product information please visit our website at [www.thermatech.com.au](http://www.thermatech.com.au) or call our office on (07) 5531 2213.

### **THERMATECH INSTALLED PRODUCTS:**

#### **What Is Covered:**

When installed by Thermatech qualified installers, subject to the conditions and limitations set forth herein, warrants our products for, from the date of installation and for 5 years of the home or building to which it has been installed when subject to normal and proper conditions:

- Coating
- Joint system and
- Installation free from defects in workmanship

#### **What Is Not Covered:**

This warranty does not apply to and Thermatech shall not be liable for any cause not expressly covered herein. This warranty does not cover any problems with defective material caused by conditions or handling beyond our control. Examples of conditions not covered include but are not limited to failures or defects caused by:

- an uncontrollable act of nature including but not limited to tree limb falling onto, cyclones, hail, fire, etc.; or
- abnormal use whereas the coating has been penetrated with fixings etc.; or
- failures, distortions or movement in the building or supporting structure resulting in high demands on the Thermatech joint system and product; or
- the client has not painted the product within 6 months of installation with the recommended paint products (See "Paint Selection"); or
- non-manufacturing defects, including but not limited to improper storage, improper maintenance, neglect, accident, vandalism or misuse or any other cause that disturbs or disrupts the product as installed; or
- any costs incurred by you that are not authorised in writing by Thermatech are not covered.

## **THERMATECH SUPPLY ONLY PRODUCTS:**

### **What Is Covered:**

Thermatech polystyrene mouldings and associated products carry a quality warranty of 5 years for the surface coating only provided it is painted within 6 months of installation with a quality elastomeric, high UV resistant stable water-based paint/membrane.

### **What Is Not Covered:**

Due to many aspects and potential issues not in our control with a "Supply Only" arrangement, this warranty does not extend to cover and Thermatech shall not be liable for any cause not expressly covered herein. This warranty does not extend/cover to the following –

- installation which includes the ancillary materials used by others including fixings, adhesives and sealants; or
- when Thermatech products are used for water-proofing purposes; or
- non recommended joint systems; or
- ex-works transportation and storage; or
- materials not stored as recommended; or
- heat or damage due to the application of non-approved paint (See "Paint Selection) or;
- failures, distortions or movement in the building structure resulting in high demands on the Thermatech joint system and product

If requested, Thermatech will assist and advise by ways of installation guidelines, correct fixing techniques, correct joint patching materials and paint selection to give the best possible quality and finish that you require.

### **PAINT SELECTION:**

Selecting the right paint is crucial in giving your Thermatech products the best possible appearance and to ensure they remain structural sound in years to come. We do not promote any particular paint supplier as there are many who have quality products available that are equally comparable with respect to their quality, however the following must be applied when selecting paint to ensure your warranty extension/cover –

- only use water-based elastomeric paint which is a high build coating that is designed to protect masonry surfaces, and
- dark pigment paints with a Light Reflectance Value (LRV) rating of less than 40% negates this warranty due to attraction of excessive heat, and
- follow your paint suppliers' recommendations for the number of coats to be applied however a minimum of two coats is mandatory to ensure your product warranty.

**Always consult your paint supplier when choosing paint colours.**

### **PRODUCT STORAGE:**

Thermatech products must be stored in dry areas, out of any direct sunlight and should the material become wet prior to installation ensure separation of the product and to allow to dry fully before installing.

See [www.thermatech.com.au](http://www.thermatech.com.au) for full terms and conditions.

Factory 8 / 46 Bailey Crescent Southport Qld 4215