

5 YEAR EXPRESS WARRANTY

Thermatech-installed and supply-only architectural polystyrene products

1. Warranty provider

This express warranty is provided by Thermatech Pty Ltd (Thermatech), 8/46 Bailey Crescent, Southport QLD 4215.

Phone: (07) 5531 2213 **Website:** www.thermatech.com.au

Warranty email: info@thermatech.com.au

2. Definitions

- "Completion date" means the date Thermatech completes its installation work.
- "Delivery date" means the date supply-only products are delivered to, collected by or made available to the client.
- "Defect" means a defect in materials, manufacture or Thermatech workmanship covered by this express warranty.
- "Product" means a Thermatech architectural polystyrene moulding or associated product identified on a Thermatech invoice, quotation or order.
- "Client" means the person or entity that purchased the Product or installation service from Thermatech.

3. Thermatech-installed products

Subject to the conditions and exclusions in this document, Thermatech warrants Products installed by Thermatech against defects in the factory-applied coating, Thermatech-approved joint system and Thermatech installation workmanship for five years from the Completion Date.

4. Supply-only products

Subject to the conditions and exclusions in this document, Thermatech warrants the factory-applied surface coating of supply-only Products against manufacturing defects for five years from the Delivery Date.

This supply-only warranty applies only where the Products are transported, stored, installed, finished and painted in accordance with Thermatech's current written instructions and the paint manufacturer's instructions.

The supply-only warranty does not cover:

- installation work or workmanship performed by others;
- fixings, adhesives, sealants, joint materials or coatings supplied or applied by others;
- non-recommended joint systems;
- transportation, unloading, handling or storage after the Products leave Thermatech's premises;
- use of Products as a waterproofing system; or
- damage caused by non-approved or incompatible paint.

5. Customer obligations

To remain eligible under this express warranty, the client must:

- retain proof of purchase, including the relevant invoice, quotation or delivery documentation;
- follow Thermatech's current written storage, handling, installation, finishing and maintenance instructions;
- paint the Products within three months of installation, or earlier where Thermatech's written instructions require it;
- use compatible exterior-grade, water-based elastomeric paint and comply with the paint manufacturer's written preparation and coating requirements;
- apply at least two coats, unless the paint manufacturer's instructions require more;
- avoid colours with a Light Reflectance Value (LRV) below 40%;
- as a minimum, inspect installed mouldings annually and after severe storms and promptly repair accidental damage, penetrations, failed sealants or deteriorated paint; and
- notify Thermatech promptly after discovering an alleged defect and provide reasonable access for inspection.

6. Exclusions

This express warranty does not cover damage to the extent that the damage was caused or contributed to by:

- excessive loading, impact, fire, flood, cyclone, hail, falling trees or branches, severe weather or another external event beyond Thermatech's reasonable control;
- movement, settlement, cracking, distortion or failure of the building, substrate, framing or supporting structure;
- penetration, cutting, drilling, alteration or attachment of fixtures after installation, unless approved in writing by Thermatech and carried out in accordance with its instructions;
- improper storage, transportation, handling, installation, finishing, maintenance, neglect, accident, vandalism or misuse;
- failure to paint, repaint, seal or maintain the Product in accordance with this document and applicable written instructions;
- the use of incompatible, solvent-based, heat-absorbing or otherwise non-approved coatings;
- water ingress or moisture arising from building defects, failed waterproofing, roof plumbing, flashings, cappings or other work not performed by Thermatech;
- third-party repairs or alterations that prevent Thermatech from reasonably assessing the original cause of the alleged defect; or
- fair wear and tear, normal weathering, minor colour variation or appearance changes that do not affect the Product's intended function.

7. Paint selection

Selecting and applying a suitable paint system is essential to the appearance and performance of Thermatech Products.

- Use a compatible exterior-grade, water-based elastomeric coating designed for masonry or similar exterior substrates.
- Do not use dark colours with an LRV below 40%. Dark colours may cause excessive heat absorption, deformation or coating damage.
- Prepare and coat the Product in accordance with the paint manufacturer's current written instructions.
- Apply at least two coats, or more if required by the paint manufacturer.
- Consult the paint supplier before selecting a paint product or colour.

8. Storage and handling

Further storage, handling and maintenance requirements are set out in Thermatech's current Storage and Maintenance Procedure.

9. How to make a warranty claim

A warranty claim should be lodged as soon as reasonably practicable after the client becomes aware of the alleged defect.

Submit the claim in writing to Thermatech and include:

- the client's name, telephone number, email address and project address;
- the Thermatech invoice, quotation or order number and, if available, the installation or delivery date;
- a clear description of the alleged defect and when it was first observed;
- clear photographs of the affected Product and surrounding building area; and
- details of any maintenance, painting, alteration or third-party work relevant to the affected area.

Thermatech may request further information and reasonable access to inspect the Product before determining the claim.

10. Claim assessment and remedy

Thermatech will assess the information provided and may inspect the Product. If Thermatech accepts a claim under this express warranty, Thermatech will, at its reasonable discretion and subject to the client's rights under applicable law, repair the affected Product, replace the affected Product, rectify Thermatech installation work or provide another agreed remedy.

Thermatech should be given a reasonable opportunity to inspect and assess the alleged defect before third-party repairs, removal or replacement work is arranged.

11. Warranty claim expenses

The client is responsible for the initial cost of preparing and submitting a claim. Thermatech will advise whether an inspection is required. If a claim is accepted, Thermatech will bear its reasonable inspection and remedy costs. Unauthorised third-party work is not covered by this express warranty, except where the client is otherwise entitled to recover those costs under applicable law.

12. Additional conditions

- This express warranty applies to the original client unless Thermatech agrees otherwise in writing.
- Any transfer of this express warranty to a subsequent property owner must be approved by Thermatech in writing and may require proof of the original purchase and compliance with any maintenance requirements.
- Attendance, freight, access equipment, scaffolding, removal, reinstatement and repainting costs outside Thermatech's ordinary service area are covered only where Thermatech agrees in writing.
- Thermatech may update this warranty for future purchases. The terms applying to a purchase are those provided or published at the relevant purchase, delivery or Completion Date.
- If any provision is invalid or unenforceable, the remaining provisions continue to apply to the extent permitted by law.

13. Document control

Document	Thermatech 5 Year Express Warranty
Version	2.0
Effective date	11 th August 2026