

# Products and Services - *Two Years Cover*

By accepting the quotation clients are automatically covered by SHIMICOAT Warranty and accepting SHIMICOAT Terms of Trades.

## Services and Workmanship

This warranty covers defects in labour or materials. The warranty extends for a period of 2 years from practical completion.

### What the warranty covers:

- Materials required to repair the defect
- Labour and equipment hire required for the surface preparation prior to the repair of the defect
- Labour and equipment hire required for the application of the Materials which complete the repair of the defect

### What the warranty does not cover:

1. No cover for Vandalism and sabotaging
2. The warranty does not extend to, any defect caused other than by defect in labour or materials
3. Use exacerbating existing damage and extending the damage caused by use of already damaged surface
4. Liquid or moisture ingress, liquids pooling on the surface long enough to break through seal coating
5. Excessive moisture (Over 4%), from substrate causing surface damage
6. Neglect by exposure to direct sunlight and UV radiation
7. Neglect by heavy objects falling dropping, dragged across the surface and pushing to cause damage
8. Lack of proper maintenance and care
9. Heat, fire, extreme weather events, ovens and direct sunlight emanating excessive heat close to the coating, excessive temperatures or extended ultraviolet exposure (UV Light), or other undesirable atmospheric causes
10. Excessive physical movement in the substrate or subfloor causing breakdown, damage or softening of substrate
11. Subsurface contaminants, permeation of foreign matter (such as calcium chloride) from below or within the substrate

12. Not allowing surface to properly cure and accessing the surface during curing process time and causing damage
13. Chemical spillage, such as acid or alkaline substances or solvents
14. General Wear, Scratching, Cracks, gouging, marring, staining, or UV discoloration
15. Any Direct or indirect financial losses which may result from product failure, loss of prospective, or speculative profits, or any consequential indirect or special damage or loss of all kinds
16. System failure related to factors beyond the Contractors reasonable control,
17. In instances where the defect or failure has not been reported within 7 days of occurring,
18. The area was not sufficiently isolated from use or contamination, subsequent extended damage will not be covered by this Warranty
19. No Warranty can be processed unless the contract is being paid in full by client.

Once claiming under warranty, client is responsible to minimize the damage and the significance of the claim against the contractor by following actions:

- A. The defect or failure must be reported as soon as possible, at latest within 7-day period, to prevent the spread of damage
- B. The floor area to be repaired must be provided to the Contractor free from furnishings and traffic for sufficient time as to complete the repair and for the repair to cure, otherwise extra charges may apply
- C. Warranty repairs do not allow for afterhours work
- D. Warranty repairs are only to be carried out by SHIMICOAT Contractors
- E. SHIMICOAT **DOES NOT** involve with any dealing with other subcontractors
- F. In the event that the type of materials originally used are no longer available, the Contractor will use its closest matching product, no guarantee on perfect match. No warranty can be provided that the repaired area will seamlessly blend with the un-treated area. Batching, aging,

timing and application limitations may result in differences to appearance/colour/texture

- G. Even under warranty, The Contractor is not liable to provide hotel accommodation and other facilities to client
- H. In instances where the system failure is a direct result of product failure or faulty workmanship by the Contractor, the amount of the warranty cover shall not exceed the original paid contract value on prorated base over 2 years warranty period.

SHIMICOAT offers a range of quality products and materials combined with friendly staff and premium services. The installed floors are not bulletproof; surface damage, chipping, UV discoloration, chemical spills damage, and other incidental damages can occur. SHIMICOAT can be contracted to repair issues if they arise.

This warranty is non-transferable. The Contractor is not obligated to process warranty claims or assess warranty claims unless ALL invoices have been paid in full.

Additional costs are charged as per the Contractor's pricing at time of occurrence of the defect Reporting Procedure:

1. If within the warranty period a product failure occurs you must notify the Contractor by email as soon as possible, detailing the nature of the issue
2. The damaged area must be isolated from use until the repair is completed to prevent further damage or ingress of moisture
3. You must allow uninhibited access for the Contractor to inspect the failure

## Product Data Sheets

The information given on product data sheet is correct to the best of our knowledge. However, since the use of our product, surface conditions, weather and a number of other factors are completely beyond our control, we can only be responsible for the quality of our product at the time of dispatch. For more information please contact our technical sales representative.

Safety Data Sheet (SDS) and Technical Data Sheet (TDS) of the product are both available from the Shimicoat website or upon request from our office or by contacting one of our Technical Sales representatives. Read the SDS and TDS carefully prior to use as application or performance data may change from time to time. In emergency, contact any Poisons Information Centre (phone 13 11 26 within Australia) or a doctor for advice.

If Shimicoat provides field services, it does not constitute supervisory responsibility. Any suggestions, recommendations and advice made by Shimicoat Technical Team, either orally or in writing may be followed, modified or rejected by the owner, engineer or contractor, as they are solely responsible for carrying out procedures appropriate to their specific application.

## Product Disclaimer

The technical information and application advice given in SHIMICOAT TDS are based on the present state of our best scientific and practical knowledge. As the information herein is of a general nature, no assumption can be made as to a product's suitability for a particular use or application and no warranty as to its accuracy, reliability or completeness either expressed or implied is given other than those required by law. The user is responsible for checking the suitability of products for their intended use.

You should read this TDS carefully and consider the information to be suitable for your specific application. Shimicoat does not take any responsibility for misuse of the product, including in conjunction with any other product and the type of surfaces to, and the manner in which, the product will be applied. Our responsibility for products sold is subject to our standard terms and conditions of trade, available on our website. Shimicoat does not accept any liability either directly or indirectly for any losses suffered in connection with the use or application of the product whether or not in accordance with any advice, specification, recommendation or information given by technical team.

For further information please refer to our website or contact SHIMICOAT office.