

NUPLEX PRODUCT WARRANTY



Warranty for Sureshield

Sureshield is a resin bound mixture of high performance resins and aggregates, namely specially graded silica quartz. The system has been specifically designed for the Food Processing Industry. It can be used in its natural gold colour or be tinted to a selected range of colours. Sureshield is installed at a minimum thickness of 8 -9mm, however it may be installed thicker in areas where there are certain criteria requirements

The processes involved are:

- Surface preparation
- Crack and joint control
- Mixing of the resin and aggregates and laying of the mix.
- Curing and top coating
- Installation of Coves / Up-stands & Drains
- Installation of Control Joints

Project:

Date of Supply:

Important Note for the Client

All enquiries or claims relating to this warranty must be directed the contractor in the first instance. Their name and contact details are at the end of this document.

This warranty is valid for **5 years** (or by negotiation) from date of supply on the following terms.

1. The Sureshield system is warranted to conform to manufacturers specifications and to be free from defect.
2. In event of proven product failure during application or within **5 years** of the date of delivery, Nuplex Industries Ltd will supply replacement materials without charge and the contractor will assume the cost of removal and installation of new materials, to the exclusion of any other work. This is offered on a pro-rata basis over the term of the product life.
3. In the event of failure of unknown causes, Nuplex Industries will provide without prejudice, no charge materials of their manufacture to assist in job rectification.

Nuplex Industries reserves the right to supply other compatible materials for repair should the warranted materials be no longer supplied by Nuplex.

Special Conditions Apply:

1. The warranty applies against specific premature wear and tear on the surface, delamination unless caused by joint failure and excessive impact and wear events.
2. Normal product wear and tear is specifically excluded from this warranty.
3. The Nuplex Licenced Contractors warranty applies in precedence for installation matters.
4. Cracks in the Sureshield are excluded from the warranty.
Sureshield is fully bonding to the concrete slab. It does not rely on adhesives, bonding agents etc. It will not crack of its own accord. Heavy impact damage may happen if heavy items are dropped and chips may occur. Cracks will only appear when the concrete below cracks or the material is laid over construction, control or movement joints. Consequently cracking in the Sureshield is not warranted. The architect, engineer, builder and installing contractor must have made contingencies for areas of movement and prepared, treated or

remedied the cracks and/or installed movement joints.

5. The full site detail drawings must be viewed by the contractor.

This warranty is only valid or enforceable if the purchaser has paid Nuplex Industries or its licensed contractor for its purchases in full, including retentions. A practical completion certificate must have been provided to the licensed contractor.

This warranty is the sole form of recourse. This warranty becomes void if the opportunity to make good is not given to the licensed contractor who held the original contract.

This warranty does not cover failure or problems caused by defective use, improper design of the project or structure, or structural failure.

Consequential damage as a result of any failure is not covered and liability is limited to repair of Nuplex materials.

Nuplex will ensure that the applying contractor is informed of its obligation to inform Nuplex Industries within ten days of occurrence of any failure which may be covered by this warranty and shall not make any repair before examination of the project by Nuplex Industries Technical staff.

Nuplex Licenced Installing Contractor:

COMPANY:

CONTACT:

PHONE:

SIGNATURE:

Date:

Warranty Number:

Auckland Hamilton Palmerston North Wellington Christchurch
Sydney Brisbane Melbourne Adelaide Perth Hobart

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The logo for Nuplex, featuring the word "nuplex" in a bold, lowercase, sans-serif font. The letter 'n' is significantly larger and more prominent than the other letters, which are smaller and more closely spaced together.