PRODUCT AND WARRANTY GUIDE – DULUX AQUASHIELD WATERPROOF ROOFCOAT

DULUX AQUASHIELD WATERPROOF ROOFCOAT is a breakthrough in waterproofing technology. Its thick elastic, super protective film coat covers the cracks, blocks water and the strong network of polymer makes the coating, tough enough for normal roof usage. This product is rigorously tested and proven in all types of Pakistan environmental conditions.

Dulux Aquashield Waterproof Roofcoat when applied diligently by following the standard or prescribed application method (covering the painted surface with this super-elastic coating will cover cracks), will not let water permeate and will keep the coating tough enough for normal roof usage..

In case there is any leakage due to failure of the coating/product and not due to any of the reasons listed below, Akzo Nobel Paints will provide material for any rectification, during the Warranty period of eight years as per standard terms & conditions.

BEFORE YOU PAINT

Problem 1: Powdery Surface

Sanding and high-pressure water jetting to clear the particles, old paints film, peels, flakes of powder especially in case of old surfaces. Allow the same to dry fully. Apply a self-priming coat of Dulux Aquashield Waterproof Roofcoat over the dried surface by diluting with water up to 30% using brush. Apply 2-3 further coats of Dulux Aquashield Waterproof Roofcoat without dilution by brush to force coverage of 0.7-0.9 m2/L/3coats area.

(To determine whether the surface is powdery / dusty, just wipe your palm across the flat roof surface when it is dry and check to see if there is powder / dust on your palm)

Problem 2: Flaking

Sanding and high-pressure water jetting to clear flaking. Allow to dry. Apply a self-priming coat of Dulux Aquashield Waterproof Roofcoat over the dried surface by diluting with water up to 30% using brush. Apply 2-3 coats of Dulux Aquashield Waterproof Roofcoat without dilution by brush to force coverage of 0.7-0.9 m2/L/3 coats.

Problem 3: Previously applied Coatings

Any material previously applied onto the roof should be completely removed prior to Dulux Aquashield Waterproof Roofcoat application. This ensures adhesion and product delivery. The previous coating needs to be removed thoroughly by vigorous wire brushing/sanding and high-pressure water jetting. Allow to dry. Apply a self-priming coat of Dulux Aquashield Waterproof Roofcoat over the dried surface by diluting with water up to 30% using a brush. Apply 2-3 coats of Dulux Aquashield Waterproof Roofcoat without dilution by brush to force coverage of 0.7-0.9 m2/L/3 coats.

Problem 4: Dampness

Ensure that the surface is thoroughly dry before painting to avoid premature paint failure. Entrapped moisture will result in bubble formation below the film and cause for premature paint failure.

Notes:

1. Coverage: To achieve proper film thickness essential for the desired waterproofing performance our applicator will ensure that one litre of paint is consumed in not more than 0.7-0.9 m2 area /3 coat.

2. To ensure 100% optimum waterproofing performance, the entire roof including parapets even if it is a joint parapet wall, drainage slope of the roof and sunken floors will be covered with the coating. Extra care should be taken in areas with joints and water spouts since any crack or fissure of any nature may give rise to ingress of water which in turn will deter the desired performance of the paint.

3. Drying Time Between coats: This may however vary depending on climatic conditions and humidity. In case due to climatic conditions if the paint does not fully dry, the next coat should not be applied.. No application should be done on a cloudy day.

STANDARD APPLICATION PROCEDURE

1. **Cleaning**: Ensure that the surface to be painted is free from any loose paint, dirt, or grease. Any previous growth of fungus, algae or moss needs to be removed thoroughly by vigorous wire brushing and cleaning with water. Usage of Dulux Aquashield Pre-Treatment Coat is mandatory if prescribed by the Akzo Nobel Site In charge or the Authorized Akzo Nobel Sales Representative.

2. **Filling**: Application of any kind of Putty is not recommended. Surface imperfections such as holes, dents and cracks are to be filled only by using mixture of white cement and fine sand (in the ratio of 1:3) or suitable as recommended by the Akzo Nobel Site Inspector or the Authorized Akzo Nobel Sales Representative.

3. **Priming Coat**: Apply a self-priming coat of Dulux Aquashield Waterproof Roofcoat over the dried surface by diluting with water up to 30% using brush.

4. **Topcoat**: Apply 2-3 coats of Dulux Aquashield Waterproof Roofcoat without dilution by brush to force coverage of 0.7-0.9 m2/L/3coat. A gap of 6-8 hours drying time should be given to ensure complete drying of the former coats. Ensure that the full roof including entire terrace along with parapet needs to be enveloped with Dulux Aquashield Waterproof Roofcoat to ensure product delivery.

5. **Maintenance Tips**: Any horizontal surface will have dirt accumulation. To maintain /clean the surface, it is essential that only soft cleaning is done. DO NOT use wire brushes or any other hard cleaning tools over the Dulux Aquashield Waterproof Roofcoat painted surface. For best performance of the paint ensure proper washing of all algal and fungal growth (if any) at regular intervals of three months.

6. **Damage caused to the film**: Any unnatural damage caused to the film even in small patches needs to be repaired. An old Dulux Aquashield Waterproof Roofcoat coating can be repainted over the small damaged patch to make it as good as new. There is no need to re-do the entire roof again.

TERMS AND CONDITIONS

Our Warranty is applicable for the following aspects of paint performance **only**:

1. ***Film Integrity*** – This is the condition whereby the paint film flakes, peels or cracks and starts detaching itself from the substrate or when one coat detaches itself from the other coat of paint. This warranty will not cover flaking caused by water seepage below or behind paint film or de-lamination of plaster materials or any intentional damage caused to the paint film by peeling/scraping/damaging paint film.
2. ***Water Ingress*** – This refers to the ingress of water through the paint film to the inner surface. Water ingress through the paint film due to improper sloping of terrace/surface and/or long standing of stagnation of water will however not be covered by this warranty.
3. Dulux Aquashield Waterproof Roofcoat must be applied as prescribed by the Akzo Nobel Site-In-charge or the Authorized Akzo Nobel Sales Representative and current technical data at the time of purchase and good working practice.
4. Warranty will be applicable only for seepage from terrace & parapet walls if Dulux Aquashield Waterproof Roofcoat is applied on the terrace. It is not applicable for water seepage from vertical surfaces or outer walls where Dulux Aquashield Waterproof Roofcoat system has not been applied.
5. The product must have been stored as specified in their packaging instructions and have been used within their shelf life.
6. Dulux Aquashield Waterproof Roofcoat should not be applied during extreme temperatures, rains, fog, mist, snow, or when such conditions are imminent during application or curing period
7. Dulux Aquashield Waterproof Roofcoat should not be used in combination with product from any other manufacturer.

EXCLUSIONS

1. Intermittent dripping of water due to proximity of vegetation or overhead cement or any other type of water storage tanks or terrace gardening plant pots or concealed plumbing lines or any other sources of water leakage.
2. Water penetration due to capillary rise from ground level, including water leakage, seeping from outer walls/ vertical surfaces, bathroom, toilets, kitchen sinks and continuous dampness of the surface or any area not treated with Dulux Aquashield Waterproof Roofcoat.
3. The warranty will cover only manufacturing defects of the Paint Product (Dulux Aquashield Waterproof Roofcoat) and will not over defects arising due to factors beyond the control of the Company, including but not limited to the following factors;
   a. Paint failures due to structural defects, moss and other vegetative growth, water leakage from below paint film, leakage from some pipe and continuous dampness of surface
   b. Entrapped water introduced during construction or seepage within the building structure
   c. Rain penetration through walls or *chajjas/mandair*
   d. Natural calamities such as earthquakes, lightening, floods and cyclones
   e. Leaks or damages resulting from any additional installations on the surface coated with the system
   f. Failure or defects in the structure of the previous coating
   g. Abnormally excessive accumulation of atmospheric chemical particles or atmospheric dirt.
   h. Application of any paint or other chemicals on the paint film beside those required under the painting system.
   i. Building or structural expansion or additions or reductions, shifting, distortion, failure or cracking of building components. Removal, excavation or replacement of concrete or other materials in connection with the testing, repair, removal or replacement of the product.

j. Puncturing of cured membrane due to sharp objects, movements of heavy articles, fixing of antenna or other structures on the terrace.
k. Vandalism or malicious damage caused by the Customer or any third parties
l. Malfunction due to Acts of God
m. Excessive accumulation of atmospheric dirt/pollution & water logging due to inadequate housekeeping.
n. Stains – Damage to paint film while scrubbing of Stains
o. Any sort of efflorescence or salt deposition on the paint,
p. Alterations or extensions carried out to the affected area without prior consent of the Company.
q. Abuse or negligence
r. Causes other than defects in the Product
s. Improper Surface Preparation or failure to adhere to the standard painting practice/procedure recommended by the Company
t. Surface with contaminants to damaging substances such as chemicals, solvents or oils or Surface that is not dry.
u. Normal wear and tear
v. Deterioration caused by lapse of the customer or by exposure to substances such as chemicals, solvents or oils
w. Water ingress due to damage caused to the film by any unnatural cause.
x. Dulux Aquashield waterproof Roofcoat used on very smooth surfaces e.g., metal, PVC pipe, plastic shades, china mosaic and ceramic tiles.
y. Any indirect or consequential loss, damage or costs incurred by any customer in connection with the Product or this Warranty, or the cost of any labour for the application of the Product.
z. Any Claim where the application of the Product(s) fails due to defects in the structure or previous coating applied before the application of the Product

LIABILITY

1. Warranty is applicable on Dulux Aquashield Waterproof Roofcoat invoiced on or after 1st August, 2023 and used for sites situated in Pakistan only.
2. Warranty can be claimed on Dulux Aquashield Waterproof Roofcoat for 96 months after the date of application.
3. The company will not be liable for any direct or consequential loss or any damage of any nature whatsoever, to the customer
4. The company's liability will reduce over the Warranty period according to the following scale:

Period	Claim
In the first 12 months after commencement date	100%
From the 13th to the 24th month after commencement date	80%
From the 25th to the 36th month after commencement date	60%
From the 37th to the 48th month after commencement date	40%
From the 49th to the 60th month after commencement date	30%
From the 61st to the 72th month after commencement date	15%
From the 73rd to the 84th month after commencement date	10%
From the 85th to the 96th month after commencement date	5%

5. The warranty is only available to consumers who are residents of Pakistan. The warranty is not available to employees of the AkzoNobel group of companies, their agents, distributors, wholesalers, resellers, or retailers. Resellers, retailers and contractors/painters may not submit claims on behalf of their customers.

6. Claims must be submitted by contacting AkzoNobel in one of the following ways:

    a. Contact Call Center 0800-DULUX (38589)
    b. Email at customer.contactcentre@AkzoNobel.com
    c. WhatsApp 0300-01DULUX (38589)

7. The following would be the mandatory documents / information required for a valid claim:
    a. A clear copy of retailer invoice or receipt showing the details of the Product(s) that were purchased, the date of the purchase and the price paid for the Selected Product(s)
    b. At least 3 pictures in the following prescribed format clearly depicting the issue:

        i. One Long shot (10 ft distance or more)
        ii. One close shot (3-5 ft distance)
        iii. One at any other angle that helps in showing the issue in a clear way

8. To complete the claim submission, further following details will be needed:

    a. Complete site address where the issue is being faced
    b. Email ID & contact number for communication purposes
    c. Details of the dealer/store from where the purchase made, including Dealer/store Name, Date of Purchase and Address
    d. Details of the problem being faced, including details of the Selected Product applied such as brand name, shade name, quantity purchased and area of the affected surface

9. After the claim is registered with following the above procedure and all required details, it would take up to 14 working days to resolve a valid claim. During this time, a representative may be sent to assess the painted area in question to verify that the claim is based on a bona fide purchase of a Product(s) and to ensure that the Product(s) and its application meets the conditions required for the warranty to apply. In case of incomplete details provided, we would not be able to resolve the claim.

10. Notwithstanding anything above, we accept no responsibility for claims that are incomplete, invalid, illegible, or delayed. In such cases AkzoNobel will be constrained to close the customer request/claim if incomplete, ineligible or inaccurate.

11. Upon establishing the defect and validation of the claim by AkzoNobel, the compensation will be made from the same dealer/store where it was originally bought from within 14 working days from the date of

confirmation. It will be responsibility of the customer to arrange for logistics, at its cost, for the replaced product from the dealer/store to the relevant site.

12. We reserve the right to reject a claim if we have reason to believe that there is misrepresentation, or the claim is fraudulent, or is in violation of any of these Terms and Conditions (“T&Cs”).

13. No third party or joint submissions shall be accepted.

14. The Warranty shall be limited only to the extent of providing the Product(s) to the extent of defect can be established. AkzoNobel shall not be responsible for any other material, product or expenses of any nature.

15. The Warranty does not cover problems that were caused due to reasons outside of our control (for example, an issue with the substrate) or where the Selected Product was applied on surfaces which were not properly prepared or usage of the system was not as per the standard application guidelines as recommended by AkzoNobel in Product Data Sheet and/or on the product.

16. Claims not made in accordance with these T&Cs will be deemed invalid. If a claim is refused because the terms of the Warranty have not been met, AkzoNobel’s decision shall be final and binding.

17. If any provision in these Terms and Conditions ("T&Cs") is found to be invalid, unlawful or unenforceable in any court or competent authority, the provision shall be deemed not to be part of the T&Cs and it shall not affect the enforceability of the rest of the provisions of the T&Cs.

18. We reserve the right to withdraw, amend or terminate the Warranty without notice. All claims made in accordance with these T&Cs and made prior to the Warranty being withdrawn, amended, or terminated will still be honored.

19. No cash or alternative to the compensation shall be provided.

20. The Warranty is governed by the laws of Pakistan and is subject to the exclusive jurisdiction of the Courts of Pakistan.

21. The reference to “We” or “AkzoNobel” under these T&Cs shall mean AkzoNobel Pakistan.

22. AkzoNobel, or AkzoNobel logos such as that of Dulux, ICI Roundel, Flourish, Let's Colour, distinctive colour names and liveries are trademarks of the AkzoNobel group ©AkzoNobel 2018.

23. The customer support telephone number is: 0800 DULUX (38589)

We thank you for the support you have extended to us till date and for the confidence you have shown in our products and services.