

AsianPaints Trugrip Dynamo

WARRANTY DOCUMENT

Products Covered

The Warranty Document covers Asian Paints Trugrip Dynamo Advanced range.

The Warranty Cover

Asian paints TRUGRIP Dynamo Advance is a high-performance adhesive that offers a 10-year debonding warranty. A first of its kind the warranty will cover product performance against debonding of substrates after application and 7 days of curing thereafter.

For the purpose of this warranty document, any reference to “company” shall mean Asian Paints Limited. The warranty is valid only upon successful registration with us by the customer.

To register, please call us on **1800-209-5678** and kindly do comply with the requisites

Conditions of Warranty

- This warranty will only cover debonding issues observed in plywood to laminate pasting using Dynamo Advanced
- Warranty will be valid on minimum purchase of 50kg of Dynamo Advanced
- For sites where the quantity exceeds 200 Kg the Warranty is applicable, subject to satisfactory pre-inspection of the substrates by the Company's representative
- Bill of purchase for adhesive as well as ply and laminate from retailer to be provided for the entire job in case the warranty is claimed

Commencement and Duration

1. This warranty shall commence on the date ("the commencement date") when the consumer telephonically lodges his warranty claim with the company by contacting 1800-209-5678 and furnishing all the purchase and personal details requested by the company. In order for this warranty to be valid, the registration of the warranty needs to be completed within fifteen (15) days of the completion of wood working project at the site.
2. If there is a break or recess period of work, finalizing the commencement date shall be at the discretion of the Company (Asian Paints Limited).
3. The company at its own discretion may appoint a person to inspect and validate the application of the Dynamo Advanced as per the directions specified.
4. The warranty shall be for a pro-rata period of ten (10) years from the commencement date on debonding of the substrates.
5. Where any claim arises during the warranty period, the period will not start afresh after settlement of the claim.

Application

The Warranty Document covers Asian Paints Trugrip Dynamo Advanced range.

1. Trugrip Dynamo Advanced Warranty will only be valid for plywood to laminate pasting.
2. For the warranty to be valid you must make a minimum purchase of 50kg of TRUGRIP Dynamo Advanced
3. All elements of surface preparation prior to the application have been done in accordance with the instructions provided for Dynamo Advanced as given in the product information sheet.
4. The following application system will have to be followed for the Warranty to be applicable -
 - a. Both side application is mandatory
 - b. The overall coverage needs to be between 235 g/sq mt – 269 g/sq mt
 - c. Asian Paints Supreme Masking Tape is recommended for pressing of the ply and laminate for best results
 - d. Plywood thickness should be greater than 10 mm of commercial grade quality
 - e. Laminate thickness should be greater than 0.6 mm of commercial grade quality
 - f. The ambient temperature needs to be between 5 degree Celsius – 45 degree Celsius and humidity levels need to be lower than 85%
 - g. Proper pressure of Minimum 60 kg on an 8*4 Sheet to be applied uniformly for a duration of minimum 5 Hours (Might vary based on temperature) on the substrates after pasting in order to avoid bubble formation

Liability

1. The company will be liable for the replacement cost of the Adhesive, plywood, laminate and labor to set right the area of adhesive failure where debonding has been observed, at the time of the lodging of the complaint.
2. The labour rate will be determined by the company, and it will be a reflection of the current prevailing market labour rates and the same will not be disputed by the customer, at any point of time. The labour rate may be determined on the basis of a per sq.mt. rate or on a daily wages rate. The customer will be liable for the balance costs, which are not company's obligations, as indicated above.
3. The cost of Plywood and Laminate will be determined by the company, based on the bills submitted by the Customer. Company will not be liable to any change in rates of plywood and laminate. The customer will be liable for the balance costs which are not company's obligations.
4. The company will not be liable for any indirect or consequential loss or damages to the customer.
5. The company's performance warranty liability will be pro-rata warranty, under this warranty, if an item fails before the end of the warranty period. It is replaced at a cost that depends on the age of the item at the time of the failure as per the below mentioned scale.

TIME PERIOD		REPLACEMENT COST
a.	In the first 24 months after the commencement date	100% of replacement cost
b.	From month 25 to month 48 after the commencement date	80% of replacement cost
c.	From month 49 to month 72 after the commencement date	60% of replacement cost
d.	From month 73 to month 96 after commencement date	40% of replacement cost
e.	From month 97 to month 120 after commencement date	20% of replacement cost

Exclusion

The Warranty will cover only manufacturing defects of Trugrip Dynamo Advanced application system & will not cover any defects arising out of factors out of control of the Company, including but not limited to:

- Adhesive failure observed due to Crack, Dents, Bending and Damages observed in the make of Plywood or laminate
- Laminate of the following type will not be covered under the warranty
 - PVC Sheet
 - Charcoal Sheet
 - Acrylic Sheet
 - WPC Sheets
- Abuse or negligence of the furniture by the customer
- The substrate is affected by high alkalinity, water seepage, constant/ rising dampness in the substrate, Frosting or Efflorescence, constant submersion in water or water condensation resulting from temperature gradients
- Substrate is affected by termites or any external microbe
- Debonding occurring due to adequate time not being provided for the adhesive to cure before Cutting and Assembly of the furniture
- Improper surface preparation and/or application
- In case of bubble formation within 7 days of application caused due to improper application of the adhesive
- Exposure of Substrates to damaging substances such as chemicals, solvents or oils
- Damages resulting from Acts of God including but not limited to lightning, flood, wind, earthquake, hurricane, tornado, hail or other violent storm or casualty or impact of stated or unstated objects
- Debonding observed due to addition of any Additive / Adulterant to the adhesive prior to application

Claims and Repairs

- Any claim made in terms of this Warranty shall be made within 30 days of the consumer discovering any defect, damage or failure which gives rise to a claim
- The consumer shall forthwith notify the Company of the claim providing full details thereof and shall set out the basis on which it believes that the Company is liable in terms of the Warranty
- The Company reserves the right to carry out inspections of Dynamo Advanced application process, in which the Dynamo Advanced application system is alleged to have failed and to perform any tests in respect thereof and may do so either itself or by means of any person nominated by it. Prior to such inspection or testing, the consumer shall not be entitled to perform any repairs to or remove or tamper with any part of the system which will render this warranty void
- The Company shall use its best endeavours to ensure that the adhesive required for repairs is available as soon as possible at the place where the repairs are to be carried out but does not assume liability for delay in this respect.
- The Company, in its sole discretion shall be entitled to:
 - Control/monitor re-painting which is to be carried out in accordance with all its specifications and instructions; and appoint a contractor and /or approve the contractor appointed by the Customer.

Miscellaneous

- This Warranty disclaims any liabilities, contracts, tort or otherwise including negligence and strict liability, and the Company makes no warranty or merchantability or of fitness for any particular purpose whatsoever for Dynamo Advanced Adhesive system. There are no warranties expressed or implied under law, which extend beyond the warranty set out herein
- If any dispute arises between the Company and the Customer, in respect of the above Warranty, neither shall commence any court or arbitration proceedings relating to the dispute, unless they have first complied through mediation.
- In case of any disputes, the same is subject to exclusive Jurisdiction of the courts of Mumbai.
- The facts and all matters concerning any dispute will be always kept confidential by both the Customer and the Company.