

 **asianpaints**

 **SMARTCARE**
EXPERT WATERPROOFING SOLUTIONS



SMARTCARE
DAMP PROOF ULTRA

Warranty Certificate

For Asian Paints SmartCare Damp Proof Ultra only on application for Horizontal areas and terraces

THE WARRANTY COVER

Damp Proof Ultra on exteriors is a high-performance painting system that offers the following warranty benefits:

1. 10 years Water Proofing Warranty on Vertical Surfaces

The system (henceforth referred to as “Damp Proof Ultra System”) consists of usage of Damp Proof Ultra and Asian paints Top Coat (Apex/Ultima/Protek Top Coat/Duralife Top Coat or Suprema range except Ace Suprema) on vertical walls

Surface Preparation:

Plaster: New Masonry surfaces must be allowed to cure completely. It is recommended to allow 28 days as the curing time for new masonry surfaces.

Cleaning: Surface should be free from any loose paint, dust or grease. Growths of algae, fungus and moss should be removed by wire brushing and water followed by application of Asian Paints Smartcare Bio block. When the underlying surface exhibits chalkiness, in spite of thorough cleaning, apply Asian Paints Exterior Sealer.

Filling for Cracks: For filling cracks upto 3mm, use Asian Paints Smartcare Crackseal

Filling for Holes & Dents: We recommend using polymer modified cement sand mortar for better results. Damp Proof Ultra system should not be applied on surfaces/substrates that are subjected to continuous seepage or dampness.

Directions for Use

Application system -

Different application system is to be followed in case of Fresh painting and repainting over vertical surfaces. Painting is to be done in a different manner as detailed below.

Vertical Walls Application

On vertical surfaces, Damp Proof Ultra is to be applied followed by top coat application in the manner detailed below

1. Damp Proof Ultra Application:
 - a. Fresh surface (Must be a cement plaster in sound condition with no debonding. Localized repairs done as per standard civil practices in case it is

required).

Apply a fresh coat of Damp Proof Ultra mixed in ratio of 3:1 and applied with a spreading rate of 5.5 Sq meter/Ltr (60 sq feet/ltr). Allow to dry for 4-6 hours and then apply another coat of Damp Proof Ultra without dilution with a spreading rate of 4.6 to 5.1 Sq meter/Ltr (50-55 sq feet/ltr).

- b. Repainting over surfaces free from chalking and painted with high quality exterior emulsion like Apex or Apex Ultima in the last 5years

On surfaces previously painted with premium quality exterior emulsions like Apex or Ultima (in sound condition with no flaking peeling off etc), apply one coat of Damp Proof Ultra without dilution at a spreading rate of (3.25 to 3.72 Sq meter/Ltr)35-40 sq feet/ltr and allow to dry for 4-6 hours.

2. Asian Paints Top Coat Application

Apply 2-3 coats of Top Coat at 30-40% dilution with a spreading rate of (5.1 to 6 sq meter/ltr) 55-65 sq feet/ltr for 2 coats. A gap of 4-6 hours should be given between two coats. Ensure that a third coat is definitely applied for dark shades or while painting on horizontal surfaces like top of windows, ledges etc for better hiding and protection. (Please refer to the PIS of the Top coat being used)

Terrace Application

- a. Before extending the warranty, the terrace and roof needs to be inspected by an authorized person from Asian Paints. Based on the inspection, certain waterproofing checks may need to be done on the terrace/ roof
- b. The parapet walls or any other projections on the terrace need to be enveloped completely by the Damp Proof Ultra system. The edges formed by the terrace/ roof with the parapet walls need to be coated by Asian Paints SmartCare Damp Proof Ultra as specified below. Based on the inspection, Asian Paints may also specify any other parts of the structure which need specific protection by application of its products
- c. SmartCare Damp Proof Ultra is applied at coverage rate specified in the Product Information Sheet on terraces i.e. 0.75 - 1 sq. mt/ lit (8-10 sq. ft./lit).
- d. Cracks upto 3mm on the surface are filled with AP SmartCare Crack Seal applied as per instructions in its PIS before application of the system.
- e. Terrace has been thoroughly prepared in terms of repair work and cleaning to remove grease, dust, loose particles and other elements Suitable slope is provided to the roof to avoid water ponding.
- f. Loose plaster, structural cracks are repaired as per standard construction practices.

Special Precautions before painting

1. The surface to be painted (fresh plaster or repainting surface) should be in sound condition with no debonding, flaking or loose particles on the surface. Any areas where the surface is not in good condition needs to be repaired as per standard civil practices
2. Application of a coat of putty under the Damp Proof Ultra system is not recommended, as it may reduce the overall bonding strength of the system to the surface
3. In case of fresh plaster surfaces with high undulations, a thin coat of Asian Wall Putty may be applied to smoothen the surface. However, please ensure the putty coat is cured completely before application of the Damp Proof Ultra system
4. Do not apply when ambient temperature is less than 10°C or if the temperature might drop to this level within 4 hrs of application.
5. Do not apply during or when rain is expected.
6. Do not over-thin or over-extend the brush.
7. Protect freshly painted surface from rains till full dry.
8. Tint using Asian Paints machine colorants only
9. Stir well and strain before use (for top coat).
10. Tinted paints need thorough shaking immediately after tinter addition as well as before use.
11. The product must have been stored as specified in their packaging instructions and have been used within their shelf life as mentioned in the product information sheets of SmartCare Damp Proof Ultra and Asian Paints Top Coat

Please note that the warranty will cease to be valid in the absence of the conditions mentioned above not being fulfilled

The Minimum Purchase

For the warranty to be valid:

1. You have to make a minimum purchase of liters of the 60 Ltrs of Damp Proof Ultra System
2. Damp Proof Ultra needs to be applied as an undercoat and Asian Paints top coat needs to be applied in the recommended manner.
3. Protection of edges and joints on the terrace is important to get the complete protection. Application of Asian Paints Smartcare Damp Proof Ultra needs to be done on edges and joints on the Horizontal surfaces.
4. Entire vertical structure is painted with Damp Proof Ultra and Top Coated with Asian paints

Commencement and Duration

- a. This Warranty shall commence from the date ("the Commencement Date") of completion of the painting project on the said building or the structure and the consumer has lodged his warranty with the company by contacting 1800-209-5678 and finished all the purchase and personal details requested by the company. In order for the warranty to be valid, the registration needs to be done within fifteen (15) days of the purchase date of Damp Proof Ultra and Asian Paints Top coat.
- b. If there is a break or recess period in the painting work on the same building, finalizing the commencement date shall be at the discretion of the Asian Paints team
- c. The Company at its own discretion may appoint a person to inspect and validate the application of the system as per the directions specified.
- d. The Warranty shall be for a period Ten (10) years on waterproofing when covered with Asian Paints top coat from the Commencement Date.
- e. Where any claim arises during the warranty period, the period will not start afresh after settlement of the claim.

Extent of Warranty

The Warranty shall apply where

- a. The total volume of the said system purchased exceeds 60 ltr and the usage on a particular site exceeds 60 ltr.
- b. The Warranty is applicable, subject to satisfactory pre-inspection of the exterior surface to be painted by the Company's representative.
- c. Under normal use and service, the roof or vertical walls of building which is not coated by Damp Proof Ultra System should be free of water leakage or seepage.
- d. The Company will only provide replacement paint for re-application of coating, as may be necessary to set right the Paint Failure in the affected portion only in accordance with Liability as indicated in the 'Liability' section.
- e. Throughout this Warranty the words "Paint Failure" shall mean any of the following occurring, subject to the other conditions laid under this

Warranty: -

- a) Film integrity, flaking and peeling of the paint Damp Proof Ultra caused by one coat of paint coming off from another or the paint film coming off the substrate
- b) The paint film shows blistering, splits, tears or shows evidence of excessive weathering due to defective material

- c) Growth of fungus and algae on wall surfaces* (at least spread over a minimum area of 1 sq mtr (10 sq feet))
- d) External water ingress through surfaces (only vertical walls) where Damp Proof Ultra system is applied (Water ingress through the roof or any through any other part of the structure not protected through the Damp Proof Ultra system will not be covered by this warranty)

PLEASE NOTE THAT THIS WARRANTY IS SUBJECT TO THE CONDITIONS MENTIONED HEREIN.

Commencement and Duration

- a. This Warranty shall commence from the date ("the Commencement Date") of completion of the painting project on the said building or the structure.
- b. If there is a break or recess period in the painting work on the same building, finalizing the commencement date shall be at the discretion of the Asian Paints team
- c. The Company at its own discretion may appoint a person to inspect and validate the application of the system as per the directions specified.
- d. The Warranty shall be for a period Ten (10) years on vertical waterproofing (Damp Proof Ultra with Asian paints Top coat) from the Commencement Date.
- e. Where any claim arises during the warranty period, the period will not start afresh after settlement of the claim.

This Warranty shall only be applicable where

- a) Damp Proof Ultra system has been used for vertical exterior masonry wall surfaces only.
- b) Damp Proof Ultra System is applied at a coverage rate specified in the Product Information Sheet i.e. 3.25 to 3.71 sq meter/Ltr (35-40 sq. ft./ltr) for vertical walls (Repainting) and 2.3 sq meter/Ltr (25 Sqft) for Fresh painting.
- c) Damp Proof Ultra is topcoated with Asian Paints Top Coat on Vertical walls wherein Top coat is applied as per instructions on the PIS of the used Top Coat.
- d) Top coat is applied at a coverage specified in the Product Information Sheet i.e. 5.1 to 6 sq meter/Ltr (55-65 sq. ft./ltr)
- e) Cracks upto 3mm on the surface are filled with AP SmartCare Crack Seal applied as per instructions in its PIS before application of Smart Care Damp Proof Ultra
- f) SmartCare Damp Proof Ultra system has been used for joints and edges on terraces on concrete or bare plaster and any other areas specified by Asian Paints after application

- g) SmartCare Damp Proof Ultra is applied at coverage rate specified in the Product Information Sheet on terraces i.e. 0.75 - 1 sq. mt/ lit (8-10 sq. ft./lit).
- h) Cracks upto 3mm on the surface are filled with AP SmartCare Crack Seal applied as per instructions in its PIS before application of the system.
- i) Terrace has been thoroughly prepared in terms of repair work and cleaning to remove grease, dust, loose particles and other elements
- j) Suitable slope is provided to the roof to avoid water ponding.
- k) Loose plaster, structural cracks are repaired as per standard construction practices.

Liability

- a. The Company's liability will reduce over the warranty period according to the following scale:
 - 1. In the first 12 months after Commencement Date – 100% of replacement cost
 - 2. From month 13 to month 24 after commencement date- 90% of replacement cost
 - 3. From month 25 to month 36 after Commencement Date – 80% of replacement cost
 - 4. From month 37 to month 48 after Commencement Date – 70% of replacement cost
 - 5. From month 49 to month 60 after Commencement Date – 60% of replacement cost
 - 6. From month 61 to month 72 after commencement date- 50% of replacement cost
 - 7. From month 73 to month 84 after commencement date- 40% of replacement cost
 - 8. From month 85 to month 96 after commencement date- 30% of replacement cost
 - 9. From month 97 to month 108 after commencement date- 20% of replacement cost
 - 10. From month 109 to month 120 after commencement date- 10% of replacement cost
- b. The Company's liability will be limited to the cost of paint only.
- c. The replacement cost shall be the cost of the paint SmartCare Damp Proof Ultra only required to set right the area of paint failure only, at the time of the lodgment of claim. The Customer will be liable for the balance costs, which are not company's obligations, as indicated above.
- d. The Company will not be liable for any indirect or consequential loss or

damages to the Customer. The Customer's exclusive and sole remedy under this Warranty shall be as mentioned herein this clause.

Warranty Period - External water Ingress	Replacement cost
First 120 months	100%
From 121 month onwards	Nil

Exclusions

- a. The Warranty will be void in the following events:
 - i. Intermittent dripping of water due to proximity of vegetation or air-conditioning units or any other sources of water leakage like plant pots.
 - ii. Water penetration due to capillary rise from the ground level, including water leakage, seeping and continuous dampness of the surface.
 - iii. Growth of algae or fungus on surfaces other than masonry walls.
 - iv. Inadequate housekeeping of terrace or roof resulting into water logging
 - v. Defects in the design of the building or roofing system, including inadequate drainage system, settlement, movement or other structural defects
 - vi. Water seepage from or through the drain pipes carrying water from the upper parts of the building to the ground. These could include leakage/ seepage through external or internal drain pipes on the structure
 - vii. Exposure of Damp Proof Ultra System or AP Smart Care Damp Proof Ultra to damaging substances such as chemicals, solvents or oils.
 - viii. Building or structural expansion or additions or reductions, shifting, distortion, failure or cracking of building components
 - ix. Puncturing of cured membrane due to sharp objects, movements of heavy articles, fixing of antenna or other structures on the terrace
 - x. Removal, excavation or replacement of concrete or other materials in connection with the testing, repair, removal or replacement of the product.
 - xi. Leaks or damages resulting from any additional installations on the surface coated with the system or usage on surfaces that already has pre-installed elements that is not consistent with the recommended application.
 - xii. Water seepage through ducts or other areas where Damp Proof Ultra system is not applied due to inaccessibility of that area.

- xiii. Any extension of building/ civil or structural modification post painting will make the warranty void
- xiv. Warranty will be void in case of mechanical damage/ puncturing of the paint film (whether on horizontal or vertical) including but not limited to sharp objects, plantation near the building etc.
- xv. The warranty will not be valid in case of failure of the underlying plaster or putty coat or texture paint which in turn causes a failure of the Asian Paints top coat paint film.
- xvi. The warranty will be void in case of water leakages arising out of uncoated surfaces/ structures that are directly connected to the structure painted with Damp Proof Ultra System.
- b. The Warranty will cover only manufacturing defects of Damp Proof Ultra and will not cover any defects arising out of factors out of control of the Company, including but not limited to:
 - i. Paint failures due to structural defects, moss and other vegetative growth, excessive bird droppings/spitting, damage of paint due to ants & insects water leakage and seepage within the building structure and continuous dampness of the surface, staining due to plant pots
 - ii. Natural calamities such as earthquakes, cyclones
 - iii. Failure or defects in the structure or previous coating
 - iv. Vandalism
 - v. Acts of God
 - vi. Abuse or negligence by the Customer
 - vii. Causes other than defects in the SmartCare Damp Proof Ultra and/or Asian Paints top coat and/or SmartCare Damp Proof Ultra
- viii. Improper surface preparation
 - ix. Surface with contaminants and not dry
 - x. Normal wear and tear
 - xi. Any act or omission on the part of the Contractor/Painter causing the Damp Proof Ultra system or the application of Damp Proof Ultra system to be defective by any means.

Claims and Repairs

- a. 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.
- b. 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 the paint Damp Proof Ultra system and SmartCare Damp Proof Ultra's application process, in which the Damp Proof Ultra 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 Damp Proof Ultra system.

- c. The Company shall use its best endeavors to ensure that the paint 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.
- d. The Company, in its sole discretion shall be entitled to
 - i. Control/monitor re-painting which is to be carried out in accordance with all its specifications and instructions.
 - ii. Appoint a contractor and / or approve the contractor appointed by the Customer.

Miscellaneous:

- a. 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 Damp Proof Ultra system. There are no warranties expressed or implied under law, which extend beyond the warranty set out herein.
- b. 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.
- c. In case of any disputes, the same is subject to exclusive Jurisdiction of the courts of Mumbai.
- d. The facts and all matters concerning any dispute will be kept confidential by both the Customer and the Company at all times.

Warranty Information

Customer Information

Name: _____ Contact: _____

Site Address: _____

Warranty Identification number (WIN) (To be issued to the customer by the helpline operator)

Warranty commencement date: _____

Product Details: _____

Shade Name: _____ Quantity (Ltrs): _____

Batch No.: _____ Mfg. Date: _____

Area to be painted (in Sq.ft.) _____

Dealer Details: _____

Dealer Name: _____

Address: _____

Invoice No.: _____ Invoice Date: _____

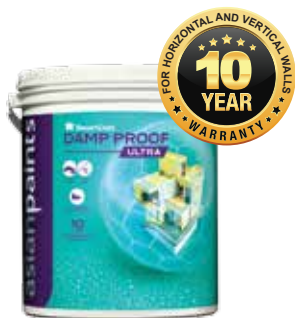
Dealer's Stamp

To be filled by the customer

Customer's Name: _____

Address: _____

Tel. No.: _____



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