



QUALITY GUARANTEE

Fillrite would like to assure our customers that our quality will save you time and money and that we at Fillrite are committed to provide the best quality at the best price.

Strict quality control tests are carried out during and after manufacturing to ensure that products comply with specifications.

Fillrite guarantees selected products from our range for the specified periods as set out in Table 1.

This guarantee is limited to and includes the following:

- No cracking of the paint film
- No blistering of the paint film should be visible
- No adhesion or intercoat adhesion failure where Fillrite products have been used from primer to final coat

The guarantee is valid only if the following is adhered to:

- Surface preparation is carried out correctly and that the substrate to be painted is sound, clean and shows no signs of dampness
- The right paint is used on the right substrate and the correct primers and undercoats supplied by Fillrite have been applied.
- The correct film thickness has been applied according to the specific product's data sheet
- Registering your guarantee by phoning our office and informing us of the commencement date

List of exclusions to the above guarantee:

- Previously coated surfaces where existing paint has adhesion or intercoat adhesion failure
- External causes beyond Fillrite's control: Excessive heat, hydrostatic pressure, mechanical damage, electrical damage, fire, pollution, explosion, radiation, acts of God, vandalism, movement of substrate causing structural and plaster cracks, rising damp and moisture ingress.
- Cleaning of the painted surface with aggressive household cleaning agents and chemicals

- Uniform fading is a natural occurrence in architectural exterior paints. Certain colours have poor fade resistance on exterior exposure and cannot be guaranteed. Ensure that the colour chosen is intended for exterior use where the main constituent, the hue, will be maintained.
- Sales staff will assist with the choice of an exterior colour

Table 1

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|-----------------------------------|----------------------------------|---------|
| Aquamat (Interior) | Cementitious substrate | 8 years |
| Duraflex(Exterior) | Cementitious substrate | 8 years |
| Flexcoat (Exterior) | Cementitious substrate | 8 years |
| Satin Sheen(Interior) | Cementitious substrate | 8 years |
| Universal Acrylic SheenRoof Paint | Cement Roof Tiles | 8 years |
| Aquagloss (Interior) | Primed wood, steel, cementitious | 8 years |
| Aquashell (Interior) | Primed wood, steel, cementitious | 8 years |

Fillrite’s liability will reduce/diminish over the guarantee period according to scale as follows:

- First two years after commencement date: full product replacement
- Beginning of year three to end of year five: 60 % product replacement
- Beginning of year six to end of year eight: 30 % product replacement

Claims in terms of this guarantee must be made by providing full details for which it is believed that Fillrite is liable. Proof of purchase is required when claiming.

Fillrite shall be entitled to inspect the alleged coating failure. In the event of a paint failure, paint will be supplied to repaint the affected area. Labour costs are not included in this guarantee.

The guarantee period will then not start afresh but will be valid for the remainder of the period as set out in Table 1.