



QUALITY GUARANTEE

Fillrite would like to assure its customers that we are committed to providing the best quality at the best price.

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

Fillrite guarantees that selected products from our range will be suitable for their purpose of use for the periods as set out in Table 1 below.

We guarantee the following:

1. No cracking of the paint film;
2. No visible blistering of the paint film;
3. No adhesion or intercoat adhesion failure where Fillrite products have been used from primer to final coat.

The guarantee above shall only be valid if the following is adhered to:

1. Surface preparation is carried out correctly and in accordance with Fillrite's instructions;
2. The substrate to be painted is sound, clean and shows no signs of dampness;
3. The correct paint is used on the correct substrate and the correct primers and undercoats supplied by Fillrite have been applied.
4. The correct film thickness has been applied according to the specific product's data sheet;
5. Any claims under the above guarantee shall be made in writing before the expiry of the relevant time period in Table 1 below

List of exclusions to the above guarantee:

1. Previously coated surfaces where existing paint has adhesion or intercoat adhesion failure;
2. External causes beyond Fillrite's control, including but not limited to: 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;
3. Cleaning of the painted surface with aggressive household cleaning agents and chemicals;
4. 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 are able to assist with exterior colour options and are able to provide advice if requested.

TABLE 1		
Product	Purpose/surface applied to	Guarantee period
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:

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

Claims in terms of the above guarantee:

1. Claims in terms of this guarantee must be made by providing full particulars of the claim, as well as all surrounding circumstances;
2. Proof of purchase is required for all claims;
3. Fillrite shall be entitled to inspect the alleged coating failure. In the event of a failure, products will be supplied to rectify the affected area.
4. Labour costs are not included in this guarantee.
5. In the event of products being supplied to rectify any coating failures as set out above, the guarantee period will not start afresh, but will be valid for the remainder of the period as set out in Table 1 (from the date of purchase until the expiry of the relevant period).
6. Fillrite reserves its right to amend this guarantee from time to time.