apollo paints
we love our planet

WARRANTY BOOKLET

AROGRACE® Rhino
advanced
exterior emulsion

AROGRACE Rhino Advanced Exterior Emulsion.

Making a beautiful home and keeping it beautiful isn't easy, especially when the quality of your exterior paint is questionable. Only the right exterior paint can keep your home looking young and beautiful, fighting hostile elements for years.

Apollo Paints Arograce Rhino Advanced Exterior Emulsion is a best-in-class durable exterior emulsion. Tough and Durable film, Fights Fungus, Best in Class emulsion and gives smooth finish.

Address specific problems like dampness, algae, cracks and colour fading that tarnish the health and look of your exteriors, with Arograce Rhino Advanced System.

For the purpose of this warranty document, any reference to "company" shall mean Apollo Paints Pvt Ltd. The warranty is valid only on the customer's registration with us. To register, please call us on 080-2839 4211 and kindly do comply with the requisites.

WARRANTY INFORMATION

Customer Name & Mobile Number	
Site Address	
Warranty Identification Number (WIN) (To be issued to the customer by helpline operator)	
(WIN) Date of Issue	
Product Name	
Shade Name	
Undercoat Name & Quantity (ltrs.)	
Warranty Product Quantity (ltrs.)	
Dealer Name	
Address & Tel No:	
Invoice No. Invoice Date	
Contractor’s Name & Contact Number	

WARRANTY COVER

Apollo Paints Arograce Rhino Advanced Exterior Emulsion is a high-performance paint that offers a 4-year performance and a 1-year anti-algal warranty. A first of its kind, the warranty covers product performance against shade fading, flaking, and peeling. With this warranty, you can be assured that your home will look younger and brighter, year after year!

COMMENCEMENT AND DURATION

A. This warranty shall commence on the date on which ("the commencement date") the consumer has lodged his warranty with the company by contacting 080-28394211 or by registering on the website, furnishing all the purchase and personal details requested by the company. In order for this warranty to be valid, registration needs to be done within forty-five (45) days of the material purchase and within fifteen (15) of the completion of painting.

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 Apollo Paints team.

C. The company at its own discretion may appoint a person to inspect and validate the application of the Arograce Rhino Advanced System as per the directions specified.

D. The warranty shall be for a period of four (4) years on durability parameters (colour retention & film integrity) and of one (1) on anti-algal property from 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 litres and the usage on a particular site exceeds 60 litres.

b. Under normal use and service, the roof or vertical walls of building which is not coated by Arograce Rhino Advanced System should be free of water leakage or seepage.

c. The company will only provide replacement cost for paint and labour for re-application of coating, as required to set right the paint failure in the affected portion only in accordance with liability as indicated in the 'Liability' section.

d. Throughout this warranty the words "Paint Failure" shall mean any of the following occurring, subject to the other conditions laid under this warranty: -

i. Film integrity, flaking and peeling of the paint undercoat and /or Arograce Rhino Topcoat caused by one coat of paint coming off from another or the paint film coming of the substrate.

ii. The paint film shows blistering, splits, tears or shows evidence of excessive weathering due to defective material

iii. Shade fading

iv. Growth of fungus and algae on wall surfaces* [at least spread over a minimum area of 1 Sq. mtr (Approx. 11 Sq. ft)]

WARRANTY APPLICATION

The warranty shall apply where the below mentioned application guidelines have been followed:

a. All elements of surface preparation prior to the application and application work have been done in accordance with the instructions provided for Arograce Rhino Advanced System with regard to surface preparation and application as in the product information sheet.

b. Arograce Rhino Advanced System has been used for vertical exterior masonry wall surfaces only.

c. Respective undercoat of Arograce Rhino Advanced System is applied at a coverage rate as specified in the product information sheet.

d. Arograce Rhino Advanced System Topcoat is applied at a coverage specified in the product information sheet.

e. Cracks up to 3 mm on the surface are filled with Apollo Paints Instacare Crack Lock applied as per instructions in its product information sheet before application of undercoat.

f. No vertical surface/area is left uncoated due to lack of accessibility.

LIABILITY

a The company will be liable for the replacement cost of only paint and labour required to set right the area of paint failure only, at the time of the lodgement of claim.

b 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. ft. rate or on a daily wage rate. The customer will be liable for the balance costs, which are not company's obligations, as indicated above.

c 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 here in this clause.

d The company's liability will reduce over the warranty period according to the following scale

PERIOD	LIABILITY
Within first 12 months of the commencement date of warranty	100% of replacement cost
Within first 13 to 24 months of the commencement date of warranty	70% of replacement cost
Within first 25 to 36 months of the commencement date of warranty	40% of replacement cost
Within first 37 to 48 months of the commencement date of warranty	20% of replacement cost
After month 48	0% of replacement cost

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 or movement

vi. Water seepage through ducts or other areas where Arograce Rhino Advanced System is not applied due to inaccessibility of that area.

vii. Exposure of Arograce Rhino Advanced System 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, or replacement repair, removal of the product.

xi. Leaks or damages resulting from any additional installations on or through the product or flashing after the initial installation that is not consistent with Arograce Rhino Advanced System application.

xii. Any extension of building/civil or structural modification post painting will make the warranty void.

xiii. 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.

xiv. 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.

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 Arograce Rhino film.

xvi. The warranty would be void in case of water leakages arising out of uncoated surfaces/structures that are directly connected to the structure painted with Arograce Rhino Advanced System .

B The warranty will cover only the manufacturing defects of Arograce Rhino Advanced System 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 and 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 Arograce Rhino Advanced System .

viii. Improper surface preparation.

ix. Surfaces with contaminants and not dry.

x. Normal wear and tear.

xi. Any act or omission on the part of the contractor/painter causing the Arograce Rhino Advanced System or the application of Arograce Rhino Advanced 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 Arograce Rhino Advanced System 's application process, in which the Arograce Rhino Advanced 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 Arograce Rhino Advanced System .

c The company shall use its best endeavours 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; and

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 Arograce Rhino Advanced System . There are no warranties expressed or implied under law, which extend beyond the warranty set out here in.

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 Bangalore.

d. The facts and all matters concerning any dispute will be kept confidential by both the customer and the company at all times.

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For more information on our products ranges & services,
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