apollo paints
we love our planet

WARRANTY BOOKLET

WONDER Guard
Ceramic 16
PU ceramic·enriched
WATERPROOF
EXTERIOR EMULSION

Wonderguard CERAMIC 16 PU Ceramic Enriched Water Proof 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.

Wonderguard CERAMIC 16 is a ready-to-use heat reflective luxury exterior emulsion, fortified with advanced PU Ceramic technology and waterproof properties. Its durable, high-performance primerless 2 coats system delivers superior protection, effectively shielding exterior walls from harsh weather conditions.

Address specific problems like dampness, algae, cracks and colour fading that tarnish the health and look of your exteriors, with Wonderguard Ceramic 16 PU 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 080-28394211 and kindly do comply with the requisites.

WARRANTY INFORMATION

Customer Name & Mobile Number	
Site Address	
Warranty Identification No. (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 Wonderguard Ceramic 16 PU System# is a high-performance primerless painting system that offers a 16-year durability warranty (colour retention & film integrity), up to 10-year waterproofing# warranty and up to 16 years Anti-algal warranty#. When Apollo Paints Instacare Damplok PU, Instacare Nano Seal Ultra PU or Instacare Damp Guard is used as undercoat then the system will offer a 16-year durability warranty (colour retention & film integrity), up to 16-year waterproofing warranty# and up to 16 years Anti-algal warranty#. The first of its kind, the warranty covers product performance against not just fading, flaking and peeling but also covers blisters, splits, tears and excessive weathering of the paint film and prevents external water ingress through vertical walls. With a 16-year durability and up to 16-year waterproofing# and up to 16-year anti-algal warranty#, you can be assured that your home will look younger and brighter, year after year, for years to come!

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 Wonderguard Ceramic 16 PU System as per the directions specified.

D The warranty shall be for a period of Sixteen (16) years on durability parameters (colour retention & film integrity) and Sixteen (16) years on vertical waterproofing and up to Sixteen (16) years on the anti-algal property# 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 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 Wonderguard Ceramic 16 PU 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 Wonderguard Ceramic 16 PU 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)]

v. Water ingress through exterior surfaces (only vertical walls) where Wonderguard Ceramic 16 PU System is applied. (Water ingress through the roof or through any other part of the structure not protected through the Wonderguard Ceramic 16 PU System will not be covered by this warranty)

***Please note:** The warranty on waterproofing (external water ingress) is applicable for a period of up to sixteen (16) years# & anti-algal/anti-fungal performance is for a period of up to Sixteen (16) years# from the commencement date. Please note that this warranty is subject to the conditions mentioned herein.

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 Wonderguard Ceramic 16 PU System with regard to surface preparation and application as in the product information sheet.

b. Wonderguard Ceramic 16 PU System has been used for vertical exterior masonry wall surfaces only.

c. Respective undercoat of Wonderguard Ceramic 16 PU System is applied at a coverage rate as specified in the product information sheet.

d. Wonderguard Ceramic 16 PU 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 detailed matrix given in Annexure 2.

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 Wonderguard Ceramic 16 PU System is not applied due to inaccessibility of that area.

vii. Exposure of Wonderguard Ceramic 16 PU 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 Wonderguard Ceramic 16 PU 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 Wonderguard Ceramic 16 PU 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 Wonderguard Ceramic 16 PU System.

B The warranty will cover only the manufacturing defects of Wonderguard Ceramic 16 PU 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 Wonderguard Ceramic 16 PU 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 Wonderguard Ceramic 16 PU System or the application of Wonderguard Ceramic 16 PU 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 Wonderguard Ceramic 16 PU System's application process, in which the Wonderguard Ceramic 16 PU 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 Wonderguard Ceramic 16 PU 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 Wonderguard Ceramic 16 PU 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.

ANNEXURE 1

#The waterproofing and anti-algal warranty of Wonderguard Ceramic 16 PU System varies as per the undercoat used.

The detailed matrix of the same is as follows:

For Exterior Vertical Wall Surface				
Topcoat	**Undercoat**	**Performance Warranty** (color retention & film integrity)	**Warranty on Waterproofing**	**Warranty on Anti-algal**
Wonderguard Ceramic 16	Instacare Damplok PU, Nano Seal Ultra PU or Instacare Damp Guard	16	16	16
Wonderguard Ceramic 16	Primerless Application 2 coats system without Dilution	16	10	16

For e.g. If you have applied 2 coats of Wonderguard Ceramic 16 PU without dilution and without any undercoat maintaining uniform DFT you will get 16 years of paint performance warranty (colour retention & film integrity), up to 10 years of waterproofing# and up to 16 years of anti-algal warranty#.

For e.g. If you have applied Wonderguard Ceramic 16 PU with either Instacare Damplok PU, NanoSeal Ultra PU as undercoat, you will get 16 years of paint performance warranty (colour retention & film integrity), up to 16 years of waterproofing# and up to 16 years of anti-algal warranty#.

ANNEXURE 2

The liability of the company will vary as per the warranty period basis the below reducing liability structure. In case of different performance/waterproofing/anti-algal warranty, the lowest replacement cost will be taken as company's liability.

Liability (%) of replacement cost		
TIME PERIOD	**16 YEARS**	**10 YEARS**
First 12 months after commencement date	100%	100%
From month 13 to month 24	80%	80%
From month 25 to month 48	70%	60%
From month 49 to month 60	60%	50%
From month 61 to month 96	50%	40%
From month 97 to month 120	40%	20%
From month 121 to month 144	30%	NIL
From month 145 to month 168	20%	NIL
From month 169 to month 192	10%	NIL
From month 193 onwards	NA	NA

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