

 **AROGRACE<sup>®</sup>**  
**Rhino**  
advanced  
exterior emulsion



**3 YEAR PERFORMANCE**  
warranty guide

## WARRANTY COVER

Apollo Paints Arograce Rhino has an offer of 3 years performance warranty. The warranty covers the product's performance against fading, flaking & peeling only.

## WARRANTY APPLICATION

### The warranty will be applicable where:

- 1) The paint has been used for vertical exterior masonry wall surfaces only.
- 2) A minimum purchase of 80 litres of Arograce Rhino is a must for warranty validity.
- 3) All related necessary steps of surface preparation prior to the application and application work have been done in accordance with the instructions provided for Arograce Rhino as in the product information sheet.
- 4) The customer should have followed & implemented the entire paint system recommended by the company.
- 5) Final coverage of the paint obtained should be between 55 – 65 Sq. ft/ltr in 2 coats.
- 6) It shall be mandatory to have applied an undercoat of Apollo Paints suitable wall primer with an obtained coverage of 110 – 130 Sq. ft/ltr in 1 coat, subsequently followed by at least 2 finish coats of Arograce Rhino.

## COMMENCEMENT & DURATION OF WARRANTY

- A) The warranty shall become effective & commence on the date when the consumer lodges his complaint with the company and furnishes all the relevant details required by the company. For the warranty to be active & valid, the necessary registration procedures need to be done within fifteen days of the completion of the painting with Arograce Rhino exterior emulsion.
- B) If needed, the company at its own discretion may appoint a person to inspect and validate the application of the painting system as per the directions specified.
- C) For the product Arograce Rhino, the warranty shall be for a period of Three years on durability parameters (film integrity & colour retention) from the commencement date as mentioned in the extent of warranty section.
- D) Where any claim arises during the warranty period, the warranty period will not start afresh after settlement of the claim.

## To be filled by the dealer

Shade Name	Quantity (Ltrs)	Batch No.	Mfd	Area to be painted (in Sq.ft)

  

Dealer Name	Address	Invoice No. & Date	Dealer's Stamp

## To be filled by the Customer

Customer Name	Address	Tel Number

Apollo Paints (P) Ltd (referred to as “Company”) offers Three (3) year Warranty\* from date of purchase, on its product Arograce Rhino . (Referred to as Arograce Rhino).

## EXTENT OF WARRANTY

### The warranty shall apply where:

- a) The total volume of paint purchased is at least 80 litres or more and the usage on a particular site equals or exceeds 80 litres.
- b) The Company will only provide the replacement cost for paint & labour 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.
- c) Throughout this warranty the word “Paint failure” shall mean any of the following occurring, subject to the other conditions laid under this warranty:
  1. Film integrity, flaking & peeling of the paint caused by one coat of paint coming off from another or the paint film coming from the substrate.
  2. Colour fading.
  3. Growth of fungus and algae on wall surfaces\* (at least spread over a minimum area of (One) 1 Sq.mtr (10.764 Sq. ft)

## LIABILITY

- A) The company’s liability will reduce over the warranty period according to the below mentioned scale:
  - 1) Within first 12 months of the commencement date of warranty----- 100% Replacement cost of the affected area.
  - 2) From 13th to 24th month of the commencement date of warranty--- 60% Replacement cost of the affected area.
  - 3) From 25th month to 36th month commencement date of warranty--- 30% Replacement cost of the affected area.
  - 4) After the 36th month----- Warranty Expires (No Replacement Cost)
- B) The replacement cost shall be the cost of the paint & labour only, required to set right the area of paint failure only, at the time of lodgement of claim.
- C) The labour rate/cost 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 client at any point of time. The labour rate may be determined either on the basis of per Sq. ft OR on a daily wages rate. The customer will bare / be liable for the balance or additional 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 here in this clause.

## EXCLUSIONS

1) The warranty will be void in the following events:

- a) Intermittent dripping of water due to proximity of vegetation or air conditioning units or any other sources of water leakage like plant pots amongst others.
- b) Water penetration due to capillary rise from the ground level, including water leakage, seeping and continuous dampness of the surface.
- c) Growth of algae or fungus on surfaces other than masonry walls.

2) The warranty will cover only the manufacturing defects of Arograce Rhino and will not cover any defects arising out of factors beyond control of the company, including but not limited to:

- a) Paint failures due to structural defects, moss or other vegetative growth, excessive bird droppings / spitting, damage of paint due to ants / insects, water leakage & seepage within the building structure and continuous dampness of the surface, staining due to plant pots.
- b) Natural calamities such as earthquakes, cyclones.
- c) Failure or defects in the structure or previous coatings.
- d) Vandalism.
- e) Acts of God.
- f) Abuse or negligence of the customer.
- g) Causes other than defects in Arograce Rhino.
- h) Improper surface preparation.
- i) Surface with contaminants and not rectified / addressed.
- j) Normal wear & tear.
- k) Any act or omission on the part of the Contractor/Painter causing Arograce Rhino or the application there off to be defective by any means.

3) While the most durable and fade resistant colour pigments are used in the manufacture of Arograce Rhino, experience has proven, coastal areas in particular, fading & chalking do occur with all paint products. Within normal limits this is not considered as a failure of Arograce Rhino.

## CLAIMS & REPAIRS

A) Any claims made in terms of this warranty shall be made within 30days 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's application process, in which Arograce Rhino is alleged to have failed and to perform any tests in respect thereof, and may do so either itself or by any 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 paint Arograce Rhino.

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

- Control / monitor re-painting which is to be carried out in accordance with all its specifications and instruction.
- Appoint a contractor and / or approve the contractor appointed by the customer.

## MISCELLANEOUS

1. 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. There are no warranties expressed or implied under law, which extend beyond the warranty set out herein.
2. 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.
3. In case of any disputes, the same is subject to exclusive jurisdiction of the courts of Bangalore.
4. The facts and all matters concerning any dispute will be kept confidential by both the customer and the company at all times.

## WARRANTY REGISTRATION PROCEDURE

- a) Call Apollo Paints within 30 days from the date of purchase of Arograce Rhino.
- b) Keep the following information ready. This will help the company to log customer warranty register, so that the company can issue Customer Warranty Identification Number.
  - I. Customer Name & address with contact details.
  - II. Shade name & quantity purchased.
  - III. The Batch Slip details viz; Batch number, manufacturing date.
  - IV. The name of the paint shop where the customer bought Arograce Rhino.
  - V. Invoice Details: Bill number & date, Arograce Rhino quantity purchased.
  - VI. Applicator Details: Name of the contractor, Contact number & contractor category viz; A class, B class or C class.
  - VII. Approximate exterior surface painting area.
- c) The company person will issue a unique Warranty Identification Number.
- d) Attach your stamped receipt of purchase to this booklet and please do retain the booklet along with the original stamped receipt of purchase during warranty period.
- e) Should you ever experience a problem or have any questions regarding the warranty is subject to a satisfactory pre-inspection of the surface to be painted by the company's representative.
- f) For sites where the quantity of Arograce Rhino usage exceeds 500 litres call our regional office and provide customer name, contact details and approximate exterior surface area to be painted.
- g) The company's representative will pre-inspect the surface to be painted at those sites where the quantity of Arograce Rhino usage exceeds 500 litres and issue a Provisional Warranty Identification number.
- h) Post the completion of the painting of those sites where the quantity of Arograce Rhino usage exceeds 500 litres, you will call our regional office and provide details as indicated in class 2(b).

**Apollo Paints Pvt Ltd.,  
Bangalore.**

For more information on our product ranges & services, log on to: [www.apollopaintsindia.com](http://www.apollopaintsindia.com)