



WARRANTY BOOKLET

Instacare
PRIME N SEAL
3 in 1 WATER PROOF • PRIMER • SEALER



Instacare Prime N Seal 3 in 1

Apollo Paints Pvt Ltd (referred to as "Company") offers up to Ten (10) Years Warranty* from the date of purchase, on the application system for its product Instacare Prime N Seal 3 in 1 for application on Exterior Vertical Walls. The Instacare Prime N Seal 3 in 1 system consists of usage of Apollo Paints Instacare Prime N Seal 3 in 1 (henceforth referred to as Instacare Prime N Seal 3 in 1) and Apollo Paints Topcoat (Aropex Wonder Guard PU+/Maxplus/Endura 8/Shinex/Aropex Premium+ Topcoat) on exterior vertical walls as per the system of application mentioned in the product data sheet.

Warranty Criteria:

- a Minimum purchase of 60 Ltrs of Instacare Prime N Seal 3 in 1 System, and the usage on a particular site exceeds 60 Ltrs.
- b Instacare Prime N Seal 3 in 1 needs to be applied as an undercoat; and must be top coated with Apollo Paints exterior emulsion using recommended application process.
- c Protection of edges and joints on the terrace is important to get the complete protection. Application of Apollo Paints Instacare Prime N Seal 3 in 1 needs to be done on edges and joints on the Horizontal surfaces.
- d Entire vertical structure should be painted with Instacare Prime N Seal 3 in 1 and Top Coated with Apollo Paints exterior emulsion.
- e Warranty needs to be registered within 45 days of Purchase of Apollo Paints Instacare Prime N Seal 3 in 1.
- f Please note, waterproofing warranty can't exceed top-coat warranty hence warranty years will change on the basis topcoat used (It will range from 3 Years to 10 Years)
- g Instacare Prime N Seal 3 in 1 system should not be applied on surfaces/substrates that are subjected to continuous seepage or dampness.

EXTENT OF WARRANTY

The warranty shall apply where:

- a The total volume of the said system purchased exceeds 60 ltr and the usage on a particular site exceeds 60 ltr.
- b For sites where the quantity of the said system usage exceeds 200 Ltr, The Warranty is applicable, subject to satisfactory pre-inspection of the exterior surface to be painted by the Company's representative.
- c Under normal use and service, the roof or vertical walls of building which is not coated by Instacare Prime N Seal 3 in 1 System should be free of water leakage or seepage.
- d The Company will only provide replacement paint 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.
- e Throughout this Warranty the words "Paint Failure" shall mean any of the following occurring, subject to the other conditions laid under this Warranty:
 - 1. Film integrity, flaking and peeling of the paint Instacare Prime N Seal 3 in 1 caused by one coat of paint coming off from another or the paint film coming off the substrate.
 - 2. The paint film shows blistering, splits, tears, or shows evidence of excessive weathering due to defective material.
 - 3. Growth of fungus and algae on wall surfaces* (at least spread over a minimum area of 1 sq. metre (Approx. 10 sq. feet)
 - 4. External water ingress through surfaces (only vertical walls) where Instacare Prime N Seal 3 in 1 is applied (Water ingress through the roof or any other part of the structure not protected through the Instacare Prime N Seal 3 in 1 system will not be covered by this warranty)

COMMENCEMENT AND DURATION

- A** This warranty shall commence from the date ("the Commencement Date") of completion of the painting project on the said building or the structure and the consumer has lodged his warranty with the company by contacting +91 80 28394211 and shared all the purchase and personal details requested by the company.
- 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 system as per the directions specified. Apollo Paints Instacare Prime N Seal 3 in 1 application on Exterior Vertical Walls.
- D** The Warranty shall be for a period of **up to 10 Years on waterproofing when covered with Apollo Paints topcoat from the Commencement Date.
- E** Where any claim arises during the warranty period, the period will not start afresh after settlement of the claim.

APPLICATION

This Warranty shall only be applicable where:

- Instacare Prime N Seal 3 in 1 system has been used for vertical exterior masonry wall surfaces only.
- Instacare Prime N Seal 3 in 1 is applied at a coverage rate specified in the Product Information Sheet (Fresh Painting: 12 – 14 sq. mtr/Ltr and Repainting: 14 – 16 sq. mtr/Ltr)
- Instacare Prime N Seal 3 in 1 is top coated with Apollo Paints Topcoat on Vertical walls wherein Topcoat is applied as per instructions on the PIS of the used Topcoat.
- Topcoat is applied at a coverage specified in the Product Information Sheet i.e., 5.1 to 6 sq. meter/Ltr (55–65 Sq. ft/ltr) for two coats.
- Cracks up to 3 mm on the surface are filled with Apollo Paints Instacare Crack Lock applied as per instructions in its PIS before application of Instacare Prime N Seal 3 in 1.
- The parapet walls should be properly cleaned and Instacare Prime N Seal 3 in 1 should be applied on internal and external faces. Provide some slope to top of parapet walls to drain off rainwater from it.
- The parapet walls or any other projections on the terrace need to be enveloped completely by the Instacare Prime N Seal 3 in 1 system. The edges formed by the terrace/ roof with the parapet walls need to be coated by Apollo Paints Instacare Prime N Seal 3 in 1 . Based on the inspection; Apollo Paints may also specify any other parts of the structure which need specific protection by application of its products.

Directions for Use:

Different application system is to be followed in case of Fresh Painting and Re-Painting over vertical surfaces. Post recommended surface preparation, system application is to be done as detailed below.

Fresh surface

(Must be a cement plaster in sound condition with no debonding. Localized repairs done as per standard civil practices in case it is required):

- Apply a single coat of Instacare Prime N Seal 3 in 1 mixed 500ml of potable water. Allow to dry for 4-6 hours before application of top coat.

Repainting Surface

(Over repainted surfaces free from chalking and painted with high quality exterior emulsion in the last 5 years)

Undercoat Application:

- On surfaces previously painted with premium quality exterior emulsions (in sound condition with no flaking peeling off etc), apply one coat of Instacare Prime N Seal 3 in 1 with a dilution ratio of 1 : 1 potable water at a spreading rate of 12 – 14 Sq. meter/Ltr (Approx. 140–150 Sq. ft/ltr) and allow to dry for 4–6 hours.

Apollo Paints Topcoat Application:

- Apply 2–3 coats of Topcoat at 30–40% dilution with a spreading rate of 5.1 to 6 Sq. meter/ltr (Approx. 55–65 Sq. ft/ltr) for 2 coats.
- A gap of 4–6 hours should be given between two coats.
- Ensure that a third coat is applied for dark shades or while painting on horizontal surfaces like top of windows, ledges etc for better hiding and protection. (Please refer to the PIS of the Topcoat being used)

Special Precautions before product application:

- The surface to be painted (fresh plaster or repainting surface) should be in sound condition with no debonding, flaking or loose particles on the surface. Any areas where the surface is not in good condition needs to be repaired as per standard civil practices

- Application of a coat of putty under the Instacare Prime N Seal 3 in 1 system is not recommended, as it may reduce the overall bonding strength of the system to the surface.
- In case of fresh plaster surfaces with high undulations, a thin coat of Apollo Paints Wall Grace Putty may be applied to smoothen the surface. However, please ensure the putty coat is cured completely before application of the Instacare Prime N Seal 3 in 1 .
- Do not apply during or when rain is expected in next 8 hours
- Do not over-thin or over-extend the brush.
- Protect freshly painted surface from rains till full dry.
- Stir well and strain before use (for topcoat).
- The product must have been stored as specified in their packaging instructions and have been used within their shelf life as mentioned in the product information sheets of Instacare Prime N Seal 3 in 1 and Apollo Paints Topcoat.
- Ensure SSD condition for fresh surface, before application of Instacare Prime N Seal 3 in 1 , which helps in smooth application achieving desired coverage.
- Application should be done between 5°C to 35°C. Application done below 5°C, will cause cracking in applied coating.
- Application should not be carried out in high temperature or sunlight, especially afternoon time.
- Application in sunlight causes eye irritation, so use sunglasses during application.

***Please note that the warranty will cease to be valid in the absence of the conditions mentioned above not being fulfilled.**

LIABILITY

- a** The Company's liability will reduce over the warranty period according to the following scale:

Within the first 12 months after commencement Date	100% of the replacement cost
From month 13 to month 24	92% of the replacement cost
From month 25 to month 36	83% of the replacement cost
From month 37 to month 48	75% of the replacement cost
From month 49 to month 60	67% of the replacement cost
From month 61 to month 72	58% of the replacement cost
From month 73 to month 84	50% of the replacement cost
From month 85 to month 96	33% of the replacement cost
From month 97 to month 108	25% of the replacement cost
From month 109 to month 120	10% of the replacement cost
From 121 st month onwards	NA

**The above liability details are as per 10 Years waterproofing warranty; it will change on the basis topcoat used. Please note, whatever topcoat is being used, there will be ~90% reduction between Apollo Paints liability in Year 1 and last year of warranty. In such cases, please contact Apollo Paints team for more details on liability structure before product application.

- b** It is clarified that the Company's liability will be limited to the cost of paint only.

- c The replacement cost shall be the cost of the paint Instacare Prime N Seal 3 in 1 only required to set right the area of paint failure only, at the time of the lodgement of claim. The Customer will be liable for the balance 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 herein this clause

Exclusions

The warranty shall be void in the following events:

- Intermittent dripping of water due to overhanging branches, terrace gardening plant pots or concealed plumbing lines
- Water ingress from bathroom, toilets, kitchen sinks or any area not treated with Instacare Prime N Seal 3 in 1
- Water penetration due to capillary rise from the ground level, including water leakage, seeping and continuous dampness of the surface.
- Inadequate housekeeping of terrace or roof resulting into water logging
- Defects in the design of the building or roofing system, including inadequate drainage system, settlement, movement or other structural defects.
- Warranty will be void in case of leakages through duct or other areas where Instacare Prime N Seal 3 in 1 is not applied due to inaccessibility of that area.
- Warranty will be not be applicable in case of leakages through water storage tanks on terraces (any leakages through storage tanks must be identified & rectified as per standard civil practices)

- Exposure of Instacare Prime N Seal 3 in 1 to damaging substances such as chemicals, solvents or oils.
- Building or structural expansion or additions or reductions, shifting, distortion, failure or cracking of building components.
- Puncturing of cured product film due to sharp objects, movements of heavy articles, fixing of antenna or other structures on the terrace
- Removal, excavation or replacement of concrete or other materials in connection with the testing, repair, removal or replacement of the product.
- Leaks or damages resulting from Acts of God including but not limited to lightning, flood, wind, earthquake, hurricane, tornado, hail or other violent storm or casualty or impact of stated or unstated objects.
- Leaks or damages resulting from any additional installations on the surface coated with the system or usage on surfaces that already has pre-installed elements that is not consistent with the recommended application.

The Warranty will cover only manufacturing defects of Instacare Prime N Seal 3 in 1 and will not cover any defects arising out of factors out of control of the Company, including but not limited to:

- Paint failures due to structural defects, moss and other vegetative growth, excessive bird droppings/spitting, water leakage and seepage within the building structure and continuous dampness of the surface, staining due to plant pots
- Natural calamities such as earthquakes, cyclones
- Failure or defects in the structure or previous coating
- Vandalism
- Acts of God
- Abuse or negligence by the Customer
- Causes other than defects in Instacare Prime N Seal 3 in 1
- Improper surface preparation
- Surface with contaminants and not dry
- Normal wear and tear
- Any act or omission on the part of the Contractor/Painter causing the Instacare Prime N Seal 3 in 1 system to be defective by any means.
- Weak/ debonded plaster surface, structural defects in the building
- Broken water sprout, old water pipe lines etc

Owner's responsibilities:

- a Roofs coated with Instacare Prime N Seal 3 in 1 may become slippery after rains. Care must be exercised while accessing such roofs. Company does not take any responsibility for the safety of persons accessing the roof under such conditions.
- b Owner should exercise normal housekeeping and after care post application of Instacare Prime N Seal 3 in 1 system.

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.
- c The Company reserves the right to carry out inspections of the paint application process, in which the Instacare Prime N Seal 3 in 1 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 system.
- d 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.
- e 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 instructions: and 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 Instacare Prime N Seal 3 in 1 system. There are no warranties expressed or implied under law, which extend beyond the warranty set out herein.
- 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.

WARRANTY INFORMATION

This Warranty and all its terms and conditions are agreed and accepted in full for and on behalf of the Consumer.

CUSTOMER DETAILS

Name

Contact Number

Site Address

Warranty Identification Number:

Dated:

(To be issued to the customer by helpline operator)

PRODUCT DETAILS

Product Name:

Quantity (ltrs)

DEALER DETAILS

Dealer Name

Address

Invoice No.

Invoice Date

CONTRACTOR DETAILS

Contractor Name

Mob. No

Apollo Paints Pvt Ltd.(referred to as 'Company') offers Ten(10) Years Warranty*# from the date of purchase, on its product Instacare Prime N Seal 3 in 1(referred to as Prime N Seal 3 in 1). The Warranty is valid only on the Customer's registration with us. To register, please call on +91 08 2839 4211 and kindly do comply with the requisites laid under the 'How to Register your Warranty' section.



For more information on our products ranges & services,
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