



## ACRATEX COATINGS MATERIAL WARRANTY

<b>Customer's Name</b>	
<b>Warranty Number</b>	
<b>Project Address</b>	
<b>Date of Purchase</b>	
<b>Specification No</b>	
<b>Contractor Name</b>	

This warranty in respect of the coating system is made up of the terms set out expressly in this document (the **Warranty**). The benefits of the Warranty are in addition to other rights and remedies under any applicable law.

### The Warranty

Dulux AcraTex a division of DuluxGroup (New Zealand) Pty Ltd ACN 133 404 118 (**Dulux**) warrants to the Customer that the coating system applied to the project will retain its film integrity and not peel or crack as a result of faulty manufacture or formulation of the coating system for a **period of 15 years from the date of purchase**.

If, subject to the terms of the Warranty, the coating system does not comply with the Specification and / or is not suitable for its intended use, Dulux will (after undertaking all reasonable investigations and assessments) supply replacement or equivalent coating materials selected by Dulux to enable refinishing or repair of affected areas. This warranty is limited to and excludes all labour and other charges.

The Warranty is personal to the Customer and supersedes any and all other prior agreements and understandings between the parties in relation to its subject matter.

### Limitations of the Warranty

1. Dulux will not be liable under the Warranty if the application of the coating system is not in strict accordance with the instructions provided by or available from Dulux including the Specification.
2. Dulux will not be liable under the Warranty if the substrate or previous coating on which the coating system is applied:
  - (a) Is not of a standard and fitness meeting all statutory requirements and building code standards; or
  - (b) Has not been prepared strictly in accordance with the instructions provided by or available from Dulux including the Specification and any current product data sheets.

3. Dulux will not be liable under the Warranty for any loss or damage wholly or partly caused by one or more of:
  - (c) hydrostatic pressure, settling, movement, cracking, lifting, peeling, flaking, failure or other deterioration of the substrate or previous coating;
  - (d) corrosion, ingress of moisture or other contaminants, maltreatment, excessive wear/tear, staining or discolouration;
  - (e) faulty design and / or construction of the building;
  - (f) defective products manufactured by a third party and supplied or specified by Dulux provided that Dulux has notified Customer that the product is a third party product; or
  - (g) without limitation any other cause outside the reasonable control of Dulux.
4. Dulux will not be liable under the Warranty if another coating has been applied over the coating system.
5. Dulux will not be liable under the Warranty unless the Customer makes a claim pursuant to the procedure set out in this Warranty.
6. Dulux will not be liable under the Warranty unless the Applicator has signed the Applicator's Confirmation below.
7. Dulux will not be liable under the Warranty for any consequential or indirect loss of any kind or loss of income, profit, business, goodwill or reputation arising out of or in any way connected with the sale or application of the coating system.
8. Except as expressly provided to the contrary in the Warranty, Dulux will be under no liability in respect to any loss or damage howsoever caused and whether arising directly or indirectly out of negligence or otherwise.

**Making a claim under the Warranty**

The Customer must give Dulux written notice of any claim pursuant to the Warranty within fourteen (14) days of any defect coming to the Customer's notice and within ninety (90) days of the defect becoming apparent. The Customer must contact Dulux by post: Dulux Customer Services Po Box 30749, Lower Hutt 5040, Telephone 0800 800 424 or email [ordersduluxnz@duluxgroup.com.au](mailto:ordersduluxnz@duluxgroup.com.au) The Customer must show proof of purchase and bear all expenses incurred in making a claim.

Dated this        day of

Signed: \_\_\_\_\_

Name: \_\_\_\_\_

On behalf of Dulux

**Applicator's Confirmation**

The Applicator hereby confirms that the coating system was applied to the Project in strict accordance with the instructions provided by or available from Dulux including the Specification, and that the Applicator will be responsible for any loss or damage caused or contributed to by its faulty application.

Dated this        day of

Signed: \_\_\_\_\_

Name: \_\_\_\_\_

On behalf of Applicator





## DULUX ACRATEX TEXTURE COATINGS MATERIAL WARRANTY GUIDE FOR COATING PRESERVATION AND MAINTENANCE

- The exterior of your home or building should be maintained and cleaned on a regular basis or twelve monthly intervals. This will help improve your home's appearance and help to preserve the coating system. A clean once every year will remove any light soil as well as grime and airborne pollutants.
- The exterior can be cleaned with a low-pressure water blast (less than 450 psi) using a fan jet at a 45° angle from the wall surface (not perpendicular). The fan of the water should be kept at a minimum of 20cm from the wall surface to avoid any damage to the paint coating.
- Any localised grime or ingrained dirt should be removed by cleaning with a scrubbing brush using a mixed solution of detergent and warm water. Under no circumstances should you attempt to remove heavy staining using a high pressure water blast as this will damage the paint coating.
- **It is important to** check for any cracked, loose or missing sealant from around windows, junctions and any penetrations as a part of your regular maintenance inspections. All deteriorated or damaged sealant should be removed and replaced with new sealant as soon as possible. Use a recommended paintable MS sealant available from any paint, hardware or building merchant.
- If any accidental damage occurs to the Dulux Acratex paint coating on your home contact your local **Dulux Trade Centre** for professional advice, they will provide the technical expertise required to fix the problem.
- During your regular maintenance inspection be-sure to check under decks or heavy foliage that is against your home. Plant roots can cling to the paint coating which will cause the paint coating to deteriorate or receive damage.
- Depending on the type of paint system, environment and depth of colour used on your home most paint systems require repainting within 10 years. For repainting we recommend at least two coats of a compatible Dulux paint coating system.
- Ensure that you follow the Dulux paint systems specification for preparation and application or contact your local Dulux Trade Centre and they will recommend a trade painter who will quote to do all works required and do the preparation and application for you.
- Under the New Zealand building code rules all monolithic cladding systems must **not** be painted with a paint colour with and LRV (light reflectance value) of lower than 40%.

**If you require any further advice go to [dulux.co.nz](http://dulux.co.nz)  
or contact your nearest Dulux Trade Centre.**



## Dulux Acratex Material Warranty Request Form

Sales Rep to complete and email or fax to Vicki Vines at Gracefield  
[vick.vines@dulux.co.nz](mailto:vick.vines@dulux.co.nz) Fax: 04 576 6541 – Incomplete forms will be returned

<b>Date:</b>	<b>Requested By (Dulux Rep):</b>
<b>Applicator's Legal Entity:</b>	
<b>Applicator's Dulux A/c Number:</b>	
<b>Customer's Name:</b>	
<b>Project Name:</b>	
<b>Project Address:</b>	
<b>Suburb:</b>	
<b>City:</b>	
<b>Building Company Name:</b>	
<b>Product Purchase Date:</b>	
<b>Colour:</b>	
<b>NB: The NZ Building code requires that all monolithic cladding systems have an LRV of no lower than 40%. (For Info Only)</b>	
<b>Is this project a residential or commercial build? (circle applicable)</b>	
<b>Dulux Duspec Spec. Code (example NZSA4471):</b>	

### **For Acratex Exsulite EIFS Projects**

<b>Applicator Name:</b>	
<b>PPCS Number:</b>	<b>LPB Number:</b>
<b>RSM Authority(Signature):</b>	<b>Date:</b>