

WARRANTY BOOKLET



WARRANTY INFORMATION

1. Customer Information

Name:

Site Address:

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Warranty Identification Number:

Warranty commencement date:

Product Details:

Quantity (Ltrs.):

Batch No:

Mfg. Date:

Application Area (Sq.Ft.):

2. Dealer Details

Dealer Name:

Address:

Invoice No:

Invoice Date:

3. Dealer's Stamp

To be filled by the customer:

Customer's Name:

Address:

Tel. No:

Application on Interior Walls



Asian Paints Bangladesh Ltd (referred to as "Company") offers Three-years Warranty* on application of its product SmartCare Hydroloc. The warranty is applicable, subject to certain terms and conditions mentioned in this warranty document, from date of purchase, in cases of dampness and efflorescence on interior wall surfaces. For the warranty to be applicable, the product should have been applied in accordance with instructions mentioned in the product information sheet and also covered under "Application Process" mentioned in this warranty document.

SmartCare Hydroloc is not recommended for surfaces (walls) with dampness / moisture content above 30%. Warranty will not be applicable if moisture level of substrate is more than 30%. Also, please note that all the sources of leakage/seepage need to be treated before application of SmartCare Hydroloc.



Minimum Purchase

For the warranty to be valid:

1) Minimum 2 litre of SmartCare Hydroloc should have been purchased and consumed on a single surface as per recommended coverage & application procedure.

2) SmartCare Hydroloc to be applied as recommended in Application section. Please refer to the “Precautions” section for recommended putties that can be used over SmartCare Hydroloc.

a. When the total volume of Asian Paints SmartCare Hydroloc exceeds 20 lit

b. For sites where the quantity of Asian Paints SmartCare Hydroloc exceeds 20 lit, the Warranty is applicable, subject to satisfactory pre-inspection of the interior surface to be painted by the Company's representative.

Conditions for Warranty

a. The warranty shall not cover the cases of dampness or seepage issues in surfaces or areas not coated with SmartCare Hydroloc including:

i. Cracks on exterior surface

ii. Plumbing leakages

iii. Concealed gutters

iv. Untreated Duct Areas

v. Leakages from floors above or terraces

vi. Leakages from Drain

vii. Untreated Sanitary joints

viii. Untreated Tile Joints.

ix. Any other live leakages or continuous source of water seepage

Note: Sources of seepage and leakage should be rectified before application of SmartCare Hydroloc. The Company shall not be liable for product failure / paint failure due to proximity with or caused by leakage / seepage.

b. The Company will only replace SmartCare Hydroloc where failure has occurred in accordance with Liability as indicated in the “Liability” section

c. The Company will only provide replacement of SmartCare Hydroloc 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.

d. Throughout this warranty document the word “paint failure” shall mean any of the following occurring, subject to the other conditions and exceptions mentioned in this document: The paint film shows blistering, splits, tears, cracks or shows evidence of dampness or efflorescence on the treated wall with the product.

*Please Note: The warranty on waterproofing is for a period of THREE (3) year only from the date of purchase (as per the purchase invoice).

Commencement and Duration

a. This Warranty shall commence from the date of purchase of the SmartCare Hydroloc as per valid invoice.

b. The Company at its own discretion may appoint a person to inspect the site and validate whether the application procedure has been followed as per the directions specified in Application Process.

c. The Warranty shall be for a period of THREE (3) years on interior wall where SmartCare Hydroloc has been applied on fresh surface and existing painted & interior plaster surfaces.

d. 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 if the below mentioned application procedure is followed:

I. Prerequisites:

- a. Before application it is important, to ensure that the substrate shall have no chalking, loose sand or paint particles and free from oil and grease stains. Ensure that surface is completely free from all dirt, loosely held plaster, powdery residue, oil, grease, or any other contamination. Any previous growth of fungus, algae or moss needs to be removed thoroughly by vigorous wire brushing and cleaning with water.
- b. For filling cracks up to 3mm use Asian Paints SmartCare Crack Seal /Smart Care Repair Polymer mixed cement.
- c. For loose or weak plaster, apply 1 coat of bond coat with 1:1 ratio of Smartcare Repair Polymer and cement.
- d. For fresh plaster, the substrate shall be completely cured, crack free and in sound condition. New masonry surfaces must be allowed to cure completely for best results. It is recommended to allow atleast 28 days as curing time for new masonry surfaces.
- e. Any active source of leakage needs to be treated before the application of SmartCare Hydroloc.
- f. SmartCare Hydroloc is formulated for use only on interior walls and all affected areas are covered with the product as specified in "Application Process".

In the absence of these pre-requisites, warranty shall not apply.

II. Application of SmartCare Hydroloc:

a. Surface Preparation

- Surface under treatment should be firm and strong, clean and free from oil or any loosely held plaster/powder. For weak and crumbling surface, replastering is recommended. Masonry surface should be fully cured prior to application.
- On existing efflorescence surface, clean with SmartCare Salt Clean as per the instruction provided for its usage or by wire brushing followed by thorough water washing.

- Surface cracks (< 3mm) and pores or dents must be filled with SmartCare Crack Seal / SmartCare Repair Polymer mixed cement. Bigger cracks, damaged portions and hollow areas must be repaired with SmartCare Repair Polymer mixed cement mortars.
- Wash the surface thoroughly using water and a strong brush. Remove all loosely bound sand particles, instant lime, black spots, fungus, moss on moisture captured walls and any poorly adhering painted surface.
- Surface should be in SSD condition prior to the application of SmartCare Hydroloc

b. Application Method:

1. If the surface is damaged with dampness and/or Efflorescence, follow the below process

- Prepare the surface as per the above guidelines
- Existing putty to be removed till plaster level from skirting to the affected area covering an additional one ft distance across all sides of affected area
- SmartCare Hydroloc is recommended to be applied on plaster by brush ensuring material goes inside the pores/interstices
- Apply first coat of SmartCare Hydroloc with 10% dilution having a forced coverage of 32-36 sft/L from skirting to the affected area, covering an additional one ft distance across all sides of affected area. Allow it to dry for 6-8 hrs.
- Apply 2nd Coat of SmartCare Hydroloc (no dilution) with coverage of 32-36 sft/L perpendicular to first coat. Allow it to dry for 6-8 hrs.
- Apply TruCare Acrylic Wall Putty/ TruCare Wall Putty (Exterior/ Interior) over SmartCare Hydroloc.
- Apply SmartCare Damp Sheath Interior/ Royale Wall Basecoat over it. Apply topcoat as per respective application process.

2. If the surface is in good condition (without Dampness and any visible Efflorescence)

- Existing putty to be removed till plaster level from skirting to the affected area covering an additional one ft distance across all sides of affected area
- Apply a single coat of SmartCare Hydroloc (no dilution), with a

forced coverage of 35–40 sq.ft/litre Allow it to dry for 6–8 hrs.

- Apply TruCare Acrylic Wall Putty/ TruCare Wall Putty (Exterior/ Interior) over SmartCare Hydroloc.
- Apply SmartCare Damp Sheath Interior/ Royale Wall Basecoat over it. Apply topcoat as per respective application process.

c. Precautions:

- SmartCare Hydroloc is not to be used with hand-made putty.
- Do not apply primer or topcoat directly over SmartCare Hydroloc as it may cause de-wetting.
- SmartCare Hydroloc is not designed for application over excessive dampness (moisture level above 30%) or in live leakage scenarios.
- Do not apply when ambient temperature is less than 10°C or if the temperature might drop to this level within 8 hrs of application.
- Do not apply when humidity is greater than 90%. It may cause pre-condensation on the walls.
- Make sure the material is thoroughly stirred before the application
- Subsequent coats of topcoat are to be done as per the manufacturer's recommendation

Liability

a. The Company's liability will reduce over the warranty period according to the below scale

Within the first 12 months from commencement date – upto 100% replacement of material used

Between months 13 to 20 from commencement date– upto 80% replacement of material used

Between months 21 to 28 from commencement date – upto 60% replacement of material used

Between months 29 to month 36 from commencement date – upto 40% replacement of material used

b. The Company's maximum liability under this warranty shall be limited to replacement of material only.

c. Replacement of material shall mean the product only required to

set right the area where paint failure has occurred, at the time of the lodgment of claim. Replacement shall not include cement, sand, polymer, paint system and labour cost. 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 in this clause.

Conditions of Warranty

a. SmartCare Hydroloc must have been applied as per the specified application process and good working practice.

b. Warranty will be applicable only for the area or affected area where the product has been applied.

For eg: In a 100 sq ft wall, if SmartCare Hydroloc has been applied over a 60 sq ft area, warranty will be applicable only on the 60 sq ft. area applied. The same will be validated by the company representative at the time of inspection visit in case of future claims or complaints.

c. The product must have been stored as specified in their packaging instructions and have been used within their shelf life.

d. SmartCare Hydroloc should not be used in combination with product from any other manufacturer, or any other intermediate product.

e. The warranty must be registered with the Company as per the steps mentioned in the 'Registration Process' section.

f. The warranty will be applicable throughout Bangladesh.

Exclusions

1. The warranty shall be void in the following events:

- a) Water seepages and leakages arising from:
 - i. Cracks on exterior wall surface
 - ii. Plumbing issues

- iii. Concealed Gutters
- iv. Untreated Duct Areas
- v. Leakages from floors above or terrace
- vi. Leakages from Drain/Nahani traps
- vii. Untreated Sanitary Joints
- viii. Untreated Tile Joints
- ix. Overflowing of loft tanks present in bathroom/ toilet
- x. Rising ground water due to high water table resulting in moisture level above 30%
- b) Defects in the design of the building or roofing system, including inadequate drainage system, settlement, movement or other structural defects.
- c) Building or structural expansion or additions or reductions, shifting, distortion, failure or cracking of building components.
- d) Removal, excavation or replacement of tiles and concealed plumbing.
- e) Leaks or damages resulting from natural calamities and / or 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.
- f) Leaks or damages resulting from any additional installations on the surface covered with the product or usage on surfaces that already has pre-installed elements that are not consistent with the recommended application.
- g) Substrate failure cases leading to overall failure of the system
- h) Local market practices or abuses such as dilution any other local putties

2. The Warranty covers only manufacturing defects of SmartCare Hydroloc, and does not cover any defects arising out of factors outof control of the Company, including but not limited to:

- a) Failure arising out of structural defects

- b) Natural calamities such as earthquakes, cyclones
- c) Vandalism
- d) Acts of God
- e) Abuse or negligence by the Customer
- f) Causes other than defects in waterproofing product (SmartCare Hydroloc)
- g) Improper surface preparation
- h) Normal wear & tear
- i) Any act or omission on the part of the Contractor/Painter causing the waterproofing product (SmartCare Hydroloc) to be defective by any means.

Owner's responsibilities

Owner should exercise normal housekeeping and after care post application of SmartCare 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 through the SmartCare Waterproofing Helpline (09612003355) 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 application process, in which SmartCare Hydroloc 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 endeavors to ensure that the required material (SmartCare Hydroloc) is replaced as soon as possible, but does not assume liability for delay in this respect.

e) The Company, in its sole discretion shall be entitled to monitor re-application of product being carried out and recommend specifications and instructions

Registration Process

a) During the time of purchase the customer should take a note of batch number and manufacturing date mentioned on the productpack.

b) Customer should make sure that the product name and date of purchase are clearly mentioned on the purchase invoice.

c) The application should be done as per the above recommended process.

d) The warranty must be registered with the company by calling Asian Paints Helpline on 09612003355 within 30 days from the date of purchase as mentioned on the purchase invoice.

Miscellaneous

a) This Warranty disclaims any liabilities in contracts, tort or otherwise including negligence and strict liability and the Company makes no warranty of merchantability or of fitness for any particular purpose whatsoever for SmartCare Hydroloc. 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 Dhaka.

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

Asian Paints Bangladesh Ltd.

Head Office:

The Pearl Trade Centre (PTC), Cha-90/3, Progoti Sarani, North Badda, Dhaka - 1212. Phone: 09612003355

Factory & Registered Office:

Gazipur Factory: Plot# 317 & 757, Bahadurpur, Gazipur-1703 |
Mirsarai Factory: Plot # 36, Zone 6, Mirsarai Economic Zone, Bangabandhu Sheikh Mujib Industrial City, Chittagong - 4324

Turag Depot:

House - 71, Ashulia, Ashulia Main Road, Block-D, Nishat Nagor, Turag, Dhaka-1230. Mobile: +880-1730791721.

Demra Depot:

Amulia, Staff Quarter Road, Demra, Dhaka. Mobile: +880-1714090910.

Mymensing Depot:

Plot # 68, Baghmara Road, Mymensing. Mobile: +880-1766698359.

Chittagong Depot:

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Khulna Depot:

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Bogra depot:

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For enquiries, feedback and complaints,
please call toll-free number **09612003355** or write
to us at **weassure.apbl@asianpaints.com**

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