



SMARTCARE DAMP BLOCK 2K

2K WATERPROOF +
ANTI-EFFLORESCENCE COATING

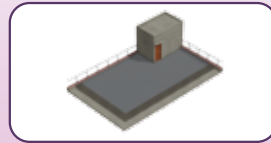
WARRANTY CARD

5
Years

System
Warranty



Wet Areas



Terrace



For enquiries, feedback and complaints,
please call toll-free number **1800-200-0000** or write
to us at weassure.spk@asianpaints.com

WARRANTY INFORMATION

Warranty ID. No.

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 :

Site Address :

PRODUCT DETAILS

Shade Name : Quantity (ltrs.) :

Batch No. : Mfg. Date :

Area to be painted (in sq.ft.) :

DEALER DETAILS

Dealer Name :

Address :

Invoice No. : Invoice Date :

Dealer's Stamp :

CONTRACTOR DETAILS

Contractor Name : Tel. No. :

Address :

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SmartCare Damp Block 2K is a two component acrylic polymer modified cementitious high performance coating. This product can be used for both positive & negative side waterproofing due to its unmatched bonding, good waterproofing and excellent resistance to hydrostatic pressure.

Warranty Certificate

This is the product warranty for Asian Paints SmartCare Damp Block 2K only if applied on Terrace over Reinforced Cement Concrete (RCC), followed by a Cement Concrete (CC) layering for protection (hereby referred as Asian Paints SmartCare Waterproofing System for Terrace as RCC layer + SmartCare Damp Block 2K layer + CC layer) and if applied on Wet Areas over Reinforced Cement Concrete (RCC) floor or Brick wall (for vertical application), followed by a Cement Concrete (CC) layering or Tiles Bed and preferred floor finish (hereby referred as Asian Paints SmartCare Waterproofing System for Wet Areas as RCC layer/ Brick Wall + SmartCare Damp Block 2K layer + Tiles Bed + Tiles/ Preferred floor finish), Asian Paints Bangladesh Limited (referred to as "Company") offers a 5 years Waterproofing Warranty and 3 years Anti-efflorescence warranty (if applied on brick surface or RCC surface) and 1 year Waterproofing

and Anti-efflorescence warranty (if applied on plastered surface) from date of purchase of the SmartCare Waterproofing System for dampness & efflorescence on Terrace and Wet Area (Washroom, Kitchen etc.) surface only. The Waterproofing System consists of usage of Asian Paints SmartCare Damp Block 2K as per the quantities and the system of application mentioned in the product information sheet for interiors.

Minimum Purchase

For the warranty to be valid:

Purchase and usage of all components of the SmartCare Waterproofing System.

i. Minimum 250 Kg of Asian Paints SmartCare Damp Block 2K should have been purchased and consumed for dampness and efflorescence on Terrace and minimum 15 Kg of Asian Paints SmartCare Damp Block 2K should have been purchased and consumed Wet Area (Washroom, Kitchen etc.) for the same only on a single surface.

ii. The Waterproofing System needs to be implemented as recommended.

Extent of Warranty

i. When the total quantity of Asian Paints SmartCare Damp Block 2K purchase exceeds 250 Kg for Terrace Waterproofing System and 15 Kg for Wet Area

(Washroom, Kitchen etc.) Waterproofing System.

ii. For sites where the quantity of Asian Paints SmartCare Damp Block 2K exceeds 250 Kg for Terrace Waterproofing System and 15 Kg for Wet Area (Washroom, Kitchen etc.) Waterproofing System, the Warranty is applicable, subject to satisfactory pre-inspection of the site condition by the Company's representative.

iii. The warranty shall not cover the cases of water seepage from surfaces not covered with SmartCare

Waterproofing System, including:

- a. Cracks on exterior wall surface
- b. Plumbing leakages
- c. Concealed gutters
- d. Untreated duct areas
- e. Leakages from floors above or terrace
- f. Leakages from drain
- g. Untreated Sanitary Joints
- h. Untreated Tile Joints
- i. Leakage arising from overflowing of loft tanks present in bathroom/ toilet

1. The warranty shall not cover negative waterproofing or efflorescence for the horizontal surface including both Terrace Waterproofing System and Wet Areas Waterproofing System.

The Company will only replace the SmartCare Waterproofing System where failure has occurred in accordance with Liability as indicated in the 'Liability' section.

Throughout this warranty the word "Waterproofing System Failure" shall mean 'The coating film shows splits, tears or shows evidence of dampness on the treated wall with the system', subject to the other conditions laid down under this warranty.

***Please Note:** The warranty period on SmartCare Waterproofing System performance shall be 5 years for Waterproofing Warranty and 3 years Anti-efflorescence warranty (if applied on brick surface or RCC surface) and 1 year Waterproofing and Anti-efflorescence warranty (if applied on plastered surface) only from the date of purchase (as per the purchase invoice) of the waterproofing system.

Commencement and Duration

This warranty shall commence from the date of purchase of the Waterproofing System.

The Company at its own discretion may appoint a person to inspect and validate the application as per the directions specified.

The warranty period shall be 5 years for Waterproofing Warranty and 3 years Anti-efflorescence warranty (if applied on brick surface or RCC surface) and 1 year Waterproofing and Anti-efflorescence warranty (if applied on plastered surface) on Terrace Waterproofing System and Wet Areas (Washroom, Kitchen etc.) Waterproofing System where the Waterproofing System has been applied. Where any claim arises during the warranty period, the period will not start afresh after settlement of the claim.

Method Statement

This warranty shall only be applicable if the below mentioned application procedure is followed:

a. Prior Check

i. If leakage is from Terrace and Wet Areas (Washroom, Kitchen etc.), re-grouting of tile/stone joints must be stopped.

ii. Sanitary joints in Terrace and Wet Areas (Washroom, Kitchen etc.) must be sealed.

iii. If the leakage is because of cracks/damages on the exterior wall, the same should be sealed with SmartCare Crack Seal/ SmartCare Repair Polymer mixed Mortar depending upon the size of crack/damaged portion.

iv. If leakage is due to plumbing issues the same has to be rectified before the application of the waterproofing system.

b. Surface Preparation

i. Loose & Chalky paint system must be removed up till plaster level.

ii. Surface should be cleaned and all existing salt deposition should be removed.

iii. Surface cracks, damaged portions of plaster and hollow areas must be repaired with SmartCare Repair Polymer mixed mortar.

iv. Prior to application, the surface must be in Saturated Surface Dry (SSD) condition.

c. Application Procedure

i. Add powder to liquid (2 parts powder & 1-part liquid) slowly while stirring. In case of bulk volume use mechanical stirrer. Mix the entire quantity until a smooth homogeneous slurry without lump is achieved. Keep the slurry undisturbed for 5-6 minutes to release entrapped air during mixing.

ii. Apply 1st coat of SmartCare Damp Block 2K slurry mixture with a brush or roller over the above prepared RCC surface (for terrace) masonry surface (for wet areas).

iii. Allow the 1st coat to dry for at least 4-6 hours (depending on ambient temperature), then proceed with application of 2nd coat.

iv. Apply 1st & 2nd coat perpendicular to each other for best results.

v. Apply Damp Block 2K at least 2 feet beyond in all directions from the affected area. Achieve a forced coverage of 15 sq.ft./kg/coat.

vi. Allow the plastered surface to cure for 28 days before application of surface finish.

*Please note that for better result, apply SmartCare Damp Block 2K on the brick surface of both interior and exterior side of the wall.

Liability

1.1 The Company's liability will reduce over the warranty period according to the following scale (if eligible for 5 years of warranty), based on when the Waterproofing System Failure occurs. The liability is solely for SmartCare Damp Block 2K. Other components for system including but not limited to cement, sand, aggregate, rebar, RCC or CC layer is not covered by the warranty.

a. Within the first 12 months after commencement date (date of purchase) - 100% of material cost (SmartCare Damp Block 2K) only.

b. From month 13 to month 24 after commencement date (date of purchase) - 80% of material cost (SmartCare Damp Block 2K) only.

c. From month 25 to month 36 after commencement

date (date of purchase) - 60% of material cost (SmartCare Damp Block 2K) only.

d. From month 37 to month 48 after commencement date (date of purchase) - 40% of material cost (SmartCare Damp Block 2K) only.

e. From month 48 to month 60 after commencement date (date of purchase) - 20% of material cost (SmartCare Damp Block 2K) only.

PLEASE NOTE THAT, efflorescence warranty will be viable for 3 years from the date of purchasing.

1.2 The Company's liability will reduce over the warranty period according to the following scale (if eligible for 1 year of warranty),

a. Within the first 4 months after commencement date (date of purchase) - 100% of material cost (SmartCare Damp Block 2K) only.

b. From month 5 to month 8 after commencement date (date of purchase) - 60% of material cost (SmartCare Damp Block 2K) only.

c. From month 9 to month 12 after commencement date (date of purchase) - 20% of material cost (SmartCare Damp Block 2K) only.

PLEASE NOTE THAT, efflorescence warranty will be viable for a year from the date of purchasing.

2. The replacement cost shall be the cost of the

SmartCare Damp Block 2K (excluding cement, sand, polymer, paint system and labor cost) only required to set right the area of system failure only, at the time of the lodgment of claim. The Customer will be liable for the balance costs, which are not company's obligations, as indicated above.

3. 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.

Conditions of Warranty

1. SmartCare Waterproofing System must have been applied as per Company's instructions and technical data current at the time of purchase and good working practice.

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

3. Application of SmartCare Waterproofing system should be independent and is not be used in combination with third party products offering same, or similar functionality.

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

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

vii. Untreated Sanitary Joints

viii. Untreated Tile Joints

ix. Overflowing of loft tanks present in bathroom/
toilet

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 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 system or usage on surfaces that already has pre-installed elements that are not consistent with the recommended application.

g) Leaks or damages resulting from any additional installations on the surface covered with the system or usage on surfaces that already has pre-installed elements that are not consistent with the recommended application.

2. The warranty will cover only manufacturing defects of SmartCare Waterproofing System and will not cover any defects arising out of factors out of 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 SmartCare Waterproofing System

g. Improper surface preparation

h. Surface with contaminants and not Saturated Surface Dry (SSD) condition.

i. Normal wear & tear

j. Any act or omission on the part of the Contractor/Painter causing the SmartCare Waterproofing system to be defective by any means.

Owner's Responsibilities

Owner should exercise normal housekeeping and after care post application of SmartCare Waterproofing 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 ezycare number 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 system application process, in which the SmartCare Waterproofing 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 endeavors to ensure that the materials required for repairs are 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

i. Monitor re-application which is to be carried out in accordance with all its specifications and instructions.

ii. Recommend the contractor to be appointed by the Customer.

Registration Process

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

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 helpline 09612003355 within 30 days from the date of purchase as mentioned on the purchase invoice.

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 SmartCare Waterproofing 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 legal proceedings against the other relating to the dispute, unless they have first attempted to settle the matter through mutual agreement and mediation.

c. In case of any disputes arising out of or in relation to the warranty, the same shall be subject to the exclusive Jurisdiction of the courts of Dhaka, Bangladesh.

Asian Paints Bangladesh Ltd.

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