

QUALITY GUARANTEE FOR DOUBLE WEAR TEAR AND SILK - SHEEN

ANNEXURE 1

1. Quality Guarantee

A product guarantee is hereby issued for certain areas and products of application. This document sets down the areas, products and terms of the guarantee. The guarantee period for each product and area may not necessarily be the same.

The guarantee covers the replacement of product to the value on a sliding scale over a 15 year period AND NOT LABOUR COSTS OR ANY OTHER ASSOCIATED COSTS, namely 100% replacement in year one, 93% year two, 86% year three, 77% year 4 etc.

The guarantee commences on date of application, records of which are maintained separately.

2. Terms and Conditions

- i) The guarantee is set for the periods listed herein (as per Annexure 1) and is specific for each product and area.
- ii) The guarantee is subject to the adherence of the General Maintenance Programme (Annexure 2)
- iii) All repairs and repainting must be Paintech compliant.
- iv) The guarantee does not cover the exclusions as per Annexure 3
- v) Paintech needs to be informed prior to the painting process in order to scope the building and identify any special preparation or requirements.
- vi) During the Painting Process all Paintech Products need to be used in order to validate the guarantee. Paintech needs to be informed prior to the Top coat being applied, A Technical Representative will inspect and verify all preparation work done to acceptable standards.
- viii) A Paintech Technical Representative will give the "go-ahead" to continue will the Final Coating. On completion of the Building an inspection will be done by the Paintech Technical Team and if any defects or poor application is done this will be brought to the attention of the appointed contractor. If Paintech is satisfied will the application and have found that work done is according to acceptable standards then a Technical Representative will issue a Guarantee Form.
- x) The Guarantee is now valid once a Guarantee form is issued.
- xi) The Paint Coatings need to be well maintained on a regular basis in order for the guarantee to be effective. Failure to do so will not validate the guarantee.
- xii) Paintech reserve the right to not guarantee the coating if their Technical Team finds that the contractors' application and workmanship was poor and not to acceptable standards.

ANNEXURE 2

GENERAL MAINTAINANCE PROGRAMME

1. GENERAL HYGIENE

Clean the outside of the buildings regularly by removing dust, dirt, dry leaves, insects and spider webs and insect egg colonies. Clean dark corners as well as possible damp catchment areas. Staircases must be kept clear to facilitate easy walking and balance as well as the ability to clean without interference. Do not store goods alongside the building walls that may block the entry of sunlight on the wall area. This will lead to slight dampness alongside the wall as well as a possibility of bacterial growth and subsequent human infection.

2. WALL SURFACE AREA

The walls must be regularly washed down using a domestic hose-pipe. Do not use harsh detergents or high-pressure cleaners. For heavily soiled or stained areas, the area may be washed off using a mild solution of dishwashing liquid then touched-up with paint from Paintech. Wash the entire building at least once every six months. Dents and chips on the walls must be properly repaired and painted over immediately to prevent water penetration and subsequent paint lifting. Creating a damp environment must be avoided to prevent fungal and bacterial growth. Do not hang mops or damp carpets from the walls as this will cause unsightly irremovable stains on the walls.

3. GUTTERS AND DOWN PIPES

Prior to cleaning the walls, the gutters must be manually cleaned to remove sand and debris to allow for a free flow of water through the pipes. Broken and damaged gutters and down-pipes must be repaired timeously. This will prevent damage to the paint work as a result of leaking gutter joints and overflowing.

4. WINDOWS FRAMES, DOOR FRAMES, DOORS AND RAILINGS

Wipe using a wet cloth at least once as month. Do not use chemicals or harsh solvents.

5. ELECTRICAL CABLES AND AERIALS

Always tidy-up all loose and hanging cables using cable clips. When drilling into the walls for installations, repaint the damaged area. The frames and brackets used for aerials should either be galvanized or zinc coated to avoid marks and damage to the paint.

ANNEXURE 3

EXCLUSIONS

The following exclusions will apply to the guarantee:

1. Damage to the paint work resulting from alterations, additions or attachments to the buildings.
2. Paint damage in areas used for the washing of clothes, equipment, machinery etc.
3. Damage resulting from fires and smoke against the building walls.
4. Water damages caused by poor drainage, ponding or seepage.
5. Surface pockets caused by flaking plaster.
6. Malicious damage to paint work or building.
7. Lifting of coating due to movement of plaster.
8. Staining of paint-work resulting from metal corrosion or rust.
9. Any other unnatural causes.
10. Alterations and repairs to buildings were the coating can be damaged, without the knowledge of Paintech or their Technical Team.