

Zebra-Coat



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**10 Year Warranty to be issued on Approval**

Client: \*\*\*\*\*

Date: \*\* \*\* \*\*\*\*



### Area spray painted – New UPVC Windows & Doors

**This 10-year warranty is granted by B.S.Supplies (Stoke on Trent) Ltd Trading as Beyond Surface Solutions (BSS) relating to the following properties of the product Zebra Coat on new uPVC Windows & Doors and must be applied for prior to application.**

#### Surface Preparation:

Recommended: New UPVC Windows & Doors.

Use Panel wipe 'Prep Clean 2805', to thoroughly degrease the surface to remove any contamination and fully prepare the surface.

Ensure that the surface is thoroughly clean and dry before applying the coating.

Supplied ready for use but can be thinned up to 10 % with 2661 thinner

Working viscosity 25-30 seconds @20C B4

Total film wet film thickness 80 - 100 microns, dry film thickness 20 -25 microns

Due to the variety of materials in use, please ensure that the coating is compatible with any window or door seals, any damage due to attack or sticking between a seal and the coating is NOT covered by this warranty.

For the latest technical information please see the latest technical data sheet.

#### 1) Adhesion

Loss of adhesion, delamination or blistering that has occurred on an area covering >20% of the coated item.

Classified as loss of adhesion, delamination, or blistering >2.0 when measured according to ISO 2409.

#### 2) Colour Durability

Colour fade has occurred on an area covering >20% of the coated item. Classified as a colour difference  $>\Delta E 7.5$  when measured according to ISO 11664-4.

#### 3) Gloss

Loss of gloss has occurred on an area covering >20% of the coated item. Classified as a reduction in gloss of >40% GU against the original value when measured according to ISO 2813.

#### Conditions

The products are to be used by the customer in accordance with up-to-date technical (TDS) and safety data sheets (SDS).

A fully documented & corroborative application inspection record must be maintained to be eligible for the protections of this warranty (See BSS inspection warranty form). The record shall be kept for the duration of the entire guarantee period. Required information must include:

- a. The quantity of product used
- b. Specification of the substrate coated
- c. Description and location of the item to be coated
- d. Batch numbers of all Zebra Coat products used
- e. Date, time taken and climatic conditions at application of the product if required
- f. Coating dry film thicknesses

The warranty is specifically contingent upon regular maintenance of the coated substrate once handed over/signed off. The coated surface must be cleaned at least once every 3 months, and in the case of a more aggressive environment (classified as C4 or above by ISO 12944) the coated surface shall be cleaned more regularly. A fully documented & corroborative cleaning process must be accomplished as follows:

- a. Detergents containing unknown compounds must not be used



- b. Organic solvents containing ester, ketones, alcohols, aromatic compounds, glycol ether or halogenated hydrocarbons must not be used
- c. Abrasives or abrasive cleaning must not be used
- d. Strongly alkaline or acidic detergents and surface-active agents must not be used
- e. The temperatures of the surfaces and parts to be cleaned may not exceed 60°C, and steam jets must not be used
- f. Clean water with small amounts of mild, neutral or slightly alkaline detergents may be used
- g. Rubbing with soft, non-scratching rags or cloths can heighten the cleaning effect
- h. Detergents must be fully rinsed off within one hour of their application. After a minimum of 24 hours, the cleaning may be repeated

### Exclusions

The warranty excludes the following points:

- a. Coating failure associated with design defects at interfaces / joints, mouldings, seals and edges
- b. The component design is not suitable for coating
- c. Coating is not undertaken by applicators approved by BSS
- d. Damage caused in the course of normal use or accidentally through vandalism or malfunction, related to impact, abrasions, mechanical damage, neglect, malicious damage and fire damage
- e. Refinishing, overpainting, re-coating and/or other forms of treatment performed by applications which are not in accordance with the warranty document and / or technical Instructions from BSS
- f. Damaged caused by the improper care, cleaning or maintenance of the coated surface after coating
- g. Failure to process the coating within 12 months of delivery from BSS .
- h. Surfaces coated that are exposed to temperatures above 60°C or to emissions and environmental conditions or to other influences that aggressively deteriorate the coating
- i. Damage caused by location in a marine environment
- j. Damage caused by bird lime or industrial emissions
- k. Damages due to improper storage or packaging of the surfaces coated prior to installation or to damages to the coated surfaces caused by handling, shipping, processing and/or installation
- l. Damage caused by any cutting / sawing / milling of the coated substrate after coating.
- m. Damages or defects due to improper surface preparation prior to coating
- n. Damage caused by contact with sealing sections, sealing substances, cleaning materials or any other substance outside of the control of BSS .
- o. Damages relating to contact with rubber seals or other rubber parts. (Rubber parts are naturally variable and out of BSS's control)
- p. Consequential damage not directly connected to the coating of the object

### Provisions

BSS will reimburse the customer all agreed rectification costs incurred by them as a direct result of the coating failure in respect of the products under the terms of this warranty. Any agreed rectification costs shall be limited as follows:

Rectification costs shall consist of agreed labour and material costs at the current market indexes. The warranty shall only apply to the direct costs of rectifying the areas affected by the failure of the coating system and will not in any circumstances cover any other costs or consequential costs.

The maximum claim shall be limited to three times the value of the initial paint cost.



For the agreed warranty period, this warranty shall cover the following proportion of the rectification costs as defined below:

<b>Adhesion, Colour, and Gloss defects</b>	
Year 1	100%
Year 2	90%
Year 3	80%
Year 4	65%
Year 5	50%
Year 6	40%
Year 7	30%
Year 8	20%
Year 9	10%
Year 10	5%

No claims shall be brought in respect of coating failures relating to any component more than 120 calendar months from the date of application.

Nothing in this warranty shall limit customers' statutory rights in respect of products supplied by BSS. This warranty is subject only to the jurisdiction of English courts acting under English law.

Any acceptance by BSS of any claim made by the customer under this warranty shall be without admission of liability and without prejudice to BSS's rights in respect of any products it has supplied.

#### **Claims procedure**

The customer shall inform BSS, in writing as soon as it becomes reasonably apparent of their intention to make any claim under this warranty. The customer shall specify the type and extent of the defect, type, and location of the object as well as the dates of delivery, product ID number, batch number, invoice number and date (along with the BSS inspection warranty form). BSS must be afforded reasonable opportunities to inspect the coated surfaces claimed to be defective before any refurbishment work is undertaken.

No claims shall be brought in respect of coating failures relating to any component more than 120 calendar months from the date of application.

<b>ISSUED BY</b>	Paul O'Reilly
<b>ISSUE REFERENCE</b>	BSS-BS 01-12-21
<b>ORIGINAL DATE</b>	18/05/2021
<b>REVISED DATE</b>	