

Halõ Exceed

LONGLASTING EXTERIORS



For more information, visit www.jswpaints.in
 Phone No. 1800-121-5797. Email: ccpaints@jsw.in
 Corp. Office: JSW Centre, Bandra Kurla Complex,
 Bandra (East), Mumbai - 400051.

Halõ Exceed

LONGLASTING EXTERIORS



WARRANTY BOOKLET





HALO EXCEED

JSW Paints Halo Exceed Longlasting Exteriors Painting System consisting of Halo Exceed Topcoat & Halo Exceed Basecoat (“Painting System or Product”) is formulated with 100% acrylic emulsion with Nanotechnology that provides protection to your home exteriors in all weather conditions, for years. It is fibre-reinforced, and hence offers high mechanical strength, crack bridging and anti-carbonation properties. Its advanced Nanotechnology provides outstanding resistance to dirt pick-up. Halo Exceed Longlasting Exteriors comes with 10 years Endurance & 07 years Waterproofing benefits.

WARRANTY VALIDITY

For this warranty document, any reference to “Company” or “JSW Paints” shall mean JSW Paints Private Limited. The Company offers a warranty from the date of registration of warranty with the Company. The Warranty is available only for the recommended application of the Product as per Product Information Sheet (PIS) and Material Safety Data Sheet.

The warranty is valid only on the Customer’s registration with the Company on JSW Paints Customer Care Centre.

THIS WARRANTY IS SUBJECT TO THE TERMS PRINTED ON THE PURCHASE INVOICE AND TERMS AND CONDITIONS SPECIFIED HEREIN BELOW: -

THE WARRANTY COVER

In case the Product is applied as per the recommended application , a 10 year Endurance Warranty, a unique 07 year Waterproofing Warranty, and a 05 year Anti-Algal Warranty

is offered. Warranty covers products' performance against flaking, peeling, fading, blisters, splits, tearing of the paint film.

07 Year Waterproofing warranty is applicable only when JSW Paints IBlok Roofcoat is used on roofs/horizontal surfaces. In case JSW Paints IBlok Roofcoat is not applied 10 year Endurance Warranty and 05 year Anti- Algal warranty would still be valid in case product is used on vertical surfaces.

The Company will provide replacement cost for paint and labour for re-application of coating, as required to set right the Paint Failure in the affected area, in accordance with liability as indicated in the 'Liability' section. Any additional cost shall be borne by the Customer and the Company shall not be liable for warranty in case of any defects arising out of workmanship. The warranty only extends to Paint Failure resulting due to a deficiency in the quality of the product to the extent stated in this section.

The words "Paint Failure", wherever mentioned in this Warranty, imply any of the following, dependent on the other conditions laid under this Warranty:-

- i. Issues related to film integrity including but not restricted to flaking, chalking, or peeling of the paint from the surface on which it is applied.
- ii. Issues like blistering on the surface, mud cracks, splits/tears arising because of defective material
- iii. Shade fading
- iv. Growth of fungus and algae on wall surfaces* [at least spread over a minimum area of 1 sqm (10 sqft)
- v. Water ingress through vertical walls where Product is applied (water ingress through any other part of the building/house, like the roof, not protected using the Exceed System will not be covered by this Warranty)

COMMENCEMENT AND DURATION

The Warranty shall commence from the date of registering the warranty by calling the JSW Paints Customer Care Centre on 1800-121-5797 and sharing the details as requested by the company. The Customer shall provide complete details of self and of purchase along with the proof of purchase. In order for this warranty to be valid, the registration needs to be completed within thirty (30) days of the purchase date of Product.

The Warranty shall be for a period of Ten (10) years on Endurance parameters, Seven (7) years on vertical Waterproofing, and Five (05) years on the Anti-Algal property, from the date of commencement. ("Warranty Period")

Where any claim arises during the Warranty Period, Warranty shall not start afresh. It shall be a continuity of the original Warranty.

If there is a break or recess period in completing the painting, determining the commencement date will be at the discretion of the JSW PAINTS team.

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

EXTENT OF WARRANTY

The Warranty shall apply where:

- a. The total volume of Product purchased exceeds 100 Litres and the usage on a particular site exceeds 100 Litres.
- b. Painting System has been used for vertical exterior masonry wall surfaces only
- c. Satisfactory pre-inspection of the exterior surface to be painted by the Company's representative
- d. Water spouts are as per standard civil practices.

APPLICATION

The Warranty shall only be applicable where:

Prior to the application and application work, all elements of surface preparation have been done in accordance with the instructions provided for Product with regard to surface preparation and application as in the Product Information Sheet.

a) Precautions:

- 1) There is Structural integrity as well as sound and stable conditions of substrate
- 2) Structural defects such as honeycombing, structural cracks due to defective construction in case of repainting jobs, spattering due to rusting of rebars, weaker bonding or loss of adhesion of the previously applied system, failures due to inadequate surface preparation, failure due to exposure to high temperature, fumes, chemicals or uncommon external factors, etc.

- 3) Strict adherence to recommended application practice, correct paint system, WFT build up/coverage, adequate intervals between coats, etc.
- 4) The fresh plaster or repainting surface to be painted should be in sound condition. There should be no debonding, flaking or loose particles on the surface. Areas in poor condition need to be repaired as per standard practices.
- 5) In case of new painting, 28 days have passed since plastering for curing of masonry work.
- 6) Application of a coat of putty under the Halo Exceed System is not recommended, as it may reduce the overall bonding strength of the system to the surface.
- 7) Do not apply during or when rain is expected in next 8 hours.
- 8) Do not over-thin or over-extend the roller.
- 9) Protect freshly painted surface from rains till fully dry.
- 10) Stir well and strain before use (for Topcoat).
- 11) The products must have been stored as specified in their packaging instructions and have been used within their shelf life as mentioned in the Product Information Sheets of Painting System.
- 12) Ensure SSD (Saturated Surface Dry) condition for fresh surface, before application of Halo Exceed Basecoat, which helps in smooth application, achieving desired coverage.

Please note that the Warranty will cease to be valid in the absence of the conditions mentioned above (i.e. points 1-12) not being fulfilled..

b) Other Precautions:

- a. Halo Exceed Basecoat is applied at a forced coverage rate specified in the Product Information Sheet i.e. 30-35 sqft/L. (2.8-3.25 m/sq/L) for vertical walls. Achieve an overall forced coverage of 20-25 sqft/L (1.85-2.3 sqm).
- b. Halo Exceed Topcoat is applied at a coverage specified in the Product Information Sheet i.e. 50-55 sqft/L.
- c. Repainting over surfaces that are free from chalking, and are painted with a high quality exterior emulsion in the last 5 years:
 1. On surfaces previously painted with premium quality exterior emulsions (in sound condition with no flaking, peeling off, etc.), apply one coat of Halo Exceed Basecoat, without dilution, at a spreading rate of (2.79 to 3.25 sqm/L) 30-35 sqft/L and allow to dry for 4-6 hours.

2. Keep fresh painting application procedure as mentioned in the PIS.

g. Cracks up to 3 mm on the surface are filled with JSW Paints Crack Fix , applied as per instructions in its Product Information Sheet, before application of Exceed Basecoat.

(JSW Paints reserves the right on the applicability of Warranty after site inspection and assessment by Technical Personnel.)

h. JSW Paints iBlok Roofcoat is applied at a coverage rate specified in the Product Information Sheet i.e. 10 sqft/L (0.9 m/sq/L) for horizontal areas (provided the surface is cementitious & in sound condition). This means that the building is enveloped using JSW Paints iBlok Roofcoat on horizontal surfaces and Halo Exceed System on vertical surfaces.

i. No vertical surface/area is left uncoated due to lack of accessibility (e.g. duct area).

j. In case of repainting surface – in old paint there should not be any chalking, flaking & efflorescence. Refer to Product Information Sheet for surface preparation details.

LIABILITY

The Company will be liable only for the replacement cost of paint and labour required to set right the area affected by Paint Failure at the time of lodging the claim during the warranty period.

The labour rate will be determined by the Company and not dispute by the Customer. The labour rate may be determined on the basis of per sq.ft. rate or on a daily wage rate. Any other costs would be borne by the Customer.

The Company is not liable for any other loss incurred by Customer.

EXCLUSIONS

a. The Warranty will be void in the following events:

i. Intermittent dripping of water due to closeness to vegetation or AC units, or any other sources of water leakage like plant pots. Water ingress from bathroom, toilets, kitchen sinks or any area not treated with Roofcoat & Halo Exceed System

- ii. Water ingress due to capillary rise from ground level
- iii. Water ponding over terrace and sun shades due to poor slope/drainage system or poor housekeeping (irregular cleaning of the water outlets from roof)
- iv. Growth of algae or fungus on surfaces that aren't masonry walls
- v. Defects in the design of the building or roofing system, like improper drainage system, movement, or settlement
- vi. Leakages through water storage tanks on terraces/ducts
- vii. Water seepage through ducts or other areas where Halo Exceed System is not applied due to inaccessibility of that area
- viii. Any damage to the paint film due to contact with solvents, oils, sharp objects, fixing of Antenna/AC units, or movement of heavy weights.
- ix. Expansions of any kind (building/structural), additions or removals, movement, distortion, failure or cracking of structural components
- x. Removal, excavation or replacement of materials like concrete to test, repair, remove or replace the product.
- xi. Leaks or damages resulting from any additional installations on or through the product, or flashing after the initial installation that is not consistent with Halo Exceed Basecoat application.
- xii. Any extensions to the building, or civil/structural modifications post painting
- xiii. Damage to paint film due to staining and continuous dampness caused by plant pots, bird droppings, spitting, ants or insects
- xiv. Water leakage/seepage through external or internal drain pipes carrying water from the highest floor to the lowest. Because of this it seems to be like spot discoloration /Fading of paint colour which is not actual fading due to weathering.
- xv. The Warranty will not be valid in case of failure of the underlying plaster or putty coat or texture paint which in turn causes a failure of the JSW Paints Halo Exceed film
- xvi. The Warranty would be void in case of water leakages arising out of uncoated surfaces/structures that are directly connected to the structure painted with Halo Exceed System
- xvii. Any negligence from the applicator during the surface preparation/application process

b. The Warranty will cover only the manufacturing defects of

Halo Exceed Basecoat and/or Halo Exceed Topcoat and will not cover any defects arising out of factors out of control of the Company, including but not limited to:

- i. Paint failures caused by structural defects, moss/algae/bacteria/etc., excessive bird droppings, spitting, ants and insects, water leakage and seepage within the building structure, continuous dampness of the surface, and staining due to plant pots
- ii. Natural calamities such as earthquakes and cyclones
- iii. Failure or defects in the structure or previous coating
- iv. Vandalism
- v. Acts of God
- vi. Abuse or negligence by the Customer
- vii. Causes other than defects in the Halo Exceed Basecoat and/or Halo Exceed Topcoat
- viii. Improper surface preparation
- ix. Surfaces with contaminants and not dry
- x. Normal wear and tear
- xi. Any act or omission on the part of the contractor/painter causing the Halo Exceed System or the application of Halo Exceed System to be defective by any means

REGISTRATION / CLAIM PROCESS

1. The customer shall register for warranty within 30 days of purchase (to be properly detailed) for warranty to be applicable
2. The Customer shall register its claim within 45 days of discovering any symptoms of paint failure as described in this document.
3. The Customer shall call the JSW Paints Customer Care Centre on 1800-121-5797 and share the details.
4. The Customer shall provide complete details of self and of purchase along with the proof of purchase.

5. The Customer needs to present the original invoice detailing the total material purchased, with date clearly visible.
6. The Company may carry out inspection as it may feel necessary. The Customer should allow the Company to carry out the inspection as per the Company norms, including the paint application process.
7. The Customer shall not do any repairs of the painted surface/other surfaces before Company inspection.
8. The Warranty shall not be applicable if the Customer does the repair work of any surface that may cause water ingress, after the painting of the surface with Product.
9. The Company may decide to monitor/inspect the repainting of the surface.
10. The Company may decide to appoint the contractor/approve the contractor appointed by the Customer as it may be necessary.
11. The Company shall not be responsible for any damage that is incurred by contractors/labourers during the process of settlement of claim.

MISCELLANEOUS

- a. This Warranty disclaims any liabilities arising out of 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 Product. No warranties expressed or implied under law extend beyond this Warranty.
- 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 Mumbai.
- d. The facts and all matters concerning any dispute will be kept confidential by both the Customer and the Company at all times.
- e. Upon the lodging of a warranty claim, the Customer must allow the Company or its representative's access to the site during normal business hours to carry out necessary inspection and investigation for the validation of such claims.
- f. Any and all representations, promises, warranties, or statements by the Company's agents or personnel that varies, conflict, contradicts, or are inconsistent in any way from

the terms of warranty document, shall be given no force or effect and shall be deemed null and void. Any such representations, promises, warranties, or statements do not constitute warranties, shall not be relied upon by the Customer, and are not part of this limited warranty or of the contract for the sale of the Product between the Company and Customer. This limited warranty shall be deemed to be a part of the contract of sale between the Company and Customer for the Product sold by the Company to the Customer. The entire agreement and understanding between the Company and the Customer with respect to the Product are embodied in this writing. This writing constitutes the final expression of the parties' agreement with respect to warranties and is a complete and exclusive statement of the terms of that agreement.

g. The warranty as provided in this document, shall only incur to the benefit of the Customer as named in the invoice as well as the registration of warranty and shall be non-transferable and non-assignable.

h. In any instance or series of instances, the determination of the Company not to exercise any right hereunder or not to require compliance with any term or condition hereof, shall not constitute a waiver of the Company's rights to exercise all rights and to require compliance with all terms and conditions herein on all occasions prior and subsequent to such instance or instances, and no such determination or series of determinations by the Company shall constitute an alteration or waiver of the rights of the Company and Customer as otherwise set forth herein.

CUSTOMER INFORMATION (DETAILS TO BE FILLED BY THE CALL CENTRE)

Project/Customer Name: _____

Address of the Project/Site: _____ . Pincode: _____

Contact Number of the Customer/Project: _____

Email Address of the customer/project: _____

Brand name of the product used: _____

Shade Code of the product used: _____

Batch Codes of the product: _____

Quantity of material purchased (in litres): _____

Brand of primer used: _____

Volume of primer used: _____

Total Area Painted (in sq ft): _____

Name of the Reatiler shop where material was bought: _____

Date of Purchase: _____

Invoice Number: _____

Name of contractor who applied the material: _____

Contact Number of Contractor: _____



WARRANTY CERTIFICATE

JSW Paints Pvt Ltd. issues a warranty against paint failure of HALO EXCEED
LONGLASTING EXTERIORS for the system of 10 YEARS (ENDURANCE WARRANTY),
7 YEARS (WATERPROOFING WARRANTY AND 5 YEARS ANTI-ALGAL WARRANTY)
to _____ (Customer details)

This warranty is subjected to the terms and conditions given in Warranty Booklet

PRODUCT DETAILS

COAT TYPE	PRODUCT	AREA PAINTED (SQ.FT.)	SHADE NAME
Top Coat	Halo Exceed Longlasting Exteriors		
Basecoat			
Pre-treatment coat (if any)			

RETAILER DETAILS

Retailer name with SAP Code	Address	Contact Details

CONTRACTOR DETAILS

Contractor Name	Address	Contact Details

SITE DETAILS

Project/Site Details	Address	Contact Details

Date of Warranty Commencement : _____

For JSW Paints Pvt Ltd.