



## **Remedial Membranes Product Warranty**

Remedial Membranes' products offer a five (5) year warranty from the initial date of installation. We pride ourselves on our products being free from defects and suitable for the purpose for which they are intended, in accordance with the Remedial Membranes' published literature purpose.

### **Product limitation and exclusions - Clear Waterproofing Membrane**

Clear Waterproofing Membrane has been a design product for multiple building uses. It's a two-part clear, hybrid water based, aliphatic polyurethane waterproofing membrane. The product provides trafficable and durable wear but is also flexible enough to prevent water leakage due to ongoing movement in homes or structures.

The average elongation of tiles is estimated at 2%. Clear Waterproofing Membrane has been designed to have 50% elongation, for the product to be deemed to have not met its purpose the product needs to fail within these parameters. Note that Clear Waterproofing Membrane is used in conjunction with Soudal Joint adhesive which carries its own product warranty.

### **Repair Application – Warranty**

Remedial Membranes can be applied as a repair product to areas with per existing water damage, such as decks and showers. In circumstances where the product has been used as a repair application, limited product warranty is available given that the extent of the existing water damage is unknown. Each case will be assessed individually in these circumstances.

### **Application Warranty**

All accredited installers warrant the installation of Remedial Membranes' products in accordance with the requirements set out by the authority body.

### **Product Replacement**

Remedial Membranes' cost associated with products that have been deemed to be covered under warranty, (five [5] years), is limited to product replacement or refund, with the decision at the discretion of Remedial Membranes.



## **Remedial Membranes – NEW Product Warranty**

The requirements for waterproofing identified by *Australian Standards* and the *National Building Code* do not apply to all Remedial Membranes Clear Waterproofing Membrane as it is an overt-tile membrane and not an under-tile membrane therefore care must be taken to ensure it is met where required. Remedial Membranes' products allow for application over a large range of materials in wet areas that would otherwise be excluded. Therefore, product compatibility tests must be conducted to ensure product warranty applies.

### **Product Warranty**

Most Remedial Membranes' products offer a five (5) year warranty. We pride ourselves on our products being free from defects and suitable for the purpose for which they are intended, in accordance with the Remedial Membranes published literature purpose.

For Remedial Membranes product application on sub straights that are not leaking and compatible with the membrane, a repair and replacement warranty of the product is provided. This includes the cost of re-installation, and the cost of replacement of any remedial coverings between the Remedial Membranes' cover and the underlying waterproofing.

### **Application Warranty**

In accordance with the requirements set out by the authority body, all accredited installers warrant the installation of Remedial Membranes' products

### **Product Replacement**

Remedial Membranes' cost associated with products that have been deemed to be covered under warranty, (five [5] years), is limited to product replacement or refund, with the decision at the discretion of Remedial Membranes.