

Claddex Limited Product Warranty

Warranties are available from Claddex Limited for all Plastisol coated roof and wall sheeting, fibre cement and insulated panels.

To successfully activate the Product Warranty, the attached form must be completed in full and returned to our Sales Department via post or email (sales@claddex.co.uk).

The warranty will only be valid once a warranty certificate has been received from Claddex Limited. Failure to register could affect any future warranty related issue.

Terms and Conditions

In order for the Product Warranty to be valid, the proprietor of the building must comply with the following terms and conditions of the warranty.

- Products must be registered with Claddex Limited within 30 days of the invoice date.
- The Product Warranty is only available to the person and product named on the Warranty Certificate.
- Claddex Limited must be given the chance to inspect the affected area should you wish to make a claim.
- Installation of the product must be undertaken using best practice – please contact a member of the sales team if you are unsure.
- Any on site modification of materials, including cut sheets or edges must be carried out using conventional methods and best practice. Failure to do so could affect any future warranty claim. Please speak to our sales team for more information.
- This warranty covers materials on buildings in the UK only and does not cover accidental damage (e.g. fire damage, flood, lightening damage, falling objects and so on).
- In the unlikely event that the product fails to uphold the guarantee it will be at the discretion of Claddex Limited as to what measures shall be taken to provide suitable restoration. Any replacement product supplied under the terms of this warranty shall only be covered for 30 years from the date shown on the original warranty certificate.

Regular inspection of the materials is required in order to fulfil the warranty and for maximum performance of your roofing or cladding product. Materials must be maintained and inspected at least annually (see details below), this will need to be recorded on a Maintenance and Inspection Report and handed to Claddex Limited should you wish to make a claim.

Claddex Limited must be notified in writing within 30 days of the identification of any defect indicating a failure of the materials to meet its performance and specification requirements.

Maintenance and Inspection Guidelines

- Check for blocked gutters, which may cause water to overflow into the building. Ensure that gutters are cleaned regularly and note dates that this has been done.
- Remove any debris which could build-up and retain water, causing corrosion.
- Wash down sheets with fresh water using a hose and soft bristle brush to prevent dirt retention on areas that are not reached by rain water. Heavy deposits can be removed with a solution of water and household detergent or proprietary cleaner. Mould growth is rare

but can affect the appearance of the building. In a coastal environment regular washing should be undertaken to stop the build-up of salt.

- Local Damage - Assess the extent of the damage and either touch up or paint over the affected area. Trim off or abrade any edges back to clean bright metal and repaint to avoid corrosion.
- Conditions of fixings - Fixings can cause leaks or rust staining on the surface of the panels so ensure that any loose or heavily corroded fixings are tightened and replaced where required. Do not over tighten fixings.

Example Inspection and Maintenance Report

Address of building: *1, Grain Store Lane, Warwickshire, CV23*

Date of installation: *01/01/2030*

Inspected by: *John Smith*

Comments and action taken: *New roof sheets installed by professional and experienced contractor and fitted according to Claddex Limited recommended fitting instructions.*

Annual inspection:

Date:	Inspected by:	Comments and action taken:
<i>01/01/2027</i>	<i>John Smith</i>	<i>Slight build-up of debris on areas of the roof not reached and cleaned by rain water - debris removed from affected area, washed and cleaned with water and a soft bristled brush.</i>
<i>01/01/2028</i>	<i>John Smith</i>	<i>Paint coat slightly damaged on roof sheets by debris build up. Painted affected area with specialised touch up paint recommended by Claddex Limited.</i>
<i>01/01/2029</i>	<i>John Smith</i>	<i>Build-up of debris in rain water system caused a build-up of water on the roof sheets over the winter. Slight erosion to edges of roof sheets in the affected area. Edges cleaned and touched up as necessary with specialised paint.</i>

Warranty Application Form

Customer Name:

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Date of Request: Claddex invoice no.:

Building Owner (If different from above):

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Installation Address:

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Installers name and address:

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Product Type (Please circle relevant and add colour details):

Fibre Cement Colour:

Metal Wall Sheeting Colour:

Metal Roof Sheeting Colour:

Composite Wall Panels Colour:Thickness.....

Composite Roof Panels Colour:Thickness.....

Roof Pitch (if warranty application for roof sheets):

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Project Completion Date: Roof Area (m²):.....

Use of Building: Wall Area (m²):.....

Name and address for paperwork to be sent (if different from above):

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