

10 YEAR PRODUCT WARRANTY PROCEDURE

Terms & Conditions

This procedure relates to the Parex 10 Year product warranty for General Renders, PAREXDIRECT & PAREX THERM render systems only. It **DOES NOT** cover non-Parex products, the application or finish of the products as this is the responsibility of the applicator. It **DOES NOT** cover the 25-year PAREX THERM External Wall Insulation requirements for the Green Deal and ECO requirements. This is covered under a separate procedure.

This product warranty procedure forms part of the Sika insurers warranty requirements and must be completed in accordance with the terms set out below and returned to Sika in a timely manner. You may also find that failure to complete and follow this process may delay payment of your works by the client. Please follow the designated procedure and if you require any assistance in understanding the process or completing the forms please do not hesitate to contact Sika.

The Sika warranty procedure is a fully regulated and approved system which has been assessed by the Sika Group insurers. To ensure alignment with and due to conformity procedures required by the above, the processes detailed must be followed and cannot be compromised, otherwise a warranty certificate will not be issued or may be rescinded if it is subsequently found that false information has been provided. Any warranty issued is only valid subject to all parties having been paid in full.

The information requested is set out in the forms, list below, which are available online to download or can be requested from Sika to be emailed.

The procedure is managed by;

Richard Howells **(RH)** – Technical Manager
with support from Martin Blackburn **(MB)** – Business Support Manager;

Field Technicians **(FT)**, Technical Advisors **(TA)** & Business Development Managers **(BDM's)**

The Sika warranty 'Terms and Conditions' advises on the conditions set out under the insurance cover.

The procedure must be completed by;

Sika Limited will only issue a warranty certificate to a valid, Registered Applicator Company **(RAC)**, that we hold up-to-date company & insurance details for. The applicators that carry out any installation of a Parex Render System that require a warranty for must be registered with Sika Limited and have attended either a Parex Applicator course or a Parex Toolbox Talk. Each registered person and company will have received a Sika ID Card and/or a Certificate which has a unique reference number.

The warranty sign-off procedure has the following sections which are called;
PAREX standard warranty application – Pre-Render Inspection Form
PAREX standard warranty application - Applicator Completion Sign Off Form

The Pre-Render Inspection Form is optional but is recommended and can be downloaded from the Parex Website http://www.parex.co.uk/Render_Systems/Pre_Render_Inspection_Forms

- **ALL** projects will require a combined Parex specification and method statement to be issued and is a pre-requisite when a warranty is required. If you do not have these please **do not** start the project without it, obtain the specification from Sika Limited first. To obtain a specification, contact your local Parex **BDM**. They will require the following information;
 - What is the substrate – e.g. Concrete blockwork, Painted render on concrete blockwork etc.
 - What render system is being applied
 - Full project address and post code
 - Your name and company details
 - Clients/contractor/architect names
 - Photographs or drawings are always useful of the project

Pre-Render Inspection Form

Though not a compulsory requirement, this form is designed to act as an aide-memoire for the **RAC** and for **BDM's** to assist them when inspecting properties and is a particularly useful form as the information contained assists the **RAC** to check and ensure the substrate and preparation works are in accordance with good practice and Sika Limited requirements.

The form may also assist the **RAC** from being pressurised into applying to sub-standard substrates or when there are specific needs that require remedial works first. Should the applicator suffer some undue pressure to proceed when they feel they should not, they also have access to the support of Sika Limited staff (**BDM's, FT or TA**) to assist if this is deemed required.

The form has a signatory requirement that generally provides an element of control, preventing applications being completed to unsuitable substrates or due to other primary factors which would affect the overall installation. If the client or its representative chooses to sign and insists on an application being conducted against the advice given, the transfer of liability is taken away from the **RAC** and Sika Limited, directly onto the primary party or perhaps a main contractor and would potentially prevent a warranty being issued. In cases where the substrate is defective and the client and/or its representative refuses to sign but insists on the application proceeding Sika can refuse to issue a warranty or in cases where we are subsequently notified Sika reserves the right to withdraw the warranty with immediate effect irrespective of any costs that may have been incurred by third parties.

NOTE FOR APPLICATORS – We suggest that you avoid being forced into applying onto an unsuitable substrate – if you require support to justify your reasons please contact Sika Limited and we will assist where we can. We will not however accept any form of liability for possible delays, additional costs that may be implied or caused. This service is provided as part of our on-going customer service care and support.

Material and Design Warranty Application

This is the warranty check list for each system application which covers all related requirements. The warranty forms available are;

GENERAL RENDERS – MASONRY – WARRANTY
PAREXDIRECT - DURISOL & VELOX WARRANTY
PAREXDIRECT - MASONRY – GENERAL RENDERS – WARRANTY
PAREXDIRECT - TIMBER AND STEEL FRAME – WARRANTY
PAREXDIRECT - Multiple properties - Warranty supplementary form
PAREXTHERM - DURISOL & VELOX - WARRANTY
PAREXTHERM - RETROFIT - WARRANTY
PAREXTHERM - TIMBER AND STEEL FRAME – WARRANTY
PAREXTHERM - Multiple properties - Warranty supplementary form

If your requirements are not met with any of the above, then please advise Sika.

Each form has a sequence of boxes that require completion and at the end of each form there are three signatory boxes that need to be completed by the **RAC**, the client/main contractor and Sika Limited. On the Retrofit version, there is an additional box for the homeowner.

The sign off requirements is there to ensure all parties are content that the works have been completed satisfactorily.

As part of the sign off remit, the Warranty Application form clearly state the following information to ensure that all parties are treated fairly.

“The above sign off is issued on the assumption that all the above details are correct and true. It is not an exhaustive list and Sika is unable to take responsibility for information that is incorrect, which may then render the sign off null and void. Please Note: Sika’s preference is to ensure where possible that all applications are completed in a professional and workmanlike manner and that all parties are treated in a fair and reasonable way. At the same time, we would also expect that for this professionalism, applicators/distributors/manufacturers receive payment in full before any warranty is issued. Should there be any difficulties being encountered regarding the above, Sika may be able to offer some advice or support. If a warranty has been issued and we are then subsequently notified that full payment has not been received by any of these parties, any warranty implied or issued may become null and void – if in doubt please contact Sika for clarification.”

The completed form then needs to be returned to Sika Limited. Upon receipt of a correctly completed form, Sika will arrange to visit the site/property/properties* and check the works have been completed in accordance with the required specification. For large projects requiring multiple visits, this will generally be agreed between the parties involved to ensure that all stages of the process are checked accordingly to meet the requirements of the warranty sign-off procedures. Once the form is signed off by a representative of Sika Limited, all the relevant documents/paperwork required to complete the warranty process are collated and recorded. Subject to complying with the above a Sika Warranty Certificate will be issued (a copy of the certificate is shown on the next page).

**** Please note: Sika is not responsible for the quality of the installation or aesthetic finish, as this is the role and responsibility of the applicator company to ensure they produce a quality finish. Sika is unable to inspect all applications but can offer advice beforehand if required or may make comment if we feel the quality of finish is below standard, but this will generally not prevent the warranty being issued if the application is technically correct. However, Sika is unable to defend poor application if the property owner / client raise the point and we concur with their findings. We may notify the application company of our findings and reserve the right not to issue the warranty until a satisfactory conclusion is found. We also reserve the right to withdraw the warranty should it become apparent later, an installation is not in accordance with good application procedures. As a guide, render finishes need to be level and lined, flat, free from defects and marks, with an even texture obtained, with neat, undamaged edges and corners throughout. Customers must however also appreciate and accept render is a natural product, which is hand finished and will by default not provide totally perfect finishes. This is the inherent appeal of a natural product.***

Notification period

Pre-Render Inspection Form. This form is optional but is recommended and should be sent with Applicator Completion Sign Off Form

Material and Design Warranty Application Form. This form should be sent to Sika Limited and will generally require a minimum two-week notification period to visit the project however this in practice will generally be a shorter period but to assist please endeavour to provide as much notice as possible. For large projects requiring multiple visits, this will generally be agreed between the parties involved to ensure that all stages of the process are checked accordingly to meet the requirements of the warranty sign-off procedures.

Subject to the above procedures being completed as requested, Sika Limited will endeavour to issue the Warranty Certificate within 1 week of receipt of a fully completed form following a Sika sign off.

The Warranty Certificate will be issued to the **RAC** via email; if a hard copy is required this will be dispatched in the post.

View of a typical Parex Warranty Certificate

PAREX
A SIKA COMPANY

WARRANTY CERTIFICATE

Project :
Client :
Applicator :
Commencement Date :

Material Defects and Design Guarantee

- 10 year cover
- Protects against any failure in the system that has been caused by defective material components.
- Provided on all Parex supplied render systems materials.
- Any damage to the system must be repaired by a Parex registered application company and installed in accordance with the recommendations and details set out in the Parex Commercial and Repair Manual, using Parex manufactured materials or approved materials when part of a render system.
- Parex must approve any repairs prior to commencement.
- Parex must be advised of any defects as soon as they become known about , first by telephone and then confirmed in writing. Failure to report a defect when found may result in this warranty being null and void.
- Should an inspection be required at any time Parex will require free and safe access to the property and /or defective area to be provided by the property owner.

This material warranty is offered on the understanding that the application company named above has followed and adhered to the Parex specification and recommended systems of applications and their operatives are competent applicators in the Parex products and systems. Parex Ltd shall not be liable for any consequential or other damages resulting from or in connection with the application of their products or procedures. This is not a warranty covering application, this must be provided by the applicator company named above.

Sika Limited | Head Office | Watchmead | Welwyn Garden City | Hertfordshire | AL7 1BQ | United Kingdom
T. +44 1 707 394444 | F. +44 1 707 329129 | enquiries@uk.sika.com
www.sika.co.uk

PAREX
A SIKA COMPANY

The above procedures are the general processes involved. They may not detail fully all measures that are completed and are issued for general guidance only. This information will be updated from time to time as deemed required to ensure it complies with the most current and relevant legislation and company policies.

For additional information or assistance please contact;

Sika Limited
Watchmead
Welwyn Garden City
Hertfordshire
AL7 1BQ
www.sika.co.uk