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# ARDEX WARRANTIES

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ARDEX Warranties include replacement material & re-instatement

ARDEX Warranties include replacement of product coverings

General Product Warranties for minimum of 10 years

Project Specific System Ardex Warranties for 10 years or greater

ARDEX Warranties are NOT discounted by years of prior service

Ardex warrants that all their products are free from defects

Ardex warrants all their products as being suitable for purpose

Notwithstanding the contents of this Data Sheet, the official ARDEX Warranty is deemed to be the only official ARDEX document relating to warranties.

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# ARDEX WARRANTIES

## WARRANTY TYPES

ARDEX offers two (2) types of Warranty on all Ardex Products.

### Product Warranty

Applicable to all Ardex Products for a period of 10 years or greater depending on the product and application and warrants that the product is free from defects as well as being suitable for the purpose for which it is intended.

The Ardex Product Warranty is applicable to all Ardex Products used in accordance with the Ardex published literature.

### SystemArdex Warranty

The SystemArdex Warranty is project specific and warrants that the SystemArdex combination of products to form a total system are free from defects, 100% compatible and the system combination is suitable for the purpose intended.

The SystemArdex Warranty is designed for applications involving multiple Ardex Products that form a system for a particular purpose. For example, floor surface preparation prior to laying vinyl may include up to five different Ardex Products and the total SystemArdex combination would be warranted as being free from defects, totally compatible and suitable for purpose in combination in a particular project application.

The warranty period for a SystemArdex warranty may be significantly greater than the Product Warranty for the individual products and is based on the products employed, the type of application and the specific project design.

## POINT OF DIFFERENCE

### What the Warranties Cover

The major point of difference between an ARDEX warranty and other warranties is the extent of the cover provided for the owner or builder.

Most competitor product warranties only cover the replacement of the defective product in the case of a claim. This cover is further reduced by a discounting structure based on the years of service prior to the claim. No cover is provided for the costs incurred in removing the defective product, re-installing the replacement product and the re-instatement of any coverings that existed over the top of the product. These costs can involve the owner or builder in a far greater expenditure than the discounted replacement cost of the defective product.

### Ardex Product and SystemArdex Warranties

Ardex warranty claims cover:

- a) the costs of repair of any damage to the surface or material to which the product is applied and damaged by removal of the defective product where such proves necessary.
- b) the cost of reinstatement or repair of the Product or System of Products including material costs of equal or equivalent products.
- c) the costs of rectification of any material covering the product and removed to repair the product such as tiles, vinyl, etc. (Note: Replacement of floorcoverings limited to period of manufacturers warranty).

Ardex warranty claims are NOT discounted by years of service of defective products.

## WARRANTY SECURITY

A warranty is only worthwhile if the Company backing it is secure and is sure to be operating for the term of the warranty.

Ardex is a well established company that has been operating for over 60 years. The company is a large multinational company with a multi million dollar turnover and operating in over 50 countries throughout the World.

Apart from the protection of insurance, Ardex have the backing and financial standing to support any warranty claim relating to the use of its Products. Further, Ardex have a proven operational record meaning the Company will be in business far longer than the period of any warranty issued.

### ARDEX Australia Pty Ltd

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