



WEATHERSHIELD PROTECT | WARRANTY DETAILS



Dulux Weathershield Protect is a high-performance exterior emulsion that protects your home from the damaging effects of all forms of weather, especially sun and rain, with a 6-year durability promise. The product is suitable for fresh or previously painted masonry surfaces.

It is powered by DUALSHIELD technology that provides 2 times longer protection than standard exterior wall paints against colour fading, dirt and dust deposits and algae and fungus.

It also comes with proven Sunreflect technology that reduces the surface temperature and keeps your home cooler up to 5 degrees.



TOP COAT - DULUX WEATHERSHIELD PROTECT

With Aquatech Damp Protect Basecoat

6 Years - Film Integrity, Colour Stay[^]
4 Years - Anti-Algal
3 Years - Waterproofing

With Alkali Bloc Primer

6 Years - Film Integrity
6 Years - Colour Stay[^]
4 Years - Anti-Algal

With Exterior Acrylic Primer

6 Years - Film Integrity
6 Years - Colour Stay[^]

[^]Applicable on selected colours only

MINIMUM PURCHASE CONDITION:

For the warranty to be valid, a minimum purchase of 60 litres of Weathershield Protect is required.

PAINTING SYSTEM:

1. Warranty is applicable only when the paint application is according to the painting system mentioned below:

Repair loose plaster and structural Cracks as per standard construction practice. Cracks up to 20mm should be filled with respective Aquatech Crack filler as per the instructions in the product data sheet.

Undercoat Application : Application of Putty is not recommended. Apply one coat of Dulux Weathershield Alkali Bloc Primer/ Dulux Exterior Acrylic Primer after thinning in the ratio of 1:1 (with 90% water and 10% Aquatech Pre-treatment coat).

Waterproofing Application :

- **New surface :** Self Prime the surface with Aquatech Damp Protect Basecoat with 30% Dilution (20% water and 10% PTC). After self-priming coat apply 1 coat of undiluted Dulux Aquatech DampProtect Basecoat with a coverage of 30-40sqft per ltr.
- **Repainting :** Apply 1 coat of undiluted Dulux Aquatech Damp Protect Basecoat with a coverage of 30-40sqft per ltr.

Dilution of Weathershield Protect :

- Dilute 1 lit of paint with 300-400 ml of water. In case of dark colors, dilute 1 lit of paint with a maximum of 250ml of water (An additional coat may be required for full opacity)

Top Coat Application :

- Stir thoroughly before use. Apply 2-3 coats of Dulux Weathershield Protect over the base coat with a coverage of 40-60sqft per ltr and allow a drying time of 4-6 hours between the coats. An additional coat should be applied in case of horizontal surfaces like the top of windows, ledges, parapet wall, etc.

Maintenance : It is recommended to wash/clean the building every year for the better performance of the coating.

2. For waterproofing warranty, application of Dulux Aquatech base coat is mandatory as per the specified application procedure in the Product Data Sheet (PDS) on Dulux India website
3. Painted surface is not subject to cleaning with harsh chemicals or cleaning agents based on acid /alkali, peroxides or corrosive materials. Cleaning with mild detergent solution is accepted. For detailed painting procedure, please refer to Product Data Sheet (PDS) on Dulux India website

WARRANTY REGISTRATION PROCESS:

- 1) Register for warranty within 30 days from the date of purchase of Dulux Weathershield Protect
- 2) One can register for the warranty on:
 - a. Visit <https://www.dulux.in/en/dulux-assurance> and follow instructions
 - b. SMS "Dulux" to +91 - 8588866000 and follow instructions to start interaction with AkzoNobel on Whatsapp through a smart phone
- 3) To register for the warranty, keep the following information ready before beginning the registration process:
 - a. Customer name and contact details
 - b. Site address
 - c. Quantity of Weathershield Protect and corresponding primer purchased
 - d. Name and address of the paint shop where the purchase was made
 - e. Invoice number
 - f. Date of purchase
 - g. Soft copy of the invoices for paint (topcoat) and primer (basecoat)
 - h. After completing the warranty registration process and documents validation, a unique Warranty Registration Number will be assigned.
- 4) For sites where the quantity of Weathershield Protect usage exceeds 100 Litres, the Warranty is subject to a satisfactory pre-inspection of the surface to be painted, by the company's representative.

EXTENT OF WARRANTY:

Warranty shall be applicable where:

- a) The Customer has used all the elements of surface preparation and entire paint system recommended by the Company in the product data sheet.
- b) Loose plaster and structural cracks are repaired as per standard construction practices.
- c) Under normal use and service, the roof or vertical walls of building which is not coated by Weathershield PROTECT System should be free of water leakage or seepage.
- d) The company will only provide replacement cost for paint as required to set right the paint failure in the affected portion only in accordance with liability as indicated in the 'Liability' section.
- e) Throughout this warranty the words "Paint Failure" shall mean any of the following occurring, subject to the other conditions laid under this warranty:
 - o Film integrity, flaking and peeling of the paint caused by one coat of paint coming off from another or the paint film coming off the substrate.
 - o The paint film shows blistering, splits, tears, or shows evidence of excessive weathering due to defective material
 - o Shade fading* (Complete wall evenly fade out/ color change).
 - o Growth of fungus and algae on wall surfaces* [at least spread over a minimum area of 1 sq. mtr. (10 sq. feet) at continuous stretch.
 - o Water ingress through exterior surfaces (only vertical walls) where Weathershield Protect system is applied.
- f) The warranty shall not be covered for sites where the quantity of Weathershield Protect exceeds 250 Litres.
- g) The customer has maintained topcoat basecoat (primers) ratio at 5:3 and topcoat basecoat (waterproofing) ratio at 1:1.

COMMENCEMENT OF WARRANTY

- This warranty shall commence on the date on which ("the commencement date") the consumer has registered with Dulux and this warranty is valid based on the application methodology recommended by the company and by providing all requisite details required by the company. In order for this warranty to be valid, the registration needs to be done within thirty (30) days of the purchase date of Dulux Weathershield Protect System.
- If there is a break or recess period in the painting work on the same building, finalizing the commencement date shall be at the discretion of the AkzoNobel team.
- The company at its own discretion may appoint a person to inspect and validate the application of the Weathershield Protect System as per the directions specified.
- The warranty shall be for a period of six (6) years on durability parameters (film integrity and colour stay) and Three (3) years vertical waterproofing with Aquatech Damp Protect basecoat and four (4) years on the anti-algal property from the commencement date.
- The company's liability shall reduce over the warranty period as per the scale provided herein.
- Where any claim arises during the warranty period, the period will not start afresh after settlement of the claim

LIABILITY

- The Assurance covers the replacement of the "Weathershield Protect" as per the material consumption on the affected area only AND as per liability clause mentioned in the table below (the material consumption shall be calculated by the stated product coverage norms on the Product Data Sheet). The replacement quantity shall cover only the paint quantity of "Weathershield Protect", required to set right the area of the paint failure, at the time of the lodgement of the claim. It will not cover any other material or labour cost incurred in repair. The customer will be liable for the balance costs, which are not the company's obligation as indicated above.
- Subject to para mentioned above, maximum redemption quantity of material shall be limited to 20L of the "Weathershield Protect" (top coat) OR the quantity calculated under para #1 above, whichever is lower, under this Assurance program. For further redressal of any product quality issue, normal complaints procedure is available as a recourse.
- The warranty only provides for replacement of paint as per the reducing scale provided hereinafter solely for re-application purposes to make good the affected areas
- The company will not be liable for any indirect or consequential loss or damages to the customer. The customer's exclusive and sole remedy under this warranty shall be as mentioned here in this clause.
- The company's liability will reduce over the warranty period according to the following scales:

LIABILITY CLAUSE

Duration from the effective date	Limit of replacement cost for any such re-application (%)
In the first 12 months from the commencement date	100%
From 13 th - 24 th month from the commencement date	80%
From 25 th - 36 th month from the commencement date	60%
From 37 th - 48 th month from the commencement date	40%
From 49 th - 60 th month from the commencement date	25%
From 61 st - 72 nd month from the commencement date	10%

We thank you for the support you have extended to us till date and for the confidence you have shown in our products and services.

CLAIMS & REPAIRS

- Any claims made in terms of this warranty shall be made within 30 days of the consumer discovering any defect, damage or failure which gives rise to a claim
- The decision of the company to accept or reject any claim lodged under the terms of this warranty shall be final and binding on the customer
- The customer must retain original invoice to avail this warranty. The customer shall also retain the original invoice raised by dealer(s)/contractor(s)
- Upon receipt of a complaint, the company, at its discretion shall authorize a person to visit the site for inspection and shall verify and confirm that the surface preparation and application of the product have been carried out as per directions of the company.
- Prior to inspection, the customer shall not have the right to carry out repair or remove or tamper any part of the Weathershield Protect system.
- The company's appointed personnel shall verify that all the products prescribed by the company have been purchased in the required quantities and used as recommended by the company

MISCELLANEOUS

- This warranty is non assignable and non-transferable
- This Warranty disclaims any liabilities, in contracts, tort or otherwise including negligence and strict liability. There are no warranties expressed or implied under law, which extend beyond the warranty set out herein. AkzoNobel reserves the right to alter the terms and conditions without any prior notice.
- If any dispute arises between the Company and the Customer, in respect of the above Warranty, neither shall commence any legal proceedings against the other relating to the dispute, unless they have first tried to resolve the issue mutually/amicably within 30 days.
- In case of any disputes, the same is subject to exclusive jurisdiction of the courts of Delhi.
- The facts and matters concerning any dispute to be kept confidential by all parties at all times.

EXCLUSIONS:

- Intermittent dripping of water due to proximity of vegetation or air-conditioning units or any other sources of water leakage like plant pots.
- Water penetration due to capillary rise from the ground level, including water leakage, seeping and continuous dampness of the surface.
- Water seepage arising out of interior components of the building like concealed plumbing, bathroom/toilets with eroded tile joints or faulty nahani traps etc.
- Growth of algae or fungus on surfaces other than the masonry walls.
- Inadequate housekeeping of terrace or roof, rainwater drain lines resulting into water logging.
- Deterioration of film integrity and shade fading due to efflorescence or lime blooming arising from the masonry wall.
- Inadequate housekeeping of terrace or roof resulting into water logging.
- Defects in the design of the building or roofing system, including inadequate drainage system, settlement, movement or other structural defects.
- Exposure of WS Protect System to damaging substances such as chemicals including acids or strong alkalis, solvents, or oils.
- Defects arising due to factors beyond the control of the Company, including but not limited to the following factors:
 - Paint failures due to structural defects, moss and other vegetative growth, water leakage from below paint film, leakage from some pipe and continuous dampness of surface.
 - Entrapped water introduced during construction or seepage within the building structure.
 - Rain penetration through walls or chajias.
 - Natural calamities such as earthquakes, lightning, floods, and cyclones
- Building or structural expansion or additions or reductions, shifting, distortion, failure, or cracking of building components
- Puncturing of cured membrane due to sharp objects, movements of heavy articles, fixing of antenna or other structures on the terrace.
- Removal, excavation, or replacement of concrete or other materials in connection with the testing, repair, removal, or replacement of the product.
- Leaks or damages resulting from any additional installations on the surface coated with the system or usage on surfaces that already has pre-installed elements that is not consistent with the recommended application.
- Water seepage through ducts or other areas where Weathershield Protect is not applied due to inaccessibility of that area.
- Any extension of building/civil or structural modification post painting will make the warranty void.
- Warranty will be void in case of mechanical damage/puncturing of the paint film (whether on horizontal or vertical) including but not limited to sharp objects, plantation near the building etc.
- 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 Weathershield Protect film.
- The warranty will be void in case of water leakages arising out of uncoated surfaces/structures that are directly connected to the structure painted with Weathershield Protect System
- Structural defects including cracks upto 20mm not cured with Aquatech Crackfiller
- Failure or damage caused by previous coating if any
- For reasons not under the control of the company including but not limited to:
 - Paint failures due to structural defects, moss and other vegetative growth, excessive bird droppings/spitting, damage of paint due to ants & insects water leakage and seepage within the building structure and continuous dampness of the surface, staining due to plant pots
 - Failure or defects in the structure or previous coating
 - Vandalism
 - Acts of God including but not limited to natural calamities such as earthquakes, cyclones
 - Abuse or negligence by the Customer
 - Improper surface preparation
 - Surface with contaminants and not dry
 - Normal wear and tear
 - Failure due to reasons solely attributable to the contractor/painter

Please note:

The Warranty is only available to private individuals who are residents of India. The warranty is not available to employees of the AkzoNobel group of companies, their agents, distributors, wholesalers, resellers, or retailers. Resellers, retailers, and contractors/painters may not submit claims on behalf of their customers.

Owner's Responsibility:

The owner should keep proper housekeeping hygiene and should follow the after-care procedure of Dulux Weathershield Max.

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