

Concrete Product Warranty



1. Prime Roof Solutions warrants for 20 years from the date of installation that Prime Roof Solutions Concrete Roof Tiles:

- a) will not become porous or warp due to defective manufacture, nor be affected by salt air or frost; and
- b) will meet the water absorption, permeability and transverse strength test established by the Australian Standards Association; AS 2049.

2. If your Prime Roof Solutions Concrete Roof Tile fails to meet any of the standards set out in Section 1, Prime Roof Solutions will, at its discretion:

- a) Repair or replace the defective tiles; or
- b) Supply equivalent tiles; or
- c) Pay for their repair, replacement or substitution.

Where Prime Roof Solutions elects to replace defective tiles, some colour variation will occur from batch to batch. This is due to the manufacturing technique and the raw materials used. We will endeavour to supply tiles similar to, or as near as possible to, any samples provided. Replaced or repaired tiles are warranted for the remainder of the original 20 year warranty term. These rights are in addition to other rights and remedies of the consumer under a law in relation to the goods and services to which the warranty relates.

3. EXCLUSIONS

For the avoidance of any doubt, this Prime Roof Solutions Warranty does not apply and Prime Roof Solutions is not liable for matters including but not limited to:

- a) Minor surface marks and blemishes. These are not considered a product defect as they are inherent in the manufacturing process and may occur when transported from plant to site;
- b) Weathering and colour change of the Prime Roof Solutions Concrete Roof Tiles as a result of exposure to the elements and air pollutants. Weathering of the tiles will occur and the surface will change to a matt finish. This will not affect the overall performance of the Prime Roof Solutions Concrete Roof Tiles and is not considered a defect;
- c) Any tiles which are removed from their first place of installation and re-installed;
- d) Efflorescence of the roof tiles. Efflorescence is a natural process seen on areas including footpaths, pavers and brick walls, when alkaline deposits migrate to surfaces exposed to moisture. The surface of each of Prime Roof Solutions' Concrete Roof Tiles is treated to minimise efflorescence and such occurrences should completely disappear after ongoing exposure to the elements;
- e) Damage or deterioration to the Prime Roof Solutions Concrete Roof Tiles arising from external causes outside the control of Prime Roof Solutions including, but not limited to, building structure movement, defects in the building design, pollution, exposure to conditions that would normally be deleterious to conventional concrete products (e.g. acidic environments), mechanical damage, hydrostatic pressure, electrical or electrolytic damage, incorrect cleaning including cleaning with unsuitable chemicals or pressure, application of incorrect coatings, falling objects, animals or insects, neglect, fire, explosion, radiation, collision or other accident, acts of God, wars, riots, civil commotion, vandalism or malicious damage,

industrial action, adverse weather conditions (for example, hail storms, sand storms) and the like;

f) Damage or deterioration to any part of the Prime Roof Solutions Concrete Roof Tiles caused by work carried out on them after installation including, but not limited to, people (other than Prime Roof Solutions qualified installers) walking over or working on the roof;

g) Any faults to the extent that they are caused or contributed to be any third party design or engineering of the building or structure to which the Prime Roof Solutions Concrete roof Tiles are attached (including, but not limited to, the design of the frame to which the tiles are affixed);

h) Any faults to the extent that they are caused or contributed to by the materials and accessories supplied by third parties. Examples of such third part products include, but are not limited to, sarking, clips and nails, flexible pointing, anti-ponding boards, fire wall batts and battens; and

i) Other than expressly set out in this Prime Roof Solutions Warranty, and other than the warranties that cannot be excluded under The Australian Consumer Law Schedule 2 of the Competition and Consumer Act 2010 (Cth) and any other relevant Australian law, Prime Roof Solutions excludes all warranties and guarantees and has no liability with regard to the Prime Roof Solutions Concrete Roof Tiles including all implied warranties and guarantees.

Information to the Home Owner

To maximise the benefits of your new roof and to extend its life, the following precautions are advised;

- a) Ensure that only skilled roofing tradespeople repair or walk on your roof.
- b) Place antennas and air conditioning units in a position to minimise walking on the roof.
- c) Use a long stick or rope to retrieve items lodged on the roof.
- d) If absolutely necessary to traverse your roof, walk on the lower third of individual tiles.

In addition to the extent that it is able to do so, Prime Roof Solutions excludes all liability for loss and damage, (including consequential loss) where the tiles are goods other than of a kind ordinarily acquired for personal, domestic or household use or consumption.

Notification of a warranty claim must be made to Prime Roof Solutions prior to any return of the relevant tiles. To make a claim under this warranty, please contact Prime Roof Solutions by ringing 08 9408 2400. All expense of claiming the warranty will be borne by the consumer making the claim. Prime Roof Solutions may require you to provide documentation supporting the claim.

Prime Roof Solutions concrete product warranty only covers roofs installed after November 2008.