

A QUALITY PRODUCT FROM  VNC

 **godry**[®]
waterproofing solutions



COOLPLEX

WARRANTY BOOKLET

GODRY COOLPLEX is a low odor, no-VOC heat reflective waterproof coating for all types of exterior areas. It's super bright white color and specially added microspheres reflect solar radiation back into the atmosphere and keeps the interior of the building cooler. It can also be used as a waterproof basecoat for exterior paints.

In this document, "VNC" or "Company" means VNC Electrodes, manufacturer of GODRY COOLPLEX; "Product" means GODRY COOLPLEX.

WARRANTY COVER

GODRY COOLPLEX offers 3 years waterproofing Warranty. This Warranty covers external ingress of water through the protected roofs, terraces or horizontal slabs.

EXTENT OF WARRANTY

Warranty shall apply where:

1. The total volume of the said Product purchased and the usage in a particular site exceeds 50 litres.
2. The Product is applied as per the recommended application procedure.
3. The roof, terrace or slabs where the Product will be used is free from structural problems, cracks, water ponding, leakage or seepage.

The Company will only provide replacement cost for the Product and labor for re-application of coating, as required to set right the coating failure in the affected portion only in accordance with liability a indicated in the 'Liability' section in this document.

WARRANTY EXCLUSION

Warranty will not be applicable if:

1. The Product is not applied as per the application procedure recommended by the Company.
2. If the Product is applied in areas other than the recommended areas of application.
3. The purchased Products are well within its shelf life.
4. Intermittent dripping of water due to proximity of vegetation or air-conditioning units or any other sources of water leakage like potted plants, plants or water flow from overhead tank etc.
5. Growth of algae or fungus on surfaces that affects the substrate where the Products have been applied.
6. The Product is not used within 90 (ninety) days from the date of purchase.
7. In case a portion of the surface has not been treated with the Product.
8. Defects in the design of the building, including inadequate drainage system, settlement, movement or other structural defect.
9. Building or structural expansion or additions or reductions shifting, distortion, failure or cracking of building components.
10. The Warranty will not cover Coating Failure due to factors which are beyond the control of the Company, including but not limited to:

- Structural defects, moss and other vegetative growth, water leakage and seepage in the building structure, staining due to water logging/stagnant water and natural calamities such as earthquakes, cyclones and flooding.
- Damages caused by vandalism, accidents and fire.
- The Warranty shall be subject to the terms, conditions and provisions mentioned herein.

LIABILITIES

1. The Company's maximum liability is limited to the repair of the coating failure (including labor cost) in the affected portion to the extent of the value equal to the original purchase price of the Products ("replacement cost").
2. The Company, in its sole discretion shall be entitled to appoint a contractor or approve/reject the contractor appointed by the Customer.
3. The labor rate will be determined by the Company and it will be a reflection of the current prevailing market labor rates and the same will not be disputed by the Customer, at any point of time. The labour rate may be determined on the basis of a per sq.ft. rate or on a daily wages rate. The Customer will be liable for the balance costs, which are not Company's obligations, as indicated above.
4. The Company will not be liable for any indirect or consequential loss or damages to the Customer.

CLAIMS AND REPAIRS

1. Any claim 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.
2. The consumer shall forthwith notify the Company of the claim providing full details thereof, and shall set out the basis on which it believes that the Company is liable in terms of the Warranty.
3. The Company reserves the right to carry out inspections of GODRY COOLPLEX application process, in which COOLPLEX is alleged to have failed and to perform any tests in respect thereof, and may do so either by itself or by means of any person nominated by it. Prior to such inspection or testing, the consumer shall not be entitled to perform any repairs to or remove or tamper with any part of the GODRY COOLPLEX.
4. The Company shall use its best endeavors to ensure that GODRY COOLPLEX required for repairs is available as soon as possible at the place where the repairs are to be carried out, but does not assume liability for any delay caused in this respect.
5. The Company, in its sole discretion shall be entitled to
 - Control/monitor re-coating which is to be carried out in accordance with all its specifications and instructions; and
 - Appoint a contractor or approve/reject the contractor appointed by the Customer.

PRODUCT APPLICATION PROCEDURE

1. Clean the surface thoroughly and repair the damages, if any, using polymer modified repair mortar.
2. New cementitious surfaces should be allowed to cure for minimum of 28 days before coating.

ON HORIZONTAL SURFACE

1. Apply one self-priming coat by diluting COOLPLEX with 30% clean water (300ml water to 1 litre COOLPLEX) on the surface and allow it to dry.
2. Apply one undiluted coat of COOLPLEX and allow it to dry.
3. Apply the second undiluted coat of COOLPLEX perpendicular to the first coat.

ON VERTICAL SURFACE

1. Apply one self-priming coat by diluting COOLPLEX with 10% water (100ml water to 1 litre COOLPLEX) on the surface and allow it to dry.
2. Apply one undiluted coat of COOLPLEX and once dried, complete with top coat.

AREAS OF APPLICATION

GODRY COOLPLEX can be used:

- As heat reflective waterproof coating for roofs, slabs & terraces.
- As waterproof basecoat for exterior paints.
- Over surfaces like concrete screeds, asbestos, lime terrace, brick-bat coba, etc. after suitable surface preparations and repairs.
- As exterior coating for water tanks.

CAUTIONS

- Do not stir in high speed.
- Do not apply in direct sunlight or during rains.
- Ambient temperature and material temperature should be between 10 to 40°C.
- Ensure parapet walls, outlets, protrusions and corners are properly coated to achieve full waterproofing.
- The coating is not designed for heavy foot traffic.

WARRANTY REGISTRATION PROCESS

To initiate Warranty:

1. Visit www.godry.co.in/warranty and submit Warranty Registration Form or send an email to godry@vncgroup.com
2. Provide the details such as name, contact number, email, site address, batch number of GODRY COOLPLEX and invoice.
3. The Company representative will inspect the site and validate the application of the Product as per the directions specified.
4. Submit the pre application, application and post application photos.
5. After successful site inspection and validation of the Product application, Warranty Card will be generated and couriered to the address provided by you.

TERMS AND CONDITIONS

1. 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.
2. If any dispute arises between the Company and the Customer, in respect of the above Warranty, neither shall commence any court or arbitration proceedings relating to the dispute, unless they have first complied through mediation.
3. This Warranty shall be subject to the exclusive Jurisdiction of the courts in Karur.
4. The facts and all matters concerning any dispute will be kept confidential by both the Customer and the Company at all times.

WARRANTY CARD

Customer Details

Name: _____

Mobile Number: _____

E-mail: _____

Site Address: _____

Landmark: _____ Area: _____

City/Town: _____ District: _____

State: _____ Pincode: _____

Warranty and Product Details

GODRY COOLPLEX

Purchased Quantity (L): _____ Batch No.: _____

Warranty ID. No.:

Warranty commencement date

Seal and Signature (VNC Electrodes)



VNC Electrodes,
No. 3, Industrial Estate,
S. Vellalapatti,
Karur - 639004
Tamil Nadu, India.

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Missed Call **890 369 3939**

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