



## **WARRANTY TERMS BY ENGINEER PLUS FOR WATERPROOFING APPLICATION.**

Alok waterproofing Co. (referred to as “Company” and official marketing company of ICO Ltd. for doing application of the products which belongs to their registered brand Engineer Plus) offers up to 10 Years Warranty\* from date of application, of different products.

This warranty is applicable only if the application is done by any working partner of Alok Waterproofing Services and the warranty will be issued in the same name on which the Invoice is been issued by Alok Waterproofing Co. for the complete application including material and application cost. No other external contractor or client will be eligible for any warranty on purchase of engineer plus products from the company or its channel partners. To apply for warranty, you need to have official invoice for the application from Alok Waterproofing Co. after your application work is done.

We request you to kindly read the warranty terms in detail which is also available on our website i.e. [www.engineerplus.in](http://www.engineerplus.in) before starting of any waterproofing application.

**DIFFERENT TYPES OF OUR APPLICATION APPLICABLE FOR WARRANTY CERTIFICATE.**

# **Application 01:**

## **4 Layer waterproofing with FLEXI COAT Black (As Sandwich Waterproofing)**

**WARRANTY AVAILABLE FOR: 10 YEARS \***

### **Areas of Application:**

- 1. Basement / Underground Walls / Pillars**
- 2. Podium (Parking / Garden / Etc.)**
- 3. Bathroom / Toilets**
- 4. Balcony**
- 5. Interior flooring of House / Flat**

### **Warranty Criteria:**

1. Application should be executed as per the standard application process mentioned in the application manual available on [www.eningeerplus.in](http://www.eningeerplus.in)
2. Warranty shall be registered with the company online on [www.engineerplus.in/warranty-application](http://www.engineerplus.in/warranty-application) within 30 days from the completion of work.
3. Warranty certificate will be issues to you within maximum 30 days from the date of application. Company shall issue digital warranty certificate and send you through your registered email along with Physical copy will be sent to registered address as filled in warranty application form.
4. Warranty will only be issued if the application is processed by authorized applicator and as per the application standards prescribed by the company.

### **Warranty Liability:**

1. The Company's liability will reduce over the warranty period according to the following scale i.e.
  - **Within the period of first 3 years after Commencement Date – 100% of repair and rehabilitation cost would be borne by company.**
  - **Within the period from 3 years to 5 years – 70% of repair and rehabilitation cost would be borne by company and balance will be borne by client.**
  - **Within the period from 5 years to 7 years – 50% of repair and rehabilitation cost would be borne by company and balance will be borne by client.**
  - **Within the period from 7 years to 10 years – 30% of repair and rehabilitation cost would be borne by company and balance will be borne by client.**
  - While applying for warranty from above criteria, company shall first follow the standard procedure of checking the site and the issues through their technical team and provide the quotation to client as required.
  - In all the above case companies' liability is not limited to only the material cost but it also includes application cost.
  - Cost of repairing will be calculated as the cost of new application during the time of repairing.

**Exclusions:**

1. Warranty of the surface is limited to the usage of the applied area as per civil standards.
2. Warranty will be void in case of any extra civil work carried out on the surface where the application is carried out or any civil work carried out at any supporting /adjacent surfaces where the application is carried out.
3. Warranty will be void in case of any puncturing of cured membrane / applied solutions due to sharp objects, movements of heavy articles, fixing of antenna or other structures or any other abrasion caused on the treated surface. In case of any additional fixtures to be executed on the applied surface, you need to inform the company in advance to execution of any such work under the supervision of the company representative.
4. Warranty of side walls will be void in case of water leakage found from the terrace / upper surface which are not treated with the same or similar application by Engineer Plus.
5. Leaks or damages resulting from Acts of God including but not limited to lightning, flood, wind, earthquake, hurricane, tornado, hail or other violent storm or casualty or impact of stated or unstated objects. In this case the warranty is still applicable for material and application @ 50% of the total repairing cost.
6. 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.
7. This application does not have any UV protection so any warranty will be void or not applicable in case of application done on any surface which is directly exposed in sunlight.
8. Warranty will be void in case if there is water getting stagnant on the surface due to no path way created for flow or by putting any extra rubber flooring / pvc or artificial grass or less of sloping provided on the surface.

**Owners' responsibilities:**

1. Roofs coated with Engineer Plus waterproofing systems may become slippery after application and during rainy season. Care must be exercised while accessing such roofs. Company does not take any responsibility for the safety of persons accessing the roof under such conditions.
2. Owner should exercise normal housekeeping and after care post application.

**Miscellaneous:**

1. This Warranty disclaims any liabilities, contracts, tort or otherwise including negligence and strict liability, and the Company makes no warranty or merchantability or of fitness for any particular purpose whatsoever for our waterproofing system. 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. In case of any disputes, the same is subject to exclusive Jurisdiction of the courts of Indore only.
4. The facts and all matters concerning any dispute will be always kept confidential by both the Customer and the Company.

## **Application 02:** **Asli Waterproofing (7 layer Treatment)**

**WARRANTY AVAILABLE FOR: 10 YEARS \***

### **Areas of Application:**

- 1. Open Terrace**
- 2. Refugee Area**
- 3. Podium Garden**
- 4. Side Vertical Walls**

### **Warranty Criteria:**

1. Application should be executed as per the standard application process mentioned in the application manual available on [www.eningeerplus.in](http://www.eningeerplus.in)
2. Warranty shall be registered with the company online on [www.engineerplus.in/warranty-application](http://www.engineerplus.in/warranty-application) within 30 days from the completion of work.
3. Warranty certificate will be issues to you within maximum 30 days from the date of application. Company shall issue digital warranty certificate and send you through your registered email along with Physical copy will be sent to registered address as filled in warranty application form.
4. Warranty will only be issued if the application is processed by authorized applicator and as per the application standards prescribed by the company.

### **Warranty Liability:**

1. The Company's liability will reduce over the warranty period according to the following scale i.e.
  - a. **Within the period of first 5 years after Commencement Date – 100% of repair and rehabilitation cost would be borne by company.**
  - b. **Within the period from 5 years to 7 years – 70% of repair and rehabilitation cost would be borne by company and balance will be borne by client.**
  - c. **Within the period from 7 years to 9 years – 50% of repair and rehabilitation cost would be borne by company and balance will be borne by client.**
  - d. **Within the period from 9 years to 10 years – 30% of repair and rehabilitation cost would be borne by company and balance will be borne by client.**
  - e. While applying for warranty from above criteria, company shall first follow the standard procedure of checking the site and the issues through their technical team and provide the quotation to client as required.
  - f. In all the above case companies' liability is not limited to only the material cost but it also includes application cost.
  - g. Cost of repairing will be calculated as the cost of new application during the time of repairing.

**Exclusions:**

1. Warranty of the surface is limited to the usage of the applied area as per civil standards.
2. Warranty will be void in case of any extra civil work carried out on the surface where the application is carried out or any civil work carried out at any supporting /adjacent surfaces where the application is carried out.
3. Warranty will be void in case of any puncturing of cured membrane / applied solutions due to sharp objects, movements of heavy articles, fixing of antenna or other structures or any other abrasion caused on the treated surface. In case of any additional fixtures to be executed on the applied surface, you need to inform the company in advance to execution of any such work under the supervision of the company representative.
4. Warranty of side walls will be void in case of water leakage found from the terrace / upper surface which are not treated with the same or similar application by Engineer Plus.
5. Leaks or damages resulting from Acts of God including but not limited to lightning, flood, wind, earthquake, hurricane, tornado, hail or other violent storm or casualty or impact of stated or unstated objects. In this case the warranty is still applicable for material and application @ 50% of the total repairing cost.
6. 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.
7. This application does not have any UV protection so any warranty will be void or not applicable in case of application done on any surface which is directly exposed in sunlight.
8. Warranty will be void in case if there is water getting stagnant on the surface due to no path way created for flow or by putting any extra rubber flooring / pvc or artificial grass or less of sloping provided on the surface.

**Owners' responsibilities:**

1. Roofs coated with Engineer Plus waterproofing systems may become slippery after application and during rainy season. Care must be exercised while accessing such roofs. Company does not take any responsibility for the safety of persons accessing the roof under such conditions.
2. Owner should exercise normal housekeeping and after care post application.

**Miscellaneous:**

1. This Warranty disclaims any liabilities, contracts, tort or otherwise including negligence and strict liability, and the Company makes no warranty or merchantability or of fitness for any particular purpose whatsoever for our waterproofing system. 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. In case of any disputes, the same is subject to exclusive Jurisdiction of the courts of Indore only.
4. The facts and all matters concerning any dispute will be always kept confidential by both the Customer and the Company.

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## **Application 03:** **MAKE-UP for Terrace (9 layer Treatment)**

**WARRANTY AVAILABLE FOR: 10 YEARS \***

### **Areas of Application:**

- 1. Open Terrace**
- 2. Refugee Area**
- 3. Podium Garden**

### **Warranty Criteria:**

1. Application should be executed as per the standard application process mentioned in the application manual available on [www.eningeerplus.in](http://www.eningeerplus.in)
2. Warranty shall be registered with the company online on [www.engineerplus.in/warranty-application](http://www.engineerplus.in/warranty-application) within 30 days from the completion of work.
3. Warranty certificate will be issues to you within maximum 30 days from the date of application. Company shall issue digital warranty certificate and send you through your registered email along with Physical copy will be sent to registered address as filled in warranty application form.
4. Warranty will only be issued if the application is processed by authorized applicator and as per the application standards prescribed by the company.

### **Warranty Liability:**

1. The Company's liability will reduce over the warranty period according to the following scale i.e.
  - a. **Within the period of first 5 years after Commencement Date – 100% of repair and rehabilitation cost would be borne by company.**
  - b. **Within the period from 5 years to 7 years – 70% of repair and rehabilitation cost would be borne by company and balance will be borne by client.**
  - c. **Within the period from 7 years to 9 years – 50% of repair and rehabilitation cost would be borne by company and balance will be borne by client.**
  - d. **Within the period from 9 years to 10 years – 30% of repair and rehabilitation cost would be borne by company and balance will be borne by client.**
  - e. While applying for warranty from above criteria, company shall first follow the standard procedure of checking the site and the issues through their technical team and provide the quotation to client as required.
  - f. In all the above case companies' liability is not limited to only the material cost but it also includes application cost.
  - g. Cost of repairing will be calculated as the cost of new application during the time of repairing.

**Exclusions:**

1. Warranty of the surface is limited to the usage of the applied area as per civil standards.
2. Warranty will be void in case of any extra civil work carried out on the surface where the application is carried out or any civil work carried out at any supporting /adjacent surfaces where the application is carried out.
3. Warranty will be void in case of any puncturing of cured membrane / applied solutions due to sharp objects, movements of heavy articles, fixing of antenna or other structures or any other abrasion caused on the treated surface. In case of any additional fixtures to be executed on the applied surface, you need to inform the company in advance to execution of any such work under the supervision of the company representative.
4. Warranty of side walls will be void in case of water leakage found from the terrace / upper surface which are not treated with the same or similar application by Engineer Plus.
5. Leaks or damages resulting from Acts of God including but not limited to lightning, flood, wind, earthquake, hurricane, tornado, hail or other violent storm or casualty or impact of stated or unstated objects. In this case the warranty is still applicable for material and application @ 50% of the total repairing cost.
6. 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.
7. This application does not have any UV protection so any warranty will be void or not applicable in case of application done on any surface which is directly exposed in sunlight.
8. Warranty will be void in case if there is water getting stagnant on the surface due to no path way created for flow or by putting any extra rubber flooring / pvc or artificial grass or less of sloping provided on the surface.

**Owners' responsibilities:**

3. Roofs coated with Engineer Plus waterproofing systems may become slippery after application and during rainy season. Care must be exercised while accessing such roofs. Company does not take any responsibility for the safety of persons accessing the roof under such conditions.
4. Owner should exercise normal housekeeping and after care post application.

**Miscellaneous:**

5. This Warranty disclaims any liabilities, contracts, tort or otherwise including negligence and strict liability, and the Company makes no warranty or merchantability or of fitness for any particular purpose whatsoever for our waterproofing system. There are no warranties expressed or implied under law, which extend beyond the warranty set out herein.
6. 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.
7. In case of any disputes, the same is subject to exclusive Jurisdiction of the courts of Indore only.
8. The facts and all matters concerning any dispute will be always kept confidential by both the Customer and the Company.

## **Application 04:** **PU-5 / PU-7 (5 / 7 layer Treatment)**

**WARRANTY AVAILABLE FOR: 10 YEARS \***

### **Areas of Application:**

- 1. Water Tank Inside**
- 2. Swimming Pool**

### **Warranty Criteria:**

1. Application should be executed as per the standard application process mentioned in the application manual available on [www.eningeerplus.in](http://www.eningeerplus.in)
2. Warranty shall be registered with the company online on [www.engineerplus.in/warranty-application](http://www.engineerplus.in/warranty-application) within 30 days from the completion of work.
3. Warranty certificate will be issues to you within maximum 30 days from the date of application. Company shall issue digital warranty certificate and send you through your registered email along with Physical copy will be sent to registered address as filled in warranty application form.
4. Warranty will only be issued if the application is processed by authorized applicator and as per the application standards prescribed by the company.

### **Warranty Liability:**

1. The Company's liability will reduce over the warranty period according to the following scale i.e.
  - a. **Within the period of first 3 years after Commencement Date – 100% of repair and rehabilitation cost would be borne by company.**
  - b. **Within the period from 3 years to 5 years – 70% of repair and rehabilitation cost would be borne by company and balance will be borne by client.**
  - c. **Within the period from 5 years to 7 years – 50% of repair and rehabilitation cost would be borne by company and balance will be borne by client.**
  - d. **Within the period from 7 years to 10 years – 30% of repair and rehabilitation cost would be borne by company and balance will be borne by client.**
  - e. While applying for warranty from above criteria, company shall first follow the standard procedure of checking the site and the issues through their technical team and provide the quotation to client as required.
  - f. In all the above case companies' liability is not limited to only the material cost but it also includes application cost.
  - g. Cost of repairing will be calculated as the cost of new application during the time of repairing.



**Exclusions:**

1. Warranty of the surface is limited to the usage of the applied area as per civil standards.
2. Warranty will be void in case of any extra civil work carried out on the surface where the application is carried out or any civil work carried out at any supporting /adjacent surfaces where the application is carried out.
3. Warranty will be void in case of any puncturing of cured membrane / applied solutions due to sharp objects, movements of heavy articles, fixing of antenna or other structures or any other abrasion caused on the treated surface. In case of any additional fixtures to be executed on the applied surface, you need to inform the company in advance to execution of any such work under the supervision of the company representative.
4. Warranty of side walls will be void in case of water leakage found from the terrace / upper surface which are not treated with the same or similar application by Engineer Plus.
5. Leaks or damages resulting from Acts of God including but not limited to lightning, flood, wind, earthquake, hurricane, tornado, hail or other violent storm or casualty or impact of stated or unstated objects. In this case the warranty is still applicable for material and application @ 50% of the total repairing cost.
6. 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.
7. This application does not have any UV protection so any warranty will be void or not applicable in case of application done on any surface which is directly exposed in sunlight.
8. Warranty will be void in case if there is water getting stagnant on the surface due to no path way created for flow or by putting any extra rubber flooring / pvc or artificial grass or less of sloping provided on the surface.

**Owners' responsibilities:**

5. Roofs coated with Engineer Plus waterproofing systems may become slippery after application and during rainy season. Care must be exercised while accessing such roofs. Company does not take any responsibility for the safety of persons accessing the roof under such conditions.
6. Owner should exercise normal housekeeping and after care post application.

**Miscellaneous:**

9. This Warranty disclaims any liabilities, contracts, tort or otherwise including negligence and strict liability, and the Company makes no warranty or merchantability or of fitness for any particular purpose whatsoever for our waterproofing system. There are no warranties expressed or implied under law, which extend beyond the warranty set out herein.
10. 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.
11. In case of any disputes, the same is subject to exclusive Jurisdiction of the courts of Indore only.
12. The facts and all matters concerning any dispute will be always kept confidential by both the Customer and the Company.

## **Application 05:** **Colorfull Waterproofing for Vertical Walls (4 layer Treatment) (Waterproofing + Paint)**

**WARRANTY AVAILABLE FOR: 8 YEARS \***

### **Areas of Application:**

- 1. Vertical Concrete Walls**

### **Warranty Criteria:**

1. Application should be executed as per the standard application process mentioned in the application manual available on [www.eningeerplus.in](http://www.eningeerplus.in)
2. Warranty shall be registered with the company online on [www.engineerplus.in/warranty-application](http://www.engineerplus.in/warranty-application) within 30 days from the completion of work.
3. Warranty certificate will be issues to you within maximum 30 days from the date of application. Company shall issue digital warranty certificate and send you through your registered email along with Physical copy will be sent to registered address as filled in warranty application form.
4. Warranty will only be issued if the application is processed by authorized applicator and as per the application standards prescribed by the company.

### **Warranty Liability:**

1. The Company's liability will reduce over the warranty period according to the following scale i.e.  
FOR NEW CONSTRUCTION:
  - a. **Within the period of first 4 years after Commencement Date – 100% of repair and rehabilitation cost would be borne by company.**
  - b. **Within the period from 4 years to 6 years – 70% of repair and rehabilitation cost would be borne by company and balance will be borne by client.**
  - c. **Within the period from 6 years to 7 years – 50% of repair and rehabilitation cost would be borne by company and balance will be borne by client.**
  - d. **Within the period from 7 years to 8 years – 30% of repair and rehabilitation cost would be borne by company and balance will be borne by client.**FOR OLD CONSTRUCTION:
  - a. **Within the period of first 3 years after Commencement Date – 100% of repair and rehabilitation cost would be borne by company.**
  - b. **Within the period from 3 years to 5 years – 70% of repair and rehabilitation cost would be borne by company and balance will be borne by client.**
  - c. **Within the period from 5 years to 7 years – 50% of repair and rehabilitation cost would be borne by company and balance will be borne by client.**
  - d. **Within the period from 7 years to 8 years – 30% of repair and rehabilitation cost would be borne by company and balance will be borne by client.**

2. While applying for warranty from above criteria, company shall first follow the standard procedure of checking the site and the issues through their technical team and provide the quotation to client as required.
3. In all the above case companies' liability is not limited to only the material cost but it also includes application cost.
4. Cost of repairing will be calculated as the cost of new application during the time of repairing.

**Exclusions:**

1. Warranty of the surface is limited to the usage of the applied area as per civil standards.
2. Warranty will be void in case of any extra civil work carried out on the surface where the application is carried out or any civil work carried out at any supporting /adjacent surfaces where the application is carried out.
3. Warranty will be void in case of any puncturing of cured membrane / applied solutions due to sharp objects, movements of heavy articles, fixing of antenna or other structures or any other abrasion caused on the treated surface. In case of any additional fixtures to be executed on the applied surface, you need to inform the company in advance to execution of any such work under the supervision of the company representative.
4. Warranty of side walls will be void in case of water leakage found from the terrace / upper surface which are not treated with the same or similar application by Engineer Plus.
5. Leaks or damages resulting from Acts of God including but not limited to lightning, flood, wind, earthquake, hurricane, tornado, hail or other violent storm or casualty or impact of stated or unstated objects. In this case the warranty is still applicable for material and application @ 50% of the total repairing cost.
6. 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.
7. This application does not have any UV protection so any warranty will be void or not applicable in case of application done on any surface which is directly exposed in sunlight.
8. Warranty will be void in case if there is water getting stagnant on the surface due to no path way created for flow or by putting any extra rubber flooring / pvc or artificial grass or less of sloping provided on the surface.

**Owners' responsibilities:**

1. Roofs coated with Engineer Plus waterproofing systems may become slippery after application and during rainy season. Care must be exercised while accessing such roofs. Company does not take any responsibility for the safety of persons accessing the roof under such conditions.
2. Owner should exercise normal housekeeping and after care post application.

**Miscellaneous:**

1. This Warranty disclaims any liabilities, contracts, tort or otherwise including negligence and strict liability, and the Company makes no warranty or merchantability or of fitness for any particular purpose whatsoever for our waterproofing system. 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. In case of any disputes, the same is subject to exclusive Jurisdiction of the courts of Indore only.
  4. The facts and all matters concerning any dispute will be always kept confidential by both the Customer and the Company.
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For applying any kind of warranty for customized waterproofing application kindly connect with the company representative before you process any application job. All the terms related to the warranty of customized waterproofing JOB will be mentioned in your digital warranty certificate which you shall receive from the company on your official mail ID.

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For more details related to warranty and its application you can connect with Team Maharashtra on [maharashtra@engineerplus.in](mailto:maharashtra@engineerplus.in)

Any further terms related to any of our application not mentioned here in above will be mentioned on the certificate of warranty issued for respective application carried out. All the warranty claims will be attended by the company within 10 to 15 working days from the date of claim and the procedure of repair / rehabilitation falling under warranty will be carried out by the companies authorized working partner only within the stipulated time given to you by the company during the time of claim.

This document is the official declaration for the terms of warranty given by Alok Waterproofing Co. and it shall be available online on [www.engineerplus.in](http://www.engineerplus.in) No other claims regarding warranty will be entertained by the company which does not comply with the above mentioned terms and rules.

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