



WARRANTY TERMS BY ENGINEER PLUS

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 for material purchased from Alok Waterproofing Co. or any of their channel partners across India. To apply for warranty, you need to have official invoice of Material purchase and have to be uploaded while applying the warranty online on www.engineerplus.in

We request you to kindly read the warranty terms in detail which is also available on our website i.e. www.engineerplus.in before purchase of any material.

Warranty Terms and Conditions.

Warranty for material will only be applicable for following application done at their respective areas as mentioned in the chart below and no warranty will be applicable for any material purchased in general which is not utilized as per the standard application procedure.

Area of Application	Application Name	Category	Warranty Period
Basement	4 Layer Flexi Coat	Sandwich Waterproofing	10
Underground	4 Layer Flexi Coat	Sandwich Waterproofing	10
Bathroom	4 Layer Flexi Coat	Sandwich Waterproofing	10
Toilets	4 Layer Flexi Coat	Sandwich Waterproofing	10
Balcony	4 Layer Flexi Coat	Sandwich Waterproofing	10
Podium	4 Layer Flexi Coat	Sandwich Waterproofing	10
Terrace	Asli Waterproofing 7 Layer	Open to Sky	10
Terrace	MakeUp Your Terrace 9 Layer	Open to Sky	10
Terrace	MakeUp Your Terrace 9 Layer WITH TEXTURE	Open to Sky	10
Terrace	Aqua Stop 4 Layer	Open to Sky	10
Water Tank Inside	PU 5	Stagnant Water	10
Water Tank Inside	PU 5	Stagnant Water	10
Swimmng Pool	PU 7	Stagnant Water	10
Swimmng Pool	PU 7	Stagnant Water	10
External Side Walls	Colorfull Waterproofing 4 Layer	Side Walls	8
External Side Walls	Aqua Stop 2 Layer	Side Walls	8

WARRANTY AVAILABLE FOR ABOVE MENTIONED APPLICATION DONE AT RESPECTIVE AREAS AS MENTIOND IN ABOVE CHART

Warranty Criteria:

1. Application should be executed as per the standard application process mentioned in the application manual available on www.eningeerplus.in
2. Direction of use of chemicals for all the specified application as mentioned above can be obtained in Official Authorized Application Manual available in the download section of www.engineerplus.in
3. Warranty shall be registered with the company online on www.engineerplus.in/warranty-application within 30 days from the completion of work.
4. 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.

5. Warranty will only be issued if the material is purchased with Alok Waterproofing Co. or their authorized channel partners.
6. Warranty issued to any client / working partner is limited to material only and any kind of labor / application cost is not included in this warranty.
7. Warranty will be applicable only on purchase of chemicals worth INR 25000/- (before GST) in 1 single Invoice for any of the above application.
8. Under normal use and service, the surface of application which is not coated by Engineer Plus waterproofing application and are adjacent to the surface of application have to be 100% free from water leakage and dampness. No warranty will be applicable if any water leakage or dampness is found on any adjacent surfaces where the waterproofing is applied.
9. Under normal use and service, in case of any application done on external walls of the structure without doing any application on the parapet walls of the terrace and in case if there is any water percolation from the parapet walls reaching the side / external walls of the structure, then in this case no warranty shall be applicable.
10. The Company at its own discretion may appoint a person to inspect and validate the application as per the directions specified by the company. In case of any visit charges / testing charges incurred by the appointed person to the company then the same shall be borne by the client (Complainant) after which the inspection procedure will be processed.

Warranty Liability:

1. The Company's liability will reduce over the warranty period for the material cost as applicable during the repair according to the following scale i.e.

Period from (Months)	Period to (Months)	Warranty %
0	12	100
13	24	80
25	36	70
37	48	60
49	60	50
60	72	40
72	84	30
85	96	20
96	120	10

- 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 limited to only the material cost and it does not include application / labour cost.
- Cost of material will be calculated as per the cost of material applicable during the time of purchase.

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 @ 40% discount on material calculated for the material required for repairing.
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 which 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.
3. Any surface coated with Engineer Plus application may become slippery. Care must be exercised while accessing such surfaces. AWC does not take any responsibility for the safety of persons accessing such surfaces.

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.
5. The Company, in its sole discretion shall be entitled to:
 - Control/monitor repairing of application which is to be carried out in accordance with all its specifications and instructions; and appoint a contractor and /or approve the contractor appointed by the Customer.
 - The Company shall use its best endeavours to ensure that the paint 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 delay in this respect.
 - 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.

For applying any kind of warranty for customized waterproofing application kindly connect with the company representative before you process any application job or material purchase. 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.

For more details related to warranty and its application you can connect with Team Maharashtra on 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 No other claims regarding warranty will be entertained by the company which does not comply with the above-mentioned terms and rules.
