



## **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 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.**

## **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 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.**

## **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 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.**

## **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 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.**

## **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 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.**
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## GENERAL WARRANTY TERMS APPLICABLE FOR ALL APPLICATIONS

### 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. 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](http://www.engineerplus.in)
  3. 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.
  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 and the application is also done any of our authorized working partner across India.
  6. Warranty will be applicable for material and labor charges of application only when the complete invoice is issued by the company is for material and labor together at the rates specified by the company in the quotation / Performa invoice shared before the application job executed.
  7. 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.
  8. While applying for warranty from above criteria, company shall first followthe standard procedure of checking the site and the issues through their technical team and provide the quotation to client as required.
  9. Cost of material will be calculated as per the cost of material applicable during the time of purchase.
  - 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 by borne by the client (Complainant) after which the inspection procedure will be processed.
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**Exclusions:****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.



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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 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.

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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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