



1800 599 3939

[www.indicus.in](http://www.indicus.in)

**WARRANTY  
BOOKLET**

## A TWO-IN-ONE VALUE.

INDICUS HEATSEAL is a heat reflective acrylic waterproof coating for all types of exposed roofs, slabs and terraces. It's long lasting glossy white colour and specially added micro spears reflects solar radiation back into the atmosphere, reduces heat conductivity and keeps the interior of the building cooler.

INDICUS HEATSEAL forms an elastic and tough membrane that provides excellent resistance against ingress of water. Thus, this coating combines the benefits of heat reduction as well as waterproofing in a single product, ensuring value for money for customers.

In this document, "VNC" or "Company" means VNC Electrodes, manufacturer of INDICUS HEATSEAL; "Product" means INDICUS HEATSEAL.

To register, please call us at 1800 599 3939 or visit [www.indicus.in](http://www.indicus.in) to comply with the requisites.

## WARRANTY COVER

INDICUS HEATSEAL offers 4 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 conditions mentioned in 'Application of Warranty' are met.
2. 'Coating Failure' means any of the following occurrence, subject to the other conditions laid under this warranty:
  - Flaking and peeling of the coating caused by one coat of paint coming off from another or the paint film coming off the substrate
  - Blistering, cracks or evidence of excessive weathering due to defects in coating
  - External water ingress through terraces and external vertical walls
  - Growth of fungus and algae on wall surfaces\* (at least spread over a minimum area of 20 sq.ft.)

3. The Company will only provide 'Replacement Cost' in accordance with liability as indicated in the 'Liability' section in this document.

## **APPLICATION OF WARRANTY**

Warranty shall apply where:

1. The total volume of the said product purchased and the usage in a particular site exceeds 40 litres.
2. The product is applied as per the recommended application procedure.
3. Entire surface area coated with HEATSEAL.
4. Entire vertical surface is painted with Indicus system (HEATSEAL + INDICUS topcoat).
5. The substrate where the product will be used is free from structural problems, cracks, water ponding, leakage or seepage.

## **WARRANTY EXCLUSION**

Warranty will not be offered 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 past 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:
- Building or structural expansion or additions or reductions shifting, distortion, failure or cracking of building components
  - Moss and other vegetative growth, water leakage and seepage in the building structure, staining due to water logging/stagnant water
  - Natural calamities such as earthquakes, cyclones, flooding, etc.
  - Damages caused by vandalism, accidents and fire
  - Failure or defects in the structure or previous coating
  - Acts of God
  - Causes other than defects in the Product
  - Normal wear and tear
  - Any act or omission on the part of the contractor/painter causing the Product or application of the Product to be defective by any means

## LIABILITIES

1. The Company's maximum liability is limited to the repair of the coating failure 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 company will not be liable for any indirect or consequential loss or damages to the customer.

The Company's liability will reduce over the Warranty period according to the following scale:

<b>Period</b> from commencement date of warranty	<b>Liability</b>
Within first 12 months	100% of replacement cost
From month 13 to month 24	75% of replacement cost
From month 25 to month 36	50% of replacement cost
From month 37 to month 48	25% of replacement cost
After month 48	0% of replacement cost

## CLAIMS AND REPAIRS

1. Any claim made in terms of this warranty shall be made within 15 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 INDICUS HEATSEAL application, in which HEATSEAL 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 INDICUS HEATSEAL.
4. The Company shall use its best endeavours to ensure that INDICUS HEATSEAL 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.

## WARRANTY REGISTRATION PROCESS

To initiate warranty:

Call our INDICUS helpline on 1800 599 3939, within 15 days from the date of purchase or by filling the Warranty Registration Form in the website ([www.indicus.in](http://www.indicus.in)).

Provide the following information:

1. Name and contact details (including address)
2. Site address
3. Quantity of INDICUS HEATSEAL used
4. The name of the retail outlet where the customer bought the Product
5. Invoice number and the copy of invoice
6. Date of purchase
7. Name and number of the contractor who applied the Product

Once registered:

1. Company will send a Customer Warranty No. to you via email and a hard copy of the Warranty Certificate to your address.
2. For sites where the quantity of INDICUS HEATSEAL's usage exceeds 100 litres, the Warranty is subject to a satisfactory pre-inspection of the surface to be painted by the Company's representative.

## 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

INDICUS HEATSEAL

Purchased Quantity (L): \_\_\_\_\_ Batch No.: \_\_\_\_\_

Warranty ID. No.:

Warranty commencement date

Seal and Signature (VNC Electrodes)

# Indicus®



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

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**Toll Free** 1800 599 3939

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**Missed Call** 890 369 3939

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**Email** [indicusevncgroup.com](mailto:indicusevncgroup.com)

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