Product Warranty

Product Warranty

"We never take shortcuts on Quality"

– David Haymes

Project: Summerline Stage 7
Applicator: Colour My Walls
Builder: PPS
Date: February 2022

1800 033 431 | commercial@haymespaint.com.au
haymespaint.com.au

Australia's first family of paint. SINCE 1935

PRODUCT WARRANTY

Quality

We are proudly the largest Australian made & 100% Australian family owned paint manufacturer in the country.

Our business has achieved quality assurance accreditation to AS/NZ S ISO 9001:2000 which promotes quality assurance in design, development, products, delivery and service.

The Haymes laboratory is accredited to ISO 17025 by The National Association of Testing Authorities (NATA), which is the authority that provides independent assurance of technical competence. NATA provides assessment, accreditation and training services to laboratories and technical facilities worldwide.

Many of our products are approved by the Australian Paint Approval Scheme (part of the CSIRO) meeting their stringent performance specifications.

Warranted Products

Haymes Paint warrants the following coatings products where they have been used in accordance with the Haymes Paint product data sheets and any project specification.

Product	Warranty Period	Details
New Life Exterior	7 Years	
New Life Interior	7 Years	
Ultratrim Water based high gloss enamel	7 Years	

PRODUCT WARRANTY

Warranty

Henry Haymes Pty Ltd ("Haymes") provides the following warranty to You ("Warranty") in relation to the product subject to the Terms and Conditions listed below in this document ("Terms and Conditions").

Paint systems will not peel or flake as a result of faulty manufacture for the nominated terms from the date of product application provided that;

> the application is in strict accordance with label directions, Product Data Sheets and Haymes paint specifications supplied for project as listed above and AS/NZS 2311:2009.

> the substrates have been prepared in accordance with label directions of each product, the specifications for these products and AS/NZS 2311:2009 and the substrate has not been nor will be subject to damage, repairs or any circumstances beyond the reasonable control of Haymes. These circumstances include the failure of previously applied coatings, inadequate preparation, poor design and workmanship.

> the installer and painting contractor are qualified to perform the painting specified by reason of experience. The contractor shall have at least 5 years' experience in commercial coating application, and shall have completed at least 3 projects of similar size and complexity. The contractor shall provide proof before commencement of work that they will maintain and supervise a qualified crew of applicators through the duration of the work and that the coating systems are applied to the specification.

Making a claim

For the Warranty to be valid Haymes must be notified in writing, together with supporting evidence of the damage and proof of purchase, within 14 days of You becoming aware of an alleged fault or breach of the Warranty. You will permit Haymes reasonable access to the site if requested by Haymes to inspect the damage. Should the alleged fault or defect or damage be due to the product not complying with the Warranty to the satisfaction of Haymes, then Haymes will provide, free of charge, sufficient product to rectify the affected area. This Warranty does not cover failure caused by breakdown of any previous coatings. Haymes will supply the product to recoat affected areas should the product not perform as warranted. Contact Haymes Service Express 1800 033 431.

Terms & Conditions of Warranty

1. To the extent permitted by law, Henry Haymes Pty Ltd ("Haymes") disclaims all representations or warranties, express or implied, with respect to the product including, but not limited to, implied warranties of merchantability and fitness for purpose, other than those representations or warranties expressed in this document. All warranties granted under any legislation or at common law are excluded to the extent permitted by law.
2. Except to the extent of the Warranty given to You under this document, Haymes and its associated or related entities shall otherwise not be liable to You or to any person for fair wear and tear and for any direct, indirect, or consequential damages, loss, cost, injury or damage including without limitation loss of profits with respect to the product or its application or use.
3. Any verbal information, assistance or advice provided by Haymes or its representatives is provided without liability and responsibility.

PRODUCT WARRANTY

Terms & Conditions of Warranty (cont)

4. Prior to the use of the product You and the applicator of the product should consult and view the Product Data Sheets ("PDS") and Material Safety Data Sheets ("MSDS") available on Haymes website.
5. Prior to the use of the product, You and the applicator of the product must test the product on a sample piece of the substrate, the substrate must have been prepared in accordance with the label directions of the product and AS/NZS 2311:2009.
6. This Warranty does not cover failure or defects or damage caused by or contributed to by:
   a. breakdown of any previous coatings or the substrate
   b. incorrectly or inadequately prepared substrate or other surfaces
   c. unsound substrate or previously applied paint or other substances
   d. poor design and workmanship
   e. movement or degradation of the substrate or cracking of structures
   f. fair wear and tear
   g. additives to the product
   h. damage caused by ponding water, hydrostatic pressure or entrapped moisture
   i. mechanical damage caused during installation or at some subsequent time
   j. damage caused by harsh cleaning agents and chemicals and extreme cleaning methods
   k. damage caused by maltreatment
   l. acts outside of Haymes control including without limitation fire, acts of God, vandalism, and adverse weather.
   m. defective products manufactured by a third party and supplied by Haymes provided that Haymes has notified the Customer that the product is a third party product
7. The product must be applied strictly in accordance with label directions and the PDS, any Haymes specifications supplied and AS/NZS 2311:2009.
8. Any specifications are to be used as a guide only, after independent consideration, and at the risk of You and the applicator of the product. If used by You or the applicator of the product, the specifications should be read and followed carefully. If You or the applicator of the product are unsure about any of the information contained in the specifications, further technical help can be obtained by calling Haymes Service Express on 1800 033 431.
9. Haymes is not responsible or liable for any risk, liability or result relating to or arising from the selection of a system, the specifications or from reliance on information in the specifications including without limitation loss in connection with incorrect information.
10. Haymes will supply paint to recoat affected areas should the product not perform as specified in the Warranty given in this document.
11. To the extent that the Australian Consumer Law applies to the product, You are entitled to a replacement or refund with respect to the product, and to have the product repaired or replaced if the product fails to be of acceptable quality. Contact Haymes Service Express 1800 033 431.
12. You indemnify and release Haymes against all claims by any person for loss or damage howsoever occasioned except to the extent of the Warranty given by Haymes to You.
13. All information, text, trademarks, trade names, branding and service marks are owned by Haymes and are not for general use unless with the express written permission of Haymes.

PRODUCT WARRANTY

Terms & Conditions of Warranty (cont)

14. This Warranty is governed by the law in force in Victoria and the parties submit to the Victorian jurisdiction with respect to any disputes with respect to this Warranty.

15. "Henry Haymes Pty Ltd"; "Haymes Colour Directions"; “Haymes Designer Finishes"; “Haymes Rendercoat"; "QuickPave"; "New Life"; “Aqualac"; "Solashield"; “Colour Expressions"; "Simply Woodcare"; "DeXpress"; "Rendertex"; “Elite”; “Interior Expressions”; “Haymes Natural Series”; “Rustlock”; “Ultratrim” are registered trademarks of Haymes . Nothing in this document of the specification should be construed as granting by implication or otherwise any licence or right to use any trade mark displayed without the written permission of Haymes.

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Paint Aftercare and Maintenance

General notes on cleaning Paintwork

Regular cleaning of paintwork is important to maintain not only the aesthetic appearance, but also to maximise the longevity. It is important not to start cleaning painted surfaces too soon after application. Maximum washability in a coating is usually reached 1 to 4 weeks after application. Cleaning paintwork prior to it achieving full cure may result in a change in gloss or other appearance.

Careful selection of cleaning materials is required to ensure that the painted surfaces are not damaged by the cleaning process. Haymes Paint recommends the use of a soft, lint free cloth, preferably white to prevent colour transfer from the cloth to the interior paintwork and soft sponges or soft bristle brushes or brooms for exterior. The cleaning agent should be ideally pH neutral, solvent free and free from abrasive materials.

It is recommended prior to cleaning a surface to check the materials suitability by cleaning a small, inconspicuous area to ensure that the appearance is not notably altered. You should wait until the surfaces have completely dried to inspect the area that has been cleaned before cleaning more widely. Assuming no notable difference has been observed then the cleaning technique can be used on more conspicuous areas. Note that large areas may need to be cleaned to remove all dust, dirt and soiling and obtain an even appearance of the painted surface over large walls.

Dirt Pick up on Exterior Architectural Paints.

A common question is why Architectural Paints, including those applied to roofs, can pick up more dirt compared to other exterior surfaces, including Colorbond® roofs?

The answer to this question is the types of polymers used to make Architectural paints compared to those used to make Colorbond® roof panels. Architectural paints have to cure at ambient temperatures, i.e. between 10 and 35 degrees Celsius. This requirement means that the types of polymers selected are thermoplastic materials, which means that when the polymers are exposed to heat, they will soften. When dark colours are selected on a roof or other exterior surface, these can build up more heat compared to light colours with even a small amount of sunlight. This combination of heat absorption and softening of the paint can make the paint more susceptible to having dirt stick to it. This tendency is highest in the first few weeks after application and the effect will reduce over time, however it will not go away entirely.

The types of polymers used in the manufacture of Colorbond® are very different and require backing at very high temperature (well in excess of 100 degrees Celsius) for the paint to go hard. Once this process has occurred, the polymers are now what are called Thermoset, which means that they will not soften due to the effect of heat, hence the tendency to pick up dirt is significantly lower than with an exterior Architectural coating. These paints however cannot cure under ambient conditions and require very specialised facilities to ensure that the paint does cure properly, hence they cannot be used on building sites.

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The build up of dirt and other contaminants on exterior coatings needs to be removed to maintain the aesthetic appearance and maintain the life of the coating.

Cleaning recommendations for exterior surfaces

To assess the effectiveness of the coating system, it is necessary to inspect the painted surface at regular intervals, such as every 6 or 12 months. Washing of exterior painted surfaces to remove any accumulated dust, dirt or (particularly for metal substrates) coastal salts will assist in maintaining paint serviceability. Airborne contaminants, such as dirt, vehicle and industry emissions and salt deposits in coastal areas which are deposited on painted surfaces will attack the paint and cause premature breakdown. Cleaning of exterior paintwork on at least a 6 to 12-month interval is required to maintain the appearance of the paintwork, more frequent cleaning maybe required in areas where there is high dirt and dust or close to the coast to prevent salt build up.

It is important to also clean areas that are sheltered and do not receive to regular rainwashing, e.g under eaves or window reveals as these can pick up more dirt and contamination as they do not benefit from regular cleaning. Southern facing and shady areas that remain wet can be prone to having moss, mildew and lichen grow on them. Moss and lichen can penetrate the surface of the paint film, reducing the life of the coating, whilst mould and mildew growth can breakdown the polymer that holds the paint together. The presence of moss, mould and lichen will hold moisture on the surface longer, promoting further growth of these organisms and increasing the risk of damage to the coating. Removal of dirt by regular washing will assist in preventing the growth of these organisms. If moss, mould and lichen do take hold on the paint film, then a thorough cleaning process that completely removes these organisms and potential recoating of the paint may be required.

The recommended cleaning process for removing dirt and other materials from exterior surfaces is as follows;

- Sweep the surface with a soft bristle brush or broom (generally nylon bristle brooms are suitable). Avoid the use of hard bristle brooms, hard bristles will have a more abrasive action on the coating and can damage the coating.
- If the dirt or other contamination cannot be adequately removed by sweeping or brushing, then the surface can be washed with potable water (i.e. drinking quality) only or a mild dilute detergent solution. When using water or a mild, dilute detergent solution, use a soft sponge, mop or soft bristle brush or broom to clean. After cleaning the surface, it should be washed down using mains pressure water and a regular 12 or 13mm garden type hose with a standard hose nozzle. Do not use a high - pressure cleaner or pressure nozzle hose as part of the routine cleaning as this can accelerate the wear of the coating. High pressure cleaning should only be done as part of the preparation for recoating the surface.
- Avoid the use of highly concentrated, alkaline or acid cleaning materials as these can damage the coating. If a mild, dilute detergent solution has been used then ensure that it is thoroughly washed off the paint. If trace detergent is left on the paint it will promote dirt build up and abrasion and give a duller appearance.

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As part of the regular cleaning of exterior paintwork, it is also recommended to inspect the coating for wear and deterioration. Most often the breakdown of the coating will start to occur in areas where there is more environmental exposure from sun, rain and from airborne contaminants as these will erode the paint film over time. Maintaining paint film thickness on the substrate is important to maximising the durability of the paint system and preventing premature cracking and flaking.

When cleaning the surface, pay attention for areas of colour change to the coating and visible damage to the coating, e.g. wear on the coating or cracking, chalking or powderiness. If an area is found requiring recoating then this should be done as soon as possible to prevent further degradation of the coating and damage to the substrate. Prior to commencing work, read the instructions for the recoating of the previously painted substrate on the label and PDS (Product Data Sheet) of the paint.

Note that when touching up exterior paint, that care is required for the repair to blend back into the original paint work. The build-up of excessively thick coats of paint on some surfaces, particularly timber, is undesirable. Repainting too frequently may be harmful and may give rise to flaking and blistering, particularly where the temperatures are high or moisture is present. The minimum thickness of paint that will adequately protect the surface should be maintained. For preference, the application of new paint should balance that lost by weathering; however, this balance is difficult to achieve in practice. Following a number of successive repaints, it may be necessary to remove the existing paint system before repainting the surface, as in the case of new work.

Cleaning recommendations for interior surfaces

Regular cleaning of interior paint work is recommended to maintain the freshly painted appearance. Dust and other materials can settle on interior paintwork making the surface and your home look grubby, so routine dusting and cleaning of interior paintwork should be considered.

For normal everyday stains use a mild detergent in warm water on a soft, lint free white cloth, rubbing in a gentle circular motion. Avoid the use of coloured cleaning cloths as there is the potential of transfer of dye from the cloth onto the painted surface, which can cause a discolouration. If possible, do a test area using the cleaning cloth and solution in an inconspicuous area of the wall to ensure that there will be no damage to the paint finish. Wait until this area has completely dried then check for any discolouration and gloss change.

It is sometimes better if a little detergent is dabbed onto the stain and let work awhile, then wash the ingrained marks, ie, those caused by solid objects coming into contact with the walls. Biro, Marking Pen or Blue Tack are more difficult to remove and a spray cleanser may be required. These should be sprayed on and let to work awhile, then rinsed clean using fresh water. Never saturated the surface or allow excess product to run down the surface, as this can cause streaking which will require more cleaning to remove.

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It is always better to wash a much larger area than the stain to reduce the impact of the cleaning method, such as the potential gloss change. In some circumstances, this may require a large part, or all of the wall to be cleaned with the same technique. Do not use abrasive cleaning agents, abrasive cloths, stiff scrubbing brushes or caustic preparations. These will polish the surface, resulting in permanent damage to the paint film which can only be rectified by repainting (APMF 2017).

In case there is an incidence of severe staining (like spilled food) clean the affected area immediately before the stain dries.

NOTE: Protect the coating against abrasive contact for 14 days following application. Do not leave detergent solution on surface for any longer than necessary

Disclaimer:

The information provided is correct at the time of preparation; however, it is the responsibility of those using this information to check that it is current prior to specifying, recommending or using products contained in this information. Because use conditions and applicable laws may differ from one location to another and may change with time, those using this information are responsible for determining whether products and the information in this document are appropriate for their use and for ensuring that workplace and disposal practices are in compliance with applicable laws and other government enactments. Haymes Paint assumes no obligation or liability for the information in this document. No express warranties are given except for any applicable written warranties specifically provided by Haymes Paint. All implied warranties including those of merchantability and fitness for a particular purpose are expressly excluded.

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