



**Prime**  
Roof Solutions

# Concrete Product Warranty

1. Prime Roof Solutions warrants for 20 years from the date of installation that Prime Roof Solutions concrete roof tiles:
  - a) will not become porous or warp due to defective manufacture, nor be affected by salt air or frost; and
  - b) will meet the water absorption, permeability and transverse strength test established by the Australian Standards Association; AS 2049.
2. If your Prime Roof Solutions concrete tile fails to meet any of the standards set out in Section 1, Prime Roof Solutions will, at its discretion:
  - a) Repair or replace the defective tiles; or
  - b) Supply equivalent tiles; or
  - c) Pay for their repair, replacement or substitution.

Where Prime Roof Solutions elects to replace defective tiles, some colour variation will occur from batch to batch. This is due to the manufacturing technique and the raw materials used. We will endeavour to supply tiles similar to, or as near as possible to, any samples provided. Replaced or repaired tiles are warranted for the remainder of the original 20 year warranty term. These rights are in addition to other rights and remedies of the consumer under a law in relation to the goods and services to which the warranty relates.

3. This warranty covers only tile products that are manufactured by Prime Roof Solutions. All other products or materials used to install the roof may be covered by other manufacturers' warranties.

Examples of such products include:

- a) Sarking
  - b) Clips and nails
  - c) Flexible pointing
  - d) Anti-ponding board
  - e) Fire wall batts
  - f) Battens
4. Prime Roof Solutions bring the following to the attention of the purchaser:
    - a) Some minor surface marks and blemishes are inherent in the manufacturing process and transport from plant to site. These will not detract from the performance of the tile and are not considered a product fault.
    - b) After constant exposure to air pollutants and the elements the sealer coat or the surface of the tiles will weather and change the colour surface of the roof to a matt finish. This weathering of the roof tile surface will not affect the overall performance of the tiles.
    - c) Efflorescence may occur on roof tiles. Efflorescence is a natural process seen on footpaths, pavers and brick walls, when alkaline deposits gravitate to surfaces exposed to moisture. The surface of each of our tiles is treated to minimise efflorescence and such occurrences should completely disappear after additional exposure to the elements.

5. This warranty does not apply to damage caused to tiles by:
  - a) Colour change, shade variation or sheen/sealer weathering;
  - b) Defects in the building design;
  - c) Incorrect installation;
  - d) People (other than Prime Roof Solutions qualified roof installers), walking or working on the roof;
  - e) Animals or insects;
  - f) Falling objects;
  - g) Air pollution;
  - h) Treatment by unsuitable chemicals, cleaners or coatings;
  - i) Any factor beyond the control of Prime Roof Solutions (including and act of God, natural disaster, war or riot).
6. This product warranty does not apply to any tiles which are removed from their first place of installation and re-installed.

## Information to the Home Owner

To maximise the benefits of your new roof and to extend its life, the following precautions are advised;

- a) Ensure that only skilled roofing tradespeople repair or walk on your roof.
- b) Place antennas and air conditioning units in a position to minimise walking on the roof.
- c) Use a long stick or rope to retrieve items lodged on the roof.
- d) If absolutely necessary to traverse your roof, walk on the lower third of individual tiles.

Other than expressly set out in this warranty, and the warranties that can not be excluded by Australian Consumer Law (schedule 2 of the Competition and Consumer Act 2010 (Cth)(and any other law,) Prime Roof Solutions excludes all other warranties and guarantees with regards to these tiles including all implied warranties and guarantees. In addition to the extent that it is able to do so, Prime Roof Solutions excludes all liability for loss and damage, (including consequential loss) where the tiles are goods other than of a kind ordinarily acquired for personal, domestic or household use or consumption.

Notification of a warranty claim must be made to Prime Roof Solutions prior to any return of the relevant tiles. To make a claim under this warranty, please contact Prime Roof Solutions by ringing 08 9408 2400. All expense of claiming the warranty will be borne by the consumer making the claim. Prime Roof Solutions may require you to provide documentation supporting the claim.

Prime Roof Solutions concrete product warranty only covers roofs installed after November 2008.