

**P:** 0400 004 200  
**E:** ADMIN@DIPLOCKSPOWDERCOATING.COM.AU  
**W:** DIPLOCKSPOWDERCOATING.COM.AU



**ABN:** 76 157 915 725  
**ACN:** 157 915 725

## 12 MONTH WARRANTY

Diplock's Powder Coating Pty Ltd are pleased to be able to present you with a Warranty for your Powder Coating for 12 months.

All claims for warranties need to be in writing within the 12-month period.

All warranty claims are subject to terms in "Warranty Statement" and "Conditions of Warranty" attached.

Warranties may be deemed null and void if care and maintenance is not carried out as per Care and Maintenance of Powder Coating instructions (as per attached).

A handwritten signature in black ink, appearing to read 'Greg Diplock', is written over a light blue, curved graphic element that resembles a stylized 'D' or a swoosh.

Greg Diplock  
Owner/Director

Date of Issue: \_\_\_\_\_

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## Care and Maintenance of Powder Coating

The appearance of your car is kept clean by regular washing, similarly, powder coating surfaces require routine cleaning to remove dirt and grime. Over time and after exposure to the elements, powder coatings, like all other paint finishes will display signs of weathering such as loss of gloss, chalking and a slight colour change.

The frequency of such cleaning will depend on many factors including:

1. The geographical location of the building.
2. The environment surrounding the building i.e., marine, industrial alkaline/acidic etc.
3. Levels of atmospheric pollution including salts.
4. Prevailing Wind.
5. Protection of the building by other buildings.
6. Possibility of air borne debris (e.g., sand) causing erosive wear of the coating.
7. If the environment circumstances change during the lifetime of the building (e.g., rural becomes industrial).

Cleaning should start at the time the products are installed ensuring that construction materials such as concrete, plaster and paint splashes are removed before they have a chance to dry. Failure to remove these materials at this early stage will require the use of aggressive cleaning materials and techniques with potential damage to the powder coated surface.

The best method of cleaning is by regular washing of the coating using a solution of warm water and non-abrasive pH neutral detergent solution. Surfaces should be thoroughly rinsed after cleaning to remove all residues. All surfaces should be cleaned using a soft cloth or sponge, using nothing harder than natural bristle brushes. (Cleaning of window sections can be conveniently carried out at the same time as glazing cleaning).

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The frequency of cleaning depends in part on the standard of appearance that is required and also the requirements to remove deposits that could, during prolonged contact with either the powder film or the metal substrate, (if exposed) cause damage.

In hazardous environments, such as industrial or marine, the normal frequency of cleaning should be at a maximum of three monthly intervals. However, where high atmospheric pollution exists, such as salt spray, or an extremely hazardous atmosphere (i.e., combination of factors above or others) the period between cleaning should be reduced to monthly cleaning.

Sheltered areas can be more at risk of coating degradation than exposed areas. This is because wind blown salt and other pollutants may adhere to the surface, and will not be washed away by rainfall. These areas should be inspected and cleaned, if necessary, on a regular basis.

Where the atmosphere is deemed to be non-hazardous e.g., rural or "normal" urban environments, then the period between cleaning can be extended up to a maximum of 12 months. However, if heavy soiling occurs more regular cleaning is required.

Rural Environment	Clean and check every 12 months
Marine Environment	Clean and check every 3 months
Industrial Environment	Clean and check every 3 months
Hazardous Environment	Clean and check every 1 month
Swimming & Leisure Pools	Clean and check every 6 months

## **WARNING:**

Do not under any circumstances use strong solvents such as thinners or solutions containing; chlorinated hydrocarbons, esters, or ketones. Abrasive cleaners or cutting compounds should not be used.

Diplock's Powder Coating recommend that to remove stubborn stains, nothing stronger than white spirits should be used. It is recommended this be done in the shade or during cooler temperatures with a soft cloth and a gentle wiping action. A small test should be carried out on a non-visible area to ensure that no colour change or damage will be caused.

For further advice or information on cleaning, please contact Diplock's Powder Coating.

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## **WARRANTY STATEMENT**

Subject to the warranty conditions below, this Powder Coating article (herein after called "the product") is warranted by Diplock's Powder Coating Pty Ltd (herein after called "The Company") to be free from defects in composition or application workmanship for a period of 12 months from the date of application of the coating and covering the Coating Finish. Under the terms of this warranty, the repair or replacement of any article shall be the option of the Company or its authorized agent, should service become necessary during the warranty period, the owner should either contact the dealer the article was purchased through or the Company directly.

In order to obtain the warranty service, the owner must present proof of purchase and a warranty certificate to show proof of purchase. This product is sold by dealers and agents as an integral part of their products, however the dealers or agents have no authority to give any additional warranty on the Company's behalf except herein contained or herein referred to.

## **CONDITIONS OF WARRANTY**

This warranty only applies provided the articles to which the powder coating has been applied has been installed and used in accordance with the manufacturers or dealers recommendations under normal use and reasonable care (in the opinion of the Company) and such warranty does not cover damage, malfunction or failure resulting from misuse, neglect, abuse or used for a purpose for which it was not designed or is not suited; and no repairs, alterations or modifications have been attempted by other than authorized dealers or the Company.

This warranty will not apply if the product is damaged by accident or if repairs arise from normal wear and tear, or if the integrity of the finish is damaged or broken during any installation or transportation. This warranty does not cover the replacement or repair of any article whatsoever that has been powder coated only the powder coat medium that covers such an article, nor will warranty cover any powder coated finish that has been affected by rust oxidization resulting from penetration from within the article that the powder coated finish covers.

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The Company accepts no additional liability pursuant to this warranty for the costs of labour, travelling, or transportation of the article to or from the Company's designated Place of repair – which costs are not included in this warranty. Certain legislation, including the trade Practices Act 1974, Competition and Consumer Act 2010 and from 1<sup>st</sup> January, 2011, the Australian Consumer Law (ACL), give rights to the buyer and impose liability on the seller in certain circumstances. Nothing herein shall have the effect of excluding, restricting or modifying any condition, restriction or modification would render any term herein void.

This warranty should be retained by the customer at all times for your record and to assist in establishing the date of purchase which is necessary for in-warranty service. Please keep your proof of purchase and this warranty statement filled out with the following particulars:

<b>Dealer Purchased from:</b>
<b>Address of Dealer:</b>
<b>Date of Purchase:</b>