

Xycrete Concrete Waterproofing Warranty Policy

Xycrete concrete waterproofing places a high value on customer relationships and are proud of our staff and work practices. For that reason we have a clear and comprehensive warranty policy that aims to ensure any required rectification work can be carried out quickly and efficiently minimising any delays or inconvenience

The following procedure must be followed in strict detail to obtain prompt, complete and accurate evaluation of a warranty claim. Failure to adhere to the specified procedure will lead to delays and may result in refusal of the claim.

1. All warranty claims must be processed through the Xycrete head office in writing on the form attached to this warranty policy. It is the responsibility of the client to see that any warranty claims and relevant paperwork are submitted.
2. On receipt of claim Xycrete will inspect the site to determine if the issue is clearly
 - A) A warranty charge
 - B) A non warranty issue
 - C) Undetermined and requires further investigation
3. Xycrete warranty covers workmanship and the material suppliers warranty is carried through. In some cases we may need to seek approval from product suppliers or manufacturers to carry out further work. Alternatively product suppliers or manufacturers may wish to inspect the site or carry out tests to determine if there may be any product failure.
4. Xycrete does not cover damage to waterproofing membranes or other waterproofing materials caused by others after the completion of our work in that area. For example should an electrician penetrate a membrane and fail to adequately seal the penetration rectification work would not be covered by the warranty.
5. In some cases we may not be able to determine the cause of water penetration by inspection alone. If it is suspected that the issue is a non warranty (such as damage caused by other trades) and work to the expected value of \$500.00 or greater is required to determine the cause of the failure, you will be asked to agree to a quote to carry out this work. If the cause is found to be warrantable there will be no charge, however if the cause is found to be non warranty, any amounts specified in the quote or variation will be payable. In the case of damage to waterproofing by other trades you may be able to recharge those concerned.

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6. In some cases where water penetration is causing damage, loss or substantial delay to further works Xycrete may offer to carry out a temporary solution pending further investigation and rectification. This is not a confirmation that the issue is warrantable and if the issue is found to be non-warrantable the work will be chargeable.
7. In the case where Xycrete have recommended against using a particular type of product or brand of waterproofing material on a site and the client instructs Xycrete to use this material Xycrete may not warranty the performance of that material.
8. In cases where the cause of defect is unclear or where expert opinion is required for the benefit of both parties Xycrete may retain the service of an independent Engineer or other suitable person to determine the likely cause of the failure. Unless otherwise agreed, the appointment of an independent expert will be at the discretion of Xycrete and the cost in the first instance born by Xycrete. If the cause is found to not be a warranty matter the cost of the independent expert will be chargeable to the client.

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Warranty Claim Request

Please fill in this form and email to admin@xycrete.com.au or fax to (07) 55358427

Request from: Company _____

Contact Person: _____ Position _____

Contact Details Phone _____ email _____

Job site _____

Location of issue _____

Issue description _____

Please find attached relevant plans / drawings / photographs or further information as detailed below.

Attached: _____

I confirm that I have read and agree to the Warranty terms above.

Signed by _____ Date _____

On receipt of this form Xycrete will contact you and arrange a site inspection.