



SCIENTIFIC WATERPROOFING SOLUTIONS

Interior Waterproofing Warranty Guide

Home Shield Moisture Meter



Warranty Document No.

HOME SHIELD INTERIOR WATERPROOFING WARRANTY

HOME SHIELD MOISTURE METER READING

Berger Paints India Limited (referred to as the "Company") offers:





A two (2) year warranty on its waterproofing product system applied on the vertical interior walls (the "Interior Walls Product System") with Home Shield Moisture Meter Reading between 6 to 10.

A three (3) year warranty on its waterproofing product system applied on the vertical interior walls (the "Interior Walls Product System") with Home Shield Moisture Meter Reading between 11 to 25.

Based on the HOME SHIELD Moisture Meter Reading in the manner mentioned hereinafter.

CHART: SELECTING APPROPRIATE PRODUCT SYSTEM BASED ON HOME SHIELD MOISTURE METER READING

ADVANCED WATERPROOFING SOLUTIONS BASED ON HOME SHIELD MOISTURE METER

MM Reading	Treatment Type	Prescribed Products for Interior Walls	Precautions
6 - 10	Dampstop Duo Treatment	Waterproof Putty + Dampstop Duo 	Use Products as per specified guidelines mentioned in the product datasheet.
11-25	Dampstop Advanced Treatment	Dampstop Advanced + Waterproof Putty + Dampstop Duo 	Apply Dampstop Advanced on plastered wall after removing existing Putty/POP completely
>25 (Without Rising Dampness)	Dampstop Advanced / Wall Shield 2K Treatment	Dampstop Advanced or Wall Shield 2K + Waterproof Putty + Dampstop Duo 	1. Before application properly check conceal pipeline leakage, interior exterior wall/roof cracks/seepage etc. 2. Apply DS Adv/Wall Shield 2K on plastered wall after removing existing Putty/POP completely.
> 25 (With Rising Dampness)	Rising Dampstop Treatment	Rising Dampstop + Dampstop Advanced or Wall Shield 2K + Waterproof Putty + Dampstop Duo 	Before application call plumber for proper checking of conceal pipeline leakage, interior exterior wall/roof cracks/seepage etc.

To know more, log on to www.bergerpaints.com or call Toll Free No. **1800 103 6030**

*In case of HS Moisture Meter displays reading above 25, please consult an expert to find out continuous water source. Please rectify and stop the continuous water source before the application of Home Shield prescribed products.



1. Extent and Applicability of Warranty

The Warranty is applicable only if:

- The prescribed Interior Walls Product System as per the Chart above is selected and applied.
- The total value of the purchased material of the selected Interior Walls Product System as per the chart above is Rs. 3500/- for application on minimum 100 sq.ft. area or more;
 - If the recommended Product System, as applicable to a particular site, is strictly followed.

HOME SHIELD INTERIOR WATERPROOFING WARRANTY

- c) A satisfactory pre-inspection of the site condition has been carried out and certified by authorized representative of the Company in case: The selected Interior Walls Product System is Rs. 6,000/- or more

*The customer understands and agrees that such inspection and validation does not imply approval by the Company of the method of application or compliance with the conditions of warranty but is merely a validation of proper purchase entitling the customer to the warranty in accordance with the terms and conditions of this warranty certificate.

- d) The HOME SHIELD MOISTURE METER reading should usually be 25 or less in case of applicability of the warranty on the Interior Walls Product System. Notwithstanding anything to the contrary mentioned herein, if the HOME SHIELD MOISTURE METER shows a reading above 25, this warranty shall not be applicable on the Interior Walls Product System. Please see note below for appropriate procedure in such case.

Note: In the event the HOME SHIELD MOISTURE METER shows a reading which is more than 25 on the interior vertical walls, the company recommends that the customer does consult a civil engineer or a suitable subject expert to detect the source of water leakage. Thereafter, completely remove/stop the water leakage source and follow proper repairing methods recommended by the expert.

- e) The interior vertical walls are made of plaster, concrete or screed. No other types of wall surfaces are considered under this warranty.
- f) In case of interior vertical walls, the entire wall surface and not any particular portion of the entire wall surface is to be coated with the Interior Walls Product System, as per the procedure recommended by the Company.
- g) There is no patch work after completion of application of the Product System.
- h) Top coat is applied as per recommendation of the Company after completion of application of the Product System.
- i) Only the surface that has been coated with the Products mentioned in the different systems based on HOME SHIELD MOISTURE METER reading and as per the application procedure laid down by the company and the terms laid down herein, shall be covered under this warranty. The warranty does not cover problems or issues caused due to moisture/water seepage from surfaces not treated with recommended Product System and the exclusions provided herein.
- j) Customer must ensure that the contractor carries out application as per product data sheet and application checklist.
- k) The Company's liability under this warranty will be limited to providing replacement of Products mentioned in the different systems based on HOME SHIELD MOISTURE METER reading (Refer to the Chart in Page 2) for re-application as may be necessary and deemed fit by the Company to set right the System Failure in the affected areas only. Company's decision in this respect shall be final. Labour charges are excluded from this warranty.

Subject to the terms of this Warranty, the expression 'System Failure' shall mean any of the following:-

- i) Failure of Waterproofing caused due to water ingress through the coatings on the surface of the interior vertical walls coated with the Product System as per the HOME SHIELD SCIENTIFIC WATERPROOFING SOLUTIONS.

Satisfactory pre-inspection shall mean inspection of the site to verify (i) Presence of Crack in the wall and its graveness (for respective treatment procedure e.g. Home Shield Crack Fill Paste for crack width up to 5 mm or Home Shield Advanced Latex Plus modified plaster for crack width more than 5 mm), and (ii) to ensure that proper surface preparation (as mentioned in the Technical Datasheet of Applicable Product) is carried out before application.

HOME SHIELD INTERIOR WATERPROOFING WARRANTY

- ii) Failure of film integrity, flaking and peeling of the Product System, caused by one coat of the product coming off from another or the product film coming off from the substrate due to moisture ingress.
- l) In case of any System Failure, the customer is required to inform the Company immediately with the reference of the unique customer code provided during the online registration process. The Company's authorized representative will visit the customer's site for inspection within reasonable time from the registration date. The customer will have to produce the original invoice on demand;
- m) Any leakage caused due to the following reasons will not be considered as System Failure:
 - i) Cracks on exterior wall surface
 - ii) Plumbing leakages including pipe leakage, pipe joint failure, geyser leakage, tank leakage, absence of coving in bathrooms/sunken areas, poor bore packing, no slope etc.
 - iii) Concealed gutters
 - iv) Untreated duct areas
 - v) Leakages from the floor above or terrace
 - vi) Leakages from drains/ PVC/Metallic Nahani traps
 - vii) Untreated sanitary joints
 - viii) Untreated tile joints
 - ix) Leakages arising from overflowing of loft tanks present in bathroom / toilet or overhead tanks
 - x) Application of the Product System on substrates which are not made up of cement based systems like concrete, mortar or screeds etc.



2. Exclusions

The Warranty shall not be applicable and shall be void in the following events:

- a) Intermittent dripping of water due to proximity of vegetation or air-conditioning units or any other sources of water leakage like potted plants, plants, plumbing lines, broken water spout, or water flow from overhead tank etc.
- b) Water penetration due to capillary rise from the ground level, including water leakage, seeping and continuous dampness of the surface.
- c) Water ingress from areas not coated with HOME SHIELD SCIENTIFIC WATERPROOFING SOLUTIONS Product System.
- d) Growth of algae or fungus on surfaces other than masonry walls.
- e) Defects in the design of the building or roof design, including inadequate sloping, sub-optimal number of drainages, settlement, movement or other structural defects.
- f) Exposure of the applied coating to damaging substances such as chemicals, solvents or oils.

HOME SHIELD INTERIOR WATERPROOFING WARRANTY

- g) Building or structural changes carried out after the coating has been applied.
- h) Leaks or damages due to any additional installations on the coated surface or usage on the surface of pre-installed elements that is not consistent with recommended application.
- i) HOME SHIELD SCIENTIFIC WATERPROOFING SOLUTIONS Product System is not consumed within 15 days from the date of purchase.
- j) Moss and other vegetative growth, spitting, staining due to plant pots, efflorescence, water-logging/stagnant water;
- k) Natural calamities such as earthquakes, cyclones and flooding;
- l) Failure or defects in the structure or previous coating, or any repair work undertaken,
- m) Vandalism, accidents and fire;
- n) Acts of God
- o) Abuse or negligence by the Customer;
- p) Causes other than defects in products as per HOME SHIELD SCIENTIFIC WATERPROOFING SOLUTIONS product system;
- q) Improper surface preparation;
- r) Surface with contaminants;
- s) Normal wear and tear;
- t) Wilfully inflicted damage;
- u) Any act or omission by the Painter/Contractor/Applicator that caused the HOME SHIELD SCIENTIFIC WATERPROOFING SOLUTIONS Product System to be defective.



3. WARRANTY REGISTRATION

- a) Request for registration of the warranty has to be made by the customer online within thirty (30) days from the date of invoice.
- b) The original copy of the invoice(s) has to be retained by the customer and to be produced to the representative of the Company on demand. The products based on the HOME SHIELD SCIENTIFIC WATERPROOFING SOLUTIONS Product System have to be purchased either directly from the Company or from its authorized dealers.
- c) During the online registration for warranty, the customer has to provide the customer name, site address, mobile/phone number and e mail ID to the Company.
- b) The Company at its sole discretion may appoint a person to inspect and validate the application process of the Product System as per the directions specified.
- e) The customer shall attach invoices of all purchases of the Product to the warranty certificate and retain the same during tenure of the warranty.

HOME SHIELD INTERIOR WATERPROOFING WARRANTY

Customer Details

Customer Name	
Site Address	
Mobile Number	
Warranty Request Number	

Type	Product Name	Quantity (litres/kg)	Batch No.	Manufacturing Date	Area (in Sq.Ft.)
INTERIOR WATERPROOFING	Waterproof Putty				
	Dampstop Duo				
	Dampstop Advanced				

Purchase Details

Type	Invoice No.	Invoice Date	Total Bill Amount
INTERIOR WATERPROOFING			

Dealer Details

Dealer's Name	
Dealer's Address	
Dealer's Tel No./Mob No.	

Contractor's Details

Contractor's Name	
Contractor's Address	
Contractor's Tel No./Mob No.	

Note: On receipt of a warranty claim and on examination of the site, if it is ascertained that the application of the product was done prior to the invoice date, such warranty claim shall be rejected and no such warranty claim shall lie.

HOME SHIELD INTERIOR WATERPROOFING WARRANTY



4. Commencement and Duration:

- a) This Warranty shall commence from the date of grant of warranty certificate ("Commencement Date").
- b) The Warranty shall be for a period of Three (3) years for Interior vertical wall with Home Shield Moisture Meter Reading between 11 to 25 and Two (2) years for Interior vertical wall with Home Shield Moisture Meter Reading between 6 to 10, from the Commencement Date on all performance parameters-as per chart given below.
- c) It is hereby agreed that where any claim is satisfied during the warranty period, the warranty period will remain the same and there will be no further warranty.
- d) Notwithstanding anything contrary mentioned herein, this warranty is the customer's sole remedy and no other express or implied warranty is provided or shall be applicable. This liability of the Company shall be strictly limited to the warranty terms and is expressly provided that the Company shall not be liable for any indirect or consequential or incidental damages or any loss of income, profits or contracts whether caused by breach of contract, negligence, tort or otherwise. The Customer understands and agrees that the Company's maximum liability under this warranty shall be the remedy as provided in clause no. 6. It is clarified that no representative of the Company or any other person has any authority whatsoever to assume for the Company any other liability or responsibility in this respect.



5. Application

This Warranty shall only be applicable where:

- a) HOME SHIELD SCIENTIFIC WATERPROOFING SOLUTIONS Product System has been followed strictly and that the entire vertical wall is coated.
- b) All elements of surface preparation prior to the application and application work have been done in accordance with the instructions provided for HOME SHIELD SCIENTIFIC WATERPROOFING SOLUTIONS Product System with regard to surface preparation and application procedure as recommended in the product data sheet.
- c) Final coverage achieved after completion of the application of the Product System, in accordance with the specified process, is as follows:

HOME SHIELD DAMPSTOP ADVANCED – 40 sq.ft./Litre per coat .

HOME SHIELD WATERPROOF PUTTY – 10 sq.ft./kg for 2 coats.

HOME SHIELD DAMPSTOP DUO – 80 sq.ft./ Litre for 2 coats (100% Dilution)
or 1 Coat (50% Dilution)



6. Liability

- a) The Company's liability will reduce over the warranty period according to the following scale for the Interior Walls Product System with Home Shield Moisture Meter Reading between 11 to 25:
 - i) In the first 3 months after Commencement Date – 100% of replacement cost;
 - ii) After month 3 to month 9 after Commencement Date – 70% of replacement cost;
 - iii) After month 9 to month 12 after Commencement Date – 50% of replacement cost;
 - iv) After month 12 to month 24 after Commencement Date – 30% of replacement cost;
 - v) After month 24 to month 36 after Commencement Date – 10% of replacement cost;

HOME SHIELD INTERIOR WATERPROOFING WARRANTY

- b) The Company's liability will reduce over the warranty period according to the following scale for the Interior Walls Product System with Home Shield Moisture Meter Reading between 6 to 10:
 - i) In the first 3 months after Commencement Date – 100% of replacement cost;
 - ii) After month 3 to month 12 after Commencement Date – 60% of replacement cost;
 - iii) After month 12 to month 18 after Commencement Date – 30% of replacement cost;
 - iv) After month 18 to month 24 after Commencement Date – 10% of replacement cost;
- c) The Company's Liability shall be limited to the cost of the products under the Home Shield range only, required to set right the System Failure.



7. Claims and Repairs

- a) Any claim made in terms of this Warranty shall be made within 7 days of the customer discovering any defect, damage or failure which gives rise to a claim.
- b) The customer shall forthwith notify the Company of the claim providing full details thereof, and shall set out the basis on which it prima facie believes that the Company is liable in terms of this Warranty.
- c) The Company reserves the right to carry out a detailed inspection of the application of the Product System in which the recommended Product System is alleged to have supposedly failed and to perform any tests in respect thereof, and may do so either by itself or by means of any expert nominated or appointed by it. Prior to such inspection or testing, the customer shall not be entitled to perform any repairs to or remove or tamper with any part of the Product System.
- d) The Company shall use reasonable endeavour to ensure that the HOME SHIELD SCIENTIFIC WATERPROOFING SOLUTIONS Product System required for repairs is available as soon as possible at the site where the repairs are to be carried out but does not assume liability for any delay caused in this respect.
- e) The Company, in its sole discretion shall be entitled to:
 - i) Control/monitor re-coating which is to be carried out in accordance with all its specifications and instructions;
 - ii) Appoint a contractor and/ or approve the contractor appointed by the Customer.

Provided that the cost of application will be borne by the Customer.



8. Miscellaneous

- a) 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.
- b) In case of any dispute, the same is subject to exclusive jurisdiction of the courts at Kolkata.

HOME SHIELD INTERIOR WATERPROOFING WARRANTY

9. INSPECTION Checklist for HOME SHIELD SCIENTIFIC WATERPROOFING SOLUTIONS Product System for interior vertical walls and Work Procedure

Areas of application: Interior vertical wall surface.

The system defined by this pre inspection check list/report is indicative only for interior vertical wall waterproofing and should not be used as a substitute for proper structural check of building, repair construction or maintenance.

Pre-application Checklist: Do's and Don'ts:

- The new walls and all new cementitious substrates to be well cured at least for 6-8 weeks
- Ensure that the drainage outlets are at a proper level and correctly installed. Also ensure that there are sufficient numbers of drainage outlets based on the floor area
- Check soundness of plaster. Ensure loose portions have been removed and have been redone with Home Shield Advance Latex Plus polymer modified mortar and cured properly before product application
- Carry out proper surface preparation - like widening the cracks with 'V' groove, cleaning thoroughly with clean water and application of Home Shield Crack-fill Paste for cracks up to 3 mm, and usage of Home Shield Advance Latex Plus polymer modified mortar for larger cracks
- If severe damages are observed to the soffits, then it is recommended that an inspection is carried out by a competent Structural Consultant
- All existing paints, putty, loose dust, dirt, grease, moss, fungus etc. have been removed mechanically from the wall, cleaned and is ready for application of HOME SHIELD SCIENTIFIC WATERPROOFING SOLUTIONS Product System



10. During application Checklist

- Note batch nos. and manufacturing dates of all materials received at site
- Ensure that the plaster Surface has been checked to be in a dry condition. To check, feel the surface with your palm, surface should be dry but with no moisture or free water
- Application temperature (ambient) has been checked to be between 5 degree and 35 degree centigrade

Application system if HOME SHIELD MOISTURE METER reading is between 6-10 for Interior Walls Product System:

- Apply HOME SHIELD Waterproof putty min. 2 coats for a restricted coverage not more than 10 sq.ft./2 coats/kg. Allow to dry for 2 days at least. Inter coating interval should not be more than 24 hour.
- Apply DAMPSTOP DUO 2 coats with 100% dilution or 1 coat with 50% dilution as per recommended process following a forced coverage not exceeding 80sq.ft./ltr. Allow to dry properly. Inter coating interval should be min.6-8 hours
- After proper drying, apply 2 to 3 coats of premium Berger interior emulsion for finish.

HOME SHIELD INTERIOR WATERPROOFING WARRANTY

Application system if HOME SHIELD MOISTURE METER reading is between 11-25 for Interior Walls Product System:

- Remove all old paint, putty and plaster up to brick work. Go for re-plastering. Dry the wall properly
- Apply one coat of Home Shield DAMPSTOP ADVANCED following a forced coverage not exceeding 40 sq.ft./liters. Allow it to dry for 4-6 hrs.
- Apply HOME SHIELD Waterproof putty min. 2 coats for a restricted coverage not more than 10 sq.ft./2 coats/kg. Allow to dry for 2 days at least. Inter coating interval should not be more than 24 hours
- Apply DAMPSTOP DUO 2 coats with 100% dilution or 1 coat with 50% dilution as per recommended process following a forced coverage not exceeding 80 sq.ft./liter. Allow to dry properly. Inter coating interval should be min.6-8 hours. Inter coating interval should be min. 6-8 hours. For more details visit www.bergerpaints.com
- After proper drying, apply 2 to 3 coats of premium Berger interior emulsion for finish

Note: Please get in touch with the Company's officials before commencement of any work if the HOME SHIELD MOISTURE METER reading is above 25.

Precautions and limitations:

- Stir contents well before use
- Do not apply on very smooth and putty applied surfaces
- Avoid coating on damp substrates
- The coverage may vary according to the nature and texture of substrate
- Ensure proper coverage of material by conducting a trial prior to execution of work to derive coverage for estimating the material consumption
- Note all details (Batch No./date etc.) of the material received to be retained for further references

All the above mentioned parameters are to be checked and verified for the pre-application, during application and post application work carried.

Also follow and adhere the precautionary measures as mentioned in the list by the manufacturer.