

Fosroc Guarantees
Customer Guidance Notes
November 2016 v6

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Fosroc Guarantee's – Guidance Note

These notes have been produced to provide you, our customer with some general guidelines about our guarantee offers. They in no way constitute an offer of a guarantee or describe the full extent of the available options.

1.0 The Fosroc Offer

Fosroc supplies products which are “guaranteed against defective materials and manufacture” – taken from our Standard Terms and Conditions and stated on all data sheets. To ensure this quality Fosroc operates a Quality system to BS ISO 9001. This ensures that raw materials, manufacture and supply are carried out to the highest industry standard.

We cannot be overly prescriptive about guarantees, as each project will be assessed individually. Generally each project will at least require a risk assessment before committing an offer to paper. A minimum Fosroc material purchase will be required before a guarantee offer can be considered, this is currently £5,000.

The requirement for a guarantee should be discussed with Fosroc before commencement of any Project. We cannot issue guarantees following the completion of a project.

A specimen guarantee document can be issued for information following agreement of the type of guarantee suitable for the project.

What is the difference between a warranty and a guarantee? Trading Standards Institute differentiates them in the following way:

Guarantee: Provided by the manufacturer/supplier

Warranty: An insurance backed policy for which there is a charge

2.0 Brief description of Guarantee's / Warranty's available

2.1 Fosroc Product Guarantee

- Fosroc offer a range of product guarantees that state the product will perform for the specified period in accordance with the product datasheet, providing a specialist contractor in accordance with our instructions has installed it.
- The maximum Fosroc guarantee period will be 10 years. Life expectancy and guarantee period should not be confused, the former will exceed the latter.
- These can also include drawings or special application details that override datasheet recommendations and are site specific.
- In the instance of a Product Guarantee being invoked Fosroc shall not be liable for any access or revealment costs.

2.2 Fosroc Back to Back Guarantee

- Fosroc do not underwrite the application guarantee, it is the responsibility of the applicator and is a separate offer from the Fosroc product guarantee.
- The applicator may have his own guarantee, but may wish to use the standard form of words prepared by Fosroc.
- The applicator will issue his own warranty to state that he has applied the product(s) that will be included with the Fosroc product guarantee.
- The contractor thereby confirms that the product has been applied in accordance with the instructions provided by Fosroc for the period of the guarantee.

2.3 Insurance Backed Warranty

Fosroc are not authorised to arrange insurance. A facility has been arranged with Peacock Insurance Services Ltd whereby Latent Defects cover can be provided for a 10 year period from completion of installation for projects for which a Fosroc Waterproofing Specification Document has been issued and a project specific risk assessment completed by Fosroc prior to installation by a Fosroc Waterproofing Alliance Contractor approved by Peacock Insurance. For more information please contact the commercial department of Peacock Insurance on 024 7643 7600.

3.0 Closing Statement

We hope this information will be useful to you as a guide to our guarantee offers.

Should you require any further information or wish to discuss any project with us please do not hesitate to contact your Fosroc Representative.