



**NIPPON
PAINT**

Rain Shield
Waterproofing Coating

Product Warranty Details



**NO. 1 PAINT IN
ASIA PACIFIC***

*Source: Mordor Intelligence - APAC Top 25 Paints & Coatings Market Analysis (2024)

ABOUT THE PRODUCT:

Walltron Rain Shield is specially formulated waterproofing exterior coating based on elastomeric acrylic emulsion possessing very good elasticity, breathability, Water resistance and crack bridging property. This product has 7 years waterproofing & performance warranty on the vertical surfaces.

REGISTRATION:

To avail the benefits of warranty it is essential to register warranty with us at by calling 1800 425 3636 or registering it online by visiting www.nipponpaint.co.in Warranty shall be issued if minimum 60 L of material is purchased. Warranty period will commence from the date of purchase as evident from invoice of last purchase of the product. Hence it is mandatory that warranty to be registered within 15 days from purchase of the product. For sites where total purchase of Walltron Rain Shield exceeds 200 L, separate terms and conditions are applicable, please get in touch with our representatives for the same and the warranty is subject to a satisfactory Pre- inspection of the surface to be painted by the company representative. After completion of painting again an inspection will done by company representative and warranty shall be issued if inspection found to be satisfactory.

WARRANTY COVER:

Throughout this warranty paint failure shall mean any one of the following occurring, subject to other terms and condition laid down in this warranty:

- (a) Film integrity, flaking, peeling off Walltron Rain Shield by one coat of paint coming off from another or the paint comes off from the wall.
- (b) Cracks developed in film due to non-formation of paint film.
- (c) External water ingress through vertical walls where Walltron Rain Shield has been applied.
- (d) Algal / Fungal growth on vertical wall surfaces only (minimum spread over area atleast 2 sq m / 20 sq ft).
Anti Algal / Fungal warranty is only for period of 4 years from the commencement date.

CONDITIONS AND LIMITATIONS:

The warranty shall apply

- (a) When Walltron Rain Shield product has been applied on recommended surface.
- (b) The entire painting system is as recommended by the company.
- (c) Proper surface preparation carried as per company's recommendation.

EXCLUSIONS:

This warranty shall not cover defects caused directly or indirectly by any one or more of the following factors and the company's decision on the cause of the defect shall be final and binding.

- (a) Due to improper storage or handling of the Product.
- (b) Due to substandard and / or defective workmanship in the execution of work.
- (c) Deterioration of paint film including but not limited to staining, efflorescence, Algal /fungal growth caused from constant dampness around and within the walls from air conditioning units, high moisture retention caused from water seepage, source of water leakage like plant pots, intermittent dripping of water due to proximity of vegetation, capillary rise of ground level water or defects of similar nature.
- (d) Defects caused from insufficient paint film thickness that does not cover substrate adequately.
- (e) Poor or improper surface preparation and paint application procedure or surface with contaminant and not dry, If white cement/lime applied as undercoat.
- (f) Trace difference in color or texture of new materials being supplied for repair work against previous material.
- (g) Claims of indirect, incidental or consequential damages resulting from breach of this warranty are specifically excluded.
- (h) Failure to follow the instructions of the Company on preparation of surface before application of the Product and failure to undertake maintenance of the surface as prescribed by the Company after painting.
- (i) Factors out of the Company's control.

- (j) Paint Failures due to structural defects, excessive bird dropping, spitting, and staining due to plant pots.
- (k) Natural calamities such as earthquakes, cyclones, abnormal rain or flood etc.
- (l) Failure or defects in structure or in previous coat.
- (m) Vandalism or heavy impact on the paint film with objects like furniture or sharp edges.
- (n) Abuse or negligence by customer.
- (o) Normal wear and tear.
- (p) Growth of Algae / Fungi.
- (q) Though the company uses good quality and durable raw materials, however, from experience it is noted that fading and chalking will happen with all the paint products. Within normal limits this is not considered as product failure.
- (s) Surface moisture is more than 16% when measured with moisture meter or pH value of the surface is highly alkaline as measured using pH paper or by any other mean.
- (t) Water leakages happening from the surface where Walltron Rain Shield has not been applied and water ingress due to capillary action / groundwater raise.

CLAIM PROCEDURE:

- (a) Any claims under this warranty should be intimated to the company (in the manner prescribed below) not later than one week from the day when the defect giving rise to the claim is first discovered.
- (b) Intimation of claims should be made by any of the following means:
 1. calling toll free number: 1800 425 3636;
 2. sending an email to: tu@nipponpaint.co.in
- (c) On receipt of intimation of a claim, the company will arrange for its representative to visit your site and evaluate the nature of the complaint. Should the findings of the inspection conclude that the claim falls within the scope of this warranty, the company shall provide the limited benefits as detailed in the section below.
- (d) The original invoice issued at the time of purchase of the product and the original warranty card must be produced to avail of the benefits under this warranty.

COMPANY'S LIMITED LIABILITY:

Company's liability is limited to provide Walltron Rain Shield material only for the affected area and any other related, incidental or consequential cost shall be borne by the customer. Subject to the terms of this Warranty, in the event a Paint Failure due to manufacturing defects occurs during the relevant Warranty Period, the Company will provide the following:

- (a) The Company will offer, either the required quantity of Walltron Rain Shield product or equivalent or comparable Product at no charge, or the price of the required quantity of the Product (at the market rate prevailing on the date when the claim is lodged) as is necessary to repair the affected area only. The Company will determine the extent of the affected area and the quantity of Product that will be sufficient to repair specific area affected by the defect. The Company's decision on all of the above matters (which shall be made in its sole discretion) shall be final and binding.
- (b) Benefits under this Warranty will be made available only if
 - (i) Warranty is registered
 - (ii) the said benefits are accepted as full and final settlement of all claims against the Company and
 - (iii) agrees to keep the facts and all matters concerning the defects, claim and the benefits provided under this Warranty confidential at all time.

Where any claim arises during the warranty period, the period will not start afresh after settlement of the claim.

JURISDICTION:

All disputes arising from, related to or in connection with this warranty will be subject to the exclusive jurisdiction of appropriate courts in Chennai, to the exclusion of any other court that may have jurisdiction in such matters.

MISCELLANEOUS:

Except as expressly warranted herein, the company expressly disclaims all warranties of any kind, whether express or implied or statutory, including, but not limited to the implied warranties of merchantability, quality or fitness for particular purpose.

The Company shall use its reasonable efforts to ensure that the replacement material required for the repairs is available to customer as soon as possible, but does not assume any liability for any delay caused in this respect.

The company reserves the right to visit the site to carry out inspection at the site where claim has been raised. Customer should not do any rectification or repairs of the affected areas before such visits, if done so then the warranty becomes null and void.

All disputes arising from, related to or in connection with this Warranty will be subject to the exclusive jurisdiction of appropriate courts in Chennai, to the exclusion of any other Court that may have jurisdiction in such matter.

CUSTOMER AND WARRANTY DETAILS

Customer Name: _____

Contact Number: _____

Address: _____

Warranty Number: _____

Base: _____ Shade Code / Name: _____

Quantity: _____

Dealer Name: _____

Warranty Cover: _____ Warranty Period: _____

Quality Assurance

Nippon Paint (India) Private Limited

Signature & Seal.

I hereby declare that I have read and understood the terms, conditions and liabilities pertaining to this warranty.

Customer Signature: _____

Customer Name: _____

Date: _____

NOTE

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CORPORATE OFFICE

NIPPON PAINT (INDIA) PRIVATE LIMITED

Prestige Palladium Bayan, No. 129 to 140, 9th Floor,
Greams Road, Thousand Lights, Chennai - 600006, India.

Customer Care: 1800 425 3636, Email: tu@nipponpaint.co.in, SMS 'NIPPON' to 56070

www.nipponpaint.co.in