



**“DOMESTIC WARRANTY STATEMENT”**

Name of the Producer – M/s. INDIAN STEEL CORPORATION LIMITED (ISCL)  
Product category – Continuously colour coated steel coil/ sheets  
Brand Name – **ULTRABOND™** (Produced as per IS-14246)

Name of the Buyer/Customer.....  
Location of Installation.....  
Further Process & End Use Declaration.....

**WARRANTY DEFINITIONS:**

**(A) Film Adhesion** – Top surface Paint Coating will not **Peel & Crack** for **15** years from the date of Date of Dispatch.

**Peel & Crack** (except for such crazing or slight cracking as may occur on roll-formed edges or brake bends at the time of profile forming and/or any other process(s) responsible to create **Peel & Crack** by working on the product and/or on the painted surface beyond the specification given in the Test Certificate) being observed with naked eye from not less than 2m vertical height, will be considered as **Peel & Crack** in the visible area on the surface.

Warranty shall be applicable if **Peel/Crack** appears in more than 10% area of the surface covered by a panel of minimum 100 m2 area on the visible surface.

No Warranty if **Peel/Crack** is less than or equal to 10% of the surface covered by a panel of minimum 100 m2 area.

**(B) Colour Difference** – Top surface Paint Coating will not **Fade & Chalk** beyond the Defined Values within **15** years from the Date of Dispatch as mentioned in Warranty Table-1.

**Fade** : For the calculation of Colour Difference (**Change ΔE**) between proposed surface and standard one, proposed surface will be measured in multiple for getting **“Average ΔE”** over the maximum surface area of 100m2, in the accordance of ASTM-D2244-93 CIELAB D65/10° Observer, Secular included. The proposed surface will be cleaned for surface soils and chalk as per ASTM-D 3964 before making multiple measurements for getting **“Average ΔE”**. Now this measured **“Average ΔE”** will be compared with the **“Original ΔE”** (which is mentioned in Test Certificate) and **“Change ΔE”** will be calculated as per the formula **Change ΔE = Average ΔE - Original ΔE**.

Warranty covers, if the “Change ΔE” > “Defined Value of ΔE” in Warranty Table-1.

Warranty does not cover, if the “Change ΔE” ≤ “Defined Value of ΔE” in Warranty Table-1.

**Chalk**: Measurement on the proposed surface, it will be measured in multiple to get **“Average Chalk No.”** over the maximum surface area of 100m2, in the accordance of ASTM-D4214-89.

Warranty covers if the “Average Chalk No” < “Defined Value of Chalk No” in Warranty Table-1.

Warranty does not cover if the “Average Chalk No” ≥ “Defined Value of Chalk No” in Warranty Table-1.

**(C) Perforation** – Top surface Paint Coating & substrate Metal Coating jointly will serve for **20** years from the Date of Dispatch as like a weather proof membrane for base metal surface to protect it, from the perforation through corrosion in such a way that the corrosion creates **Hole** in the base metal that causes water leakage. For the assessment of Perforation, the Quantity of **Holes** (that causes water leakage during spot test) to be counted over the proposed surface of 100m2.

Warranty covers if the Counted Holes per 100m2 surface > Defined quantity of Holes in Warranty Table-1.

Warranty does not cover if the Count Holes per 100m2 surface ≤ Defined quantity of Holes in Warranty Table-1.

**WARRANTY TABLE-1**

Warranty		Defined Value of (ΔE/Chalk No/Hole)			Installation & Environment	
Paint	Attribute	Light	Medium	Dark	Corrosivity**	Vertical/Inclined
SDP*	Peel & Crack	ok	ok	ok	Class-2	Vertical & Inclined
	Fade (ΔE)	≤15	≤18	≤21	Class-2	Inclined surface
		≤12	≤15	≤18	Class-2	Vertical surface
	Chalk (No)	≥4	≥4	≥4	Class-2	Inclined surface
		≥4	≥4	≥4	Class-2	Vertical surface
Perforation Holes	10	10	10	Class-2	Inclined surface	

SDP\* - Warranty is applicable only on Super Durable Polyester Paint for plain finish with 20µm Top coat in the Light/Medium/Dark shades for the paint category of “a” & “b” (not for “c”)



ISCL (Producer) hereby warrants to the Buyer, subject to that continuously colour coated steel coil/ sheets top side painted surface will perform till warranty period within defined values as mentioned in Warranty Table-1, from the Date of Dispatch, when exposed to the Normal Environment Condition (For Corrosivity Class\*\* C1 and C2 as per ISO 12944-2:1998). The warranted product must be used in Residential, Commercial and School Building used for habitation, Distribution Centre, Hotels, Shopping Malls, Office Buildings, Assembly, Factories and Schools located in rural or city residential areas and is applicable to the Vertical installation and/or Inclined installation between 75° to 90° angle from the vertical plane, subject to the following Terms & Conditions as well as exclusions, which are given hereunder.

**All of the following conditions constitute material terms of this limited warranty and failure to satisfy any one or more of the conditions will result in the warranty becoming void.**

#### **WARRANTY TERMS & CONDITIONS:**

1. The product should have been purchased directly from Producer (ISCL) or from an ISCL's authorised distributor.
2. This limited warranty is given to Warranty holder (Buyer) only and shall not inure to the benefit for any other party.
3. The applicable warranty period shall be limited to, and shall in no event extend beyond the warranty period specified above from the date of dispatch.
4. Except as set forth herein, ISCL makes no other warranties with respect to the product, expressed or implied, including any implied warranty of merchant ability or fitness for a particular purpose.
5. The coated metal must not be cleaned with any kinds of abrasive or chemical cleaner.
6. Warranty does not cover warranted parameters and/or any other defects for the locations, if subject to unusual or harsh environmental exposure(s) or condition(s), including industrial sites, steel mills, power generating station, oil fields, oil refineries, ore mine, chemical plants, paper mills and adjacent and downwind areas (including residential side if effected).
7. Colour Difference that resulted from unequal exposure of Painted surface to sunlight or any other element effect the colour, are not covered by this warranty unless such Colour Difference meets the definition as given in Warranty Table-1.
8. Limited warranty shall extend subjective utilization of product within Six (6) months from the Date of Dispatch or Three (3) months after its application, whichever occurs first.
9. This limited warranty does not extend to, or cover the damages to the product occasioned by -
  - (a) Improper storage of the coils/sheets prior and after any process(s) before the final installation/end use.
  - (b) Improper handling and transportation during any type of processing & installation.
  - (c) Cut edge exposure due to reasons like improper drilling, hammering, scratching, cutting, bending etc.
  - (d) Improper fixing the sheets by non recommended tools and practices.
  - (e) If Guard film is not removed after installation.
  - (f) Any defects caused by cutting or unusual bending the sheets/coils by using any device that produces heat, which further shall affect the product warranty parameters like Film Adhesion, Colour Difference and Perforation.
10. This limited warranty does not extend to the installations/end use in any chemically aggressive environment containing fumes, ash, cement dust, carbon black, sulphurous acid gas, NOx gas, organic solvent gas, salts, acid, alkali or other chemicals whether naturally occurred or caused by man, is stored or installed in an environment that includes a high degree of Relative humidity (more than 90%), high temperature (more than 50°C), sand, dirt or grease whether naturally occurred or caused by man, is stored or installed in a way which allows contact with animal(s) and/or animal/birds waste or its de-compost products, is stored or installed in an area, or in such a way, that damage can occur due to poor air circulation, is stored or installed in areas which are subject to fallout from copper, lead, nickel or silver mining or refining operations.
11. This limited warranty does not cover damage or failure of coils/sheets which is attributable to acts of God, falling objects, external forces, explosions, fire, riots, Civil commotions, acts of war, radiation or other or similar dissimilar occurrences beyond ISCL's control.
12. This limited warranty does not apply to installations which suffer from improper installation, fabrication, corrosion due to mechanical and other physical damage, installed at an angle less than 75° from vertical plane, building settlement or structural failure, use of harmful cleaning compounds.
13. This limited warranty does not hold any liabilities for coils/sheets-
  - (a) In contact with soil, grains, fertilizers or any other moisture retaining substances.
  - (b) Installed and/or Used within 5000 metre of salt water or other marine Environment.
  - (c) Installed and/or Used on ground level more than 900 metre from Sea level.
  - (d) Failure to provide free drainage of water, including internal condensation between overlaps.
  - (e) Debris has been allowed to accumulate on the surface without proper removal.
  - (f) An annual fresh water rinse maintenance program has not implemented by the Buyer, in accordance with AAMA 621.02 and annual records have not held & submitted upon request of ISCL in order to prevent accumulation of concentrated salt deposits such adjacent to the seashore and/or in the industrial Environment.



14. ISCL holds the right to determine the environmental location condition during a warranty investigation and may deem the specific warranty performance based on close proximity to one of the severe Environmental conditions noted above.

**WARRANTY EXCLUSIONS:** Warranty does not include any of the following Attributes, Parameters and/or Situations.

1. Chalk Proof and Chipping Proof.
2. Cut edge corrosion on edges, in drilled hole & slot, from fastener, nail, screw, roof safety product, chimney, window, ventilator, pipe and all other kinds of leading cut edges.
3. Non-uniform Colour Difference due to uneven exposures of painted surface.
4. Fade Proof colour coating.
5. Changes in coating colour caused by dirt & dust.
6. Changes in gloss of coating.
7. Chemical reaction between product surface and any other structural elements in contact.

**WARRANTY CLAIMS & REMEDY PROCEDURE:**

1. Claims under this limited warranty shall be notified in writing by a registered mail within Thirty(30) days after discovery of the condition giving rise to the claim, at the latest before the end of the warranty period to the ISCL and/or local distributor from whom the product have purchased. The claim must include Buyer's name, address and telephone numbers, proof and date of purchase, nature of the defect and the date when it was first discovered.
2. In the event of a claim under this limited warranty, Warranty holder (Buyer) must supply copies of documentation showing that the product in question is of ISCL make and demonstrate to the reasonable satisfaction of ISCL that the failure to the Product was due to a breach of the limited warranty which stated herein.
3. After the notification of a claim, ISCL, or ISCL representative(s) shall have the right to inspect the installed sheets on the site for verification and assessment of the claim to ascertain its validity prior to acceptance and/or approval.
4. If the claim is found valid in accordance to definition(s) of warranty parameter with applied terms & conditions, ISCL shall accept and approve the claim for remedy and/or compensation as per stated in Table-2 in this warranty document.
5. If the claim is not found valid in accordance to definition(s) of warranty parameter with applied terms & conditions, ISCL shall not accept the claim in any event or so. In this case, all the expenses incurred during and for the investigation of the claim, will be borne by the Warranty holder (Buyer), these expenses may be the natures of person(s) travelling charges by rail and/or air, lodging & boarding charges, consultation fee, labour fee etc, and all other kinds of expenses related to claim assessment.
6. For an approved claim according to this warranty, ISCL shall, at its own discretion, compensate for the cost, fully or partially dependent on the age of sheets, for either re-painting of the defective sheets or delivery of new sheets.
7. With the exception for defects and remedies as stated in this warranty document, ISCL shall in no event be liable for any other defects and the Buyer shall not be entitled to make any other claims. This applies to each cost or loss that any defect may cause including but not limited to cost for work associated with replacement of the sheets, as well as loss of production, loss of profit and other direct or indirect costs.
8. Warranty holder's sole & exclusive remedy under this limited warranty will be either to get re-painted defective sheet(s) in case of colour defect and get replaced the defective sheet(s) in case of perforation, as the case may be, at the cost of ISCL excluding re-installation & transportation cost. ISCL shall bear the cost of re-painting or replacement of sheet(s) as per TABLE-2 given below. In no event ISCL shall be liable for any incidental, special, punitive or consequential damages. The Buyer may also get defective sheet(s) re-painted from any professional after approval of the estimate by ISCL. Furthermore, ISCL reserves the right to negotiate the contract for such re-painting if the initial estimate is unacceptable to ISCL. In no case the original term of warranty will be deemed to be extended for re-painted or replaced sheets.

**TABLE-2: Claim amount for colour defect & perforation will be settled at following rate on pro-rata basis subject To above terms and conditions (but will not exceed the maximum limit of Rs. -----)**

Warranty Attribute	From date of dispatch upto 5 year	Above 5 upto 10 year	Above 10 upto 15 year	Above 15 upto 20 year	Compensation cost in % of the (Invoice value in Replacement & only paint cost in Re-painting)
Peel & Crack	100%	100%	50%	0%	Either Re-painting or Replacement
Fade	100%	100%	50%	0%	Either Re-painting or Replacement
Chalk	100%	100%	50%	0%	Either Re-painting or Replacement
Perforation	100%	100%	50%	25%	Only Replacement



**ARBITRATION & GENERAL PROVISIONS:**

1. Any or all dispute or difference arising out of this warranty shall be resolved by amicable settlement by both parties. In case of the dispute is not resolved within 60 days, then the Buyer shall issue final notice of 30 days alongwith statement of the claim to ISCL. On failure to settle Buyer's claim within prescribed time, each party shall appoint one arbitrator within 30 days and both arbitrators shall appoint a third arbitrator within 21 days. All three arbitrators shall decide the claim of the buyer within six months from the date of submission of the statement of claim by the Buyer to the Arbitration. The award of the arbitration passed in majority shall be binding on both parties. The arbitration proceeding shall be governed by Indian Arbitration and Conciliation Act, 1996. The language of arbitration shall be Hindi or English as may be decided by both parties. The venue of arbitration shall be at Indore (MP) subject to Indore jurisdiction. The Cost of the proceeding shall be borne by the losing party.
2. No terms and conditions other than those stated herein, and no agreement or understanding, oral or written, executed or expressed prior to this warranty in any way shall be binding on ISCL,
3. The warranty can be invoked only after making payment of the invoice in full within prescribed time.

**Producer (ISCL): Address/Authorised Seal & Signature**

**Buyer/Customer: Address/Authorised Seal & Signature**

SAMPLE