

WARRANTY

THIS WARRANTY IS ISSUED:

TO:

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PROJECT:

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RONDO REF:

*This warranty is provided by:
Rondo Building Services Pty Ltd ABN 69 000 289 207
57-87 Lockwood Road, Erskine Park, NSW 2759 Australia
Tel: +61 2 9912 7300*

OTHER RIGHTS

The benefits given by this warranty are additional to other rights and remedies that you may have under laws relating to our products. Our goods may come with guarantees that cannot be excluded under the Consumer Guarantees Act (**Consumer Guarantees**). If this is the case you may be entitled to a replacement or refund for a major failure and to compensation for any other reasonably foreseeable loss or damage. You may also be entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

LODGING A WARRANTY CLAIM

To make a claim under the warranty, please contact the Rondo authorised distributor from whom you purchased the product. Otherwise, you may send details of your warranty claim directly to Rondo by post:

**Warranty Claims, Rondo Building Services,
PO Box 12464, Penrose, Auckland 1642, New Zealand**

All claims under this warranty must be received by Rondo within the applicable warranty period. Once your claim is received, a representative of Rondo will determine whether your warranty

claim is valid and, if it is, will inform you how Rondo will honour it. Any costs you incur in making this warranty claim are your responsibility and not covered by this warranty.

After you lodge a warranty claim, Rondo may, before providing warranty service, require that you provide proof of purchase, respond to questions designed to assist with diagnosing potential faults and follow Rondo's procedures for obtaining warranty service. You must respond to all requests promptly and at your own expense.

GENERAL WARRANTY STATEMENT

Rondo Building Services Pty Ltd (Rondo) warrants all Rondo branded products against defects in materials under normal use for the period from the date of purchase specified below:
All Rondo products: ten (10) years, with the exception of

- Rondo Z450 coated products used in external applications in accordance with the "Special Conditions for Z450 Product Use In External Applications" section below: Seven (7) years.
- Rondo KEY-LOCK®, DUO®, DONN®, XPRESS® and SCREWFIX® Suspended Ceiling Systems will remain structurally sound for a period of fifteen (15) years from the date of purchase.

If you submit a valid claim, Rondo will, at its option:

- (i) repair the product;
- (ii) replace the product with a product that is at least equivalent to the original product in function and quality; or
- (iii) refund the purchase price.

When a product or component is replaced or refunded, any replacement item becomes your property and the replaced item becomes Rondo's property.

This warranty is subject to the exclusions and conditions below. Where an additional warranty has been issued by Rondo, the terms of that additional warranty prevail to the extent of any inconsistency.

WARRANTY EXCLUSIONS

This warranty does not apply to products that:

- Have been damaged prior to installation;
- Have not been purchased from Rondo or a Rondo authorised distributor;
- Have been altered, modified or changed after purchase;
- Are special, tailored or custom made and have therefore not been systems tested by Rondo;
- Have not been used in accordance with the "Special Conditions for Outdoor Use" and "Special Conditions for Z450 Product Use in External Applications" sections below (as relevant); or
- Have not been stored or installed in accordance with Rondo's then current installation guidelines (such as spacing, allowable loads and the like) and environment specifications (including outdoor use of products designed for indoor use only) published and updated from time to time on Rondo's webpage, or specific designs prepared by Rondo's engineers. For further information, view the Rondo Professional Design Manual at www.rondo.co.nz/designmanual.

This warranty does not apply to any damage, defect or fault caused by:

- A product that has received maltreatment, inattention or interference;
- Improper or inadequate maintenance of the product;
- An application of or to the product that is not fit for purpose;
- Another product(s) affixed or attached to, or installed or integrated with, a Rondo product covered by this warranty;
- The fitting or use of components not supplied, manufactured or approved in writing by Rondo;

- A component that was not manufactured or supplied by Rondo, including the failure of such a component;
- A failure to use or maintain the product in accordance with the manufacturer's or Rondo's instructions or recommendations (including servicing recommendations);
- Repair, maintenance, installation, commissioning or service of the product which is not carried out in accordance with manufacturer's instructions or recommendations;
- Instances where all recommended preparation and / or treatment processes have not been carried out;
- Fasteners that do not have durability and corrosion resistance at least equal to the product that they are fastening (e.g. the use of non-stainless steel fasteners with a stainless steel bead);
- Framing being exposed to shared air volumes of indoor swimming pool environments; or
- Normal wear and tear.

SPECIAL CONDITIONS FOR OUTDOOR USE

The only Rondo metal products that are designed and warranted for outdoor use are the following products in the Rondo EXANGLE® Range: EP32, EP50, EP17, ER11, P01S & SR02. Whilst these products have been coated with a highly effective corrosion resistant material, or made with corrosive resistant stainless steel, the products may still be susceptible to corrosion in highly aggressive environments. The use of the below products is not recommended, and this warranty does not apply, in the following applications:

EP32, EP50, EP17, ER11	SR02, P01S
<ul style="list-style-type: none"> · Within 1km of breaking surf. · Within 100m of calm, open saltwater locations (e.g. harbours). · Within 500m of areas of heavy industrial emissions. 	<ul style="list-style-type: none"> · Within 100m of breaking surf. · Within 100m of heavy industrial emissions, or fossil fuel combustion.
<ul style="list-style-type: none"> · Areas exposed to prevailing winds that contain salt or regular industrial emissions. · Where continuous or cyclical moisture is present, such as retaining walls, planter boxes or garden beds unless protective waterproofing measures have been applied in accordance with Rondo's published specifications. · Environments which contain bore water or soils with high chloride content. · Within 10m of a swimming pool 	

SPECIAL CONDITIONS FOR Z450 PRODUCT USE IN EXTERNAL APPLICATIONS

The general seven year warranty for Z450 coated products used in external applications applies to products used within the location, construction type and corrosion category nominated in the following table:

Zinc Coating Performance Recommendations

EXTERNAL FRAMING INCLUDING TOP HATS		
RONDO ELEMENT, LOCATION AND CONSTRUCTION TYPE	External Corrosivity Zones from AS4312:2019 and ISO 9223:2012	
	C3	C4
	Coastal areas with low salinity and urban and industrial areas with low pollution. This zone can vary significantly and should be checked closely	Coastal areas with rough seas, extent varies from 300m to 1km inland
External wall located behind a pressure sealed barrier	Z275	Z275 Fully wrapped ¹
External wall located with a rain screen façade, or ventilated ²	Z450	Z450 Exterior to fully wrapped wall
External soffit unventilated	Z275	Z275 Fully wrapped
External soffit ventilated	Z275	Z450 Exterior to fully wrapped wall

ADDITIONAL WARRANTY COVERAGE & CONDITIONS

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AUTHORISED BY:

SIGNED: DATE:

RONDO®

www.rondo.co.nz

¹ Fully Wrapped refers to the installation of vapour permeable membrane, installed to the external side of the framing in accordance with AS/NZS4200.2 Pliable Building Membranes and Underlays. The internal side of the framing is to be directly lined.

² Framing members are assumed to be on the exterior side of the membrane. For framing inboard of the membrane refer to the framing details for the external wall behind the pressure sealed barrier.