

WARRANTY

THIS WARRANTY IS ISSUED:

TO:

.....
.....
.....
.....

PROJECT:

.....
.....
.....
.....
.....
.....
.....
.....

RONDO REF:

This warranty is provided by Rondo Building Services Pty Ltd (ABN 69 000 289 207; NZBN 9429038930621):

In Australia: 87 Lockwood Road, Erskine Park, NSW 2759 Australia Tel: +61 2 9912 7300

In New Zealand: Building C1, 373 Neilson Street, Penrose, Auckland 1061, New Zealand

Email in Australia: rondo@rondo.com.au

Email in New Zealand: Rondo.NewZealand@rondo.co.nz

Phone in New Zealand: +64 9 636 5110

(Rondo)

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, including under the Australian Consumer Law and New Zealand Consumer Guarantees Act 1993.

AUSTRALIAN CONSUMER LAW STATEMENT

The following statement applies where the product is supplied to a 'consumer' under the Australian Consumer Law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also 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 (Consumer Guarantees).

The remainder of this document does not impose any limitation on, or precondition to the exercise of rights in accordance with, the Consumer Guarantees.

LOGGING A WARRANTY CLAIM

To make a claim under the warranty, if you purchased from:

- (a) a Rondo authorised distributor, please send details of your warranty claim to **both** the Rondo authorised distributor from whom you purchased the product **and** to Rondo; or
- (b) Rondo directly, please send details of your warranty claim to Rondo.

To send a claim to Rondo please send via post to the below address (as applicable):

Australian customers: Warranty Claims, Rondo Building Services, PO Box 324, St Marys, NSW 1790 Australia

New Zealand customers: 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 as set out in the 'General Warranty Statement' below. 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 process for obtaining warranty service. You must respond to all requests promptly and at your own expense.

GENERAL WARRANTY STATEMENT

Subject to the exclusions below, Rondo warrants:

- (a) all **Rondo KEY-LOCK®, DUO®, DONN® and XPRESS® Suspended Ceiling Systems products** against defects in materials under normal use for 15 (fifteen) years from the date of purchase (**15 Year Warranty**); and
- (b) to the extent permitted by relevant law, other Rondo products against defects in materials in accordance with the location and construction type and corrosion zones as detailed in **Table 1** at the end of this document for 10 (ten) years from the date of purchase (**10 Year Warranty**).

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

- (a) Repair the product;
- (b) Replace the product with a product that is at least equivalent to the original product in function and quality; or
- (c) Refund the purchase price.

RONDO BUILDING SERVICES PTY LTD

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 to the limitations prescribed in Table 1 of this warranty document; 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.com.au/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 or Rondo’s (if applicable) 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.

Table 1: Rondo Building Services 10 Year Warranty Product Warranty Conditions

Only those types of Rondo products which are used in the location and construction type within the *corresponding* corrosivity zone will be covered by the 10 Year Warranty. For example, if you are building an unventilated external soffit within a C3 corrosivity zone, only Rondo products with AM150 or Z275 coating or higher will be covered by the 10 Year Warranty.

Location and Construction Type	Corrosivity Zones (as per AS4312:2019 and ISO 9223:2012)			
	C1	C2	C3	C4
Internal applications within sealed environment	All Rondo products (other than those products subject to the 15 Year Warranty)			
External wall located behind a pressure sealed barrier	AM150 OR Z275	AM150 OR Z275	AM150 OR Z275	Fully Wrapped ¹ AM150 OR Z275
External wall located within a rain screen façade, or ventilated ²	<i>N/A - this Location and Construction Type not used within C1 Corrosivity Zones</i>	AM150 OR Z275	Z450	Z450

RONDO BUILDING SERVICES PTY LTD

External soffit unventilated ³	AM150 OR Z275	AM150 OR Z275	AM150 OR Z275	Fully Wrapped ¹ AM150 OR Z275
External soffit ventilated	<i>N/A - this Location and Construction Type not used within C1 Corrosivity Zones</i>	AM150 OR Z275	Z450 OR Fully Wrapped ¹ Z275	External to Fully Wrapped ¹ framing Z450

ADDITIONAL WARRANTY COVERAGE & CONDITIONS

.....

.....

.....

.....

.....

EXECUTION

AUTHORISED BY:

SIGNED:

DATE:

¹ Fully Wrapped refers to the installation of vapour permeable membrane, installed in accordance with AS/NZS4200.2 pliable building membranes and underlays to the external side of the framing. The internal side of the framing is to be directly lined and sealed full height. Proper cavity drainage is required when the wall is wrapped.

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.

³ All soffit framing assumed to be sealed across the plane of the soffit and at fascia/soffit edge.