

# TRUFAST PTY LTD

## WARRANTY AGAINST EFFECTS OF CORROSION

Trufast Pty Ltd (**Trufast**) of 5/20 Booran Drive Woodridge, QLD 4114 provides the following warranty in relation to the head of its fastener screw products (**Fastener**).

The benefits of this warranty are in addition to any rights and remedies imposed by Australian State and Federal legislation that cannot be excluded. Nothing in this warranty is to be interpreted as excluding, restricting or modifying any State or Federal legislation applicable to the supply of goods and services which cannot be excluded, restricted or modified.

### WARRANTY

Trufast warrants that, subject to the exclusions and limitations below, the manufacture and assembly of the head of the Fastener will be free from defects in materials and workmanship due to the effects of corrosion in accordance with and for the periods set out in **Table A**.

If a defect appears in the manufacture or assembly of the head of the Fastener due to the effects of corrosion before the end of the warranty period in accordance with **Table A** and Trufast finds the Fastener to be defective in materials or workmanship, Trufast will replace the Fastener free of charge.

**Table A**

| Corrosivity<br>Category<br>ISO 9223  | Category 2<br>Low   | Category 3<br>Medium  | Category 4<br>High   | Category 5<br>Very High   |
|--|---|---|--|---|
| Environmental<br>Conditions  | MILD<br>URBAN<br>AND RURAL<br>AREAS                         | INDUSTRIAL AND<br>COASTAL AREAS   | SEVERE INDUSTRIAL<br>AND<br>SEVERE COASTAL AREAS   | VERY SEVERE<br>INDUSTRIAL<br>AND<br>VERY SEVERE<br>COASTAL AREAS  |
|  | Generally dry, away from the ocean or sources of pollution. | Generally low to moderate pollution or coastal areas with low salinity<br><br>Generally, 1km - 50km from coastal areas or 150m - 1km from saltwater inlets or creeks. | Close proximity to industrial plants, sewerage treatment plants or airports.<br><br>Close proximity to coastal areas (generally 400m - 1km) or 150m from saltwater inlets or creeks. | Industrial areas with high humidity and an aggressive atmosphere.<br><br>Close proximity to the ocean (within 400m) but outside the spray zone. |
| Coating  |   | Warranty Period   |  |   |
| Sure-Guard 3<br>SX3  | 20 years  | Moderate Industrial<br>15 years<br>Moderate Coastal<br>7 years  | Not Recommended  | Not Recommended   |
| Sure-Guard 4<br>SX4  | 30 years  | Moderate Industrial<br>25 years<br>Moderate Coastal<br>20 years   | Severe Industrial<br>15 years<br>Severe Coastal<br>12 years  | Not Recommended   |
| Sure-Guard 5<br>SX5  | 35 years  | Moderate Industrial<br>30 years<br>Moderate Coastal<br>25 years   | 20 years   | 8 years   |
| Important Note   |   |   |  |   |
| Determining how the corrosivity categories and indicative environmental conditions outlined in Table A apply to a specific area is complex. Table A must not be taken as professional advice. Table A is provided as an indicative guide only. It is strongly recommended that contact be made with your supplier to discuss the various factors that may influence the environmental conditions a Fastener is intended to be used prior to purchase to ensure that the most appropriate Fastener and coating is chosen. |   |   |  |   |

Sure-Guard 5 (SX5) coated products installed in ISO 9223 Category 5 environmental conditions warrant the structural integrity of the screw for the listed period, superficial staining may occur.

This warranty is not transferable to a subsequent customer if the Fastener is sold by the original customer during the warranty period.

Trufast reserves the right to replace any defective Fastener with a fastener screw product of similar quality, grade and composition where an identical fastener screw product is not available.

## **WARRANTY CLAIMS**

1. If a fault covered by warranty occurs, the customer must first contact Trufast.
2. Any warranty claim must be accompanied by:
  - (a) proof of purchase and evidence of delivery;
  - (b) evidence of identifying marks on the defective Fastener (ie SX4 head-marking); and
  - (c) full details of the alleged defect.
3. The customer must make the Fastener available to Trufast or its authorised agent for inspection and testing. If such inspection and testing find no defect in the Fastener, the customer must pay Trufast's usual costs of service work and testing.
4. If Trufast determines that a defect is present, Trufast will bear the reasonable cost of transport.

## **EXCLUSIONS**

The warranty will not apply where:

1. the alleged defect in the Fastener is within acceptable industry variances or relates to the aesthetics of the of galvanising, coating and protectant treatments used;
2. the alleged defect relates to the thread or shank of the Fastener (as indicated above, this warranty relates only to the head of the Fastener);
3. Trufast cannot establish any fault in the Fastener after testing and inspection;
4. the Fastener has been used other than in the environmental conditions or for the purpose for which it was designed;
5. the defect in the Fastener has arisen due to the customer's failure to properly use the Fastener in accordance with the manufacturer's or Trufast's instructions, recommendations and specifications;
6. the Fastener has been subject to abnormal conditions, including environment, chemical or moisture attack, unwashed corrosive salts, temperature, water, fire, humidity, pressure, stress or similar;
7. the Fastener has interacted with moisture retaining substances, dirt, soil, ash, fertilizer, lead, copper or other metals or chemical agents that may affect the Fastener;
8. the defect has arisen due to abuse, misuse, neglect or accident; or
9. unauthorised accessories have been used on or in relation to the Fastener.

## **LIMITATIONS**

The replacement of the Fastener is the absolute limit of Trufast's liability under this warranty. To the maximum extent permitted at law, Trufast is not be liable for any other losses or damages (whether direct or indirect) including but not limited to consequential loss, personal injury or death, economic loss or loss of profits, whether arising under statute, contract, tort including negligence, however so arising.

## **AUSTRALIAN CONSUMER LAW**

If the customer is a consumer as defined in the Australian Consumer Law, the following statement applies:

*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 for 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.*

## **CONTACT**

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