



Flash Harry Product Guarantees

Flash Harry is South Africa's leading DIY waterproofing and specialist coating brand, offering a range of over 30 purpose-specific waterproofing and damp-proofing products.

The brand is owned by the STT Sales Group, one of the country's leading manufacturers of industrial waterproofing brands with 45 years of experience in manufacturing and distributing product that is tough enough to withstand the harsh Southern African climate.

For free help or advice on any Flash Harry product or its suitability or application, call our technical helpline on 011-892-2917.

Our Guarantees

Flash Harry offers a 12-year quality guarantee on Flash Harry Liquid Plastic and Flash Harry Fibre Flex.

When correctly applied according to the product application instructions and guidelines on the applicable labels, Flash Harry Liquid Plastic and Flash Harry Fibre Flex will retain their functional waterproofing properties for a period of no less than 12 years. This guarantee applies in the event of waterproofing failure – which is defined as the ingress of moisture and penetrating damp. The guarantees are subject to the Flash Harry terms and conditions as stated below.

Flash Harry offers a 10-year quality guarantee on Flash Harry FrogSkin® Roof Paint

When correctly applied according to the product application instructions and guidelines on the FrogSkin® label, Flash Harry FrogSkin® Roof Paint will retain its aesthetic and functional properties for a period of no less than 10 years. This guarantee applies in the event of paint failure which is defined as peeling, fading* or yellowing, blistering, and chalking. The guarantees are subject to the Flash Harry terms and conditions as stated below.

*Dependent on colour, chalking and fading will occur at a rate of approximately 5% per year as per ISO Florida Standards

Flash Harry offers an 8-year quality guarantee on Flash Harry One Shot.

When correctly applied according to the product application instructions and guidelines on the applicable labels, Flash Harry One Shot will retain its functional waterproofing properties for a period of no less than 8 years. This guarantee applies in the event of waterproofing failure – which is defined as the ingress of moisture and penetrating damp. The guarantee is subject to the Flash Harry terms and conditions as stated below.





Flash Harry offers a 5-year quality guarantee on Flash Harry Fix-a-Leak.

When correctly applied according to the product application instructions and guidelines on the label, Flash Harry Fix-a-Leak will retain its functional waterproofing properties for a period of no less than 5 years. This guarantee applies in the event of waterproofing failure – which is defined as the ingress of moisture and penetrating damp. The guarantee is subject to the Flash Harry terms and conditions as stated below.

Terms and Conditions

Application of the Guarantee

The Flash Harry guarantee applies when:

- 1 All surface preparation and product application instructions for the specific product have been followed in full;
- 2 The recommended Flash Harry priming and surface preparation products have been used prior to application;
- 3 The specified number of coats have been applied, resulting in a dry film thickness of product as per the specific product instructions;
- 4 The product has not been diluted in any manner whatsoever;
- 5 The product has not been tinted in any manner whatsoever;
- 6 The product has not been exposed to precipitation or water prior to the time specified on the label;
- 7 Colour consistency can only be guaranteed if products share the same batch number;
- 8 Conditions relating to the below mentioned extent and duration of the guarantee must be adhered to; and
- 9 The consumer has registered this guarantee (regardless of the purchase price) at Flash Harry, within a period of 60 days from date of purchase.

Extent and duration of the Guarantee

- 1 The Flash Harry guarantee applies when the consumer has registered this guarantee at Flash Harry within a period of 60 days from date of purchase from an approved or recognised supplier, distributor or retailer and has fully and properly followed the terms and conditions of this guarantee;
- 2 When the total purchase price of the product purchased exceeds R12 000.00 (incl. VAT), the consumer must before applying the product, contact the Flash Harry Technical Helpline on 011-892-2917, followed by a confirmatory letter with full details of the site at which the product will be applied, full details of the person applying the product and such person's contact details, to be e-mailed to info@darachem.co.za alternatively to fax such letter to 011 892-1519, to arrange for a Flash Harry representative to visit the site, evaluate the project and issue specific instructions before any work is carried out. **Failing to do this, will automatically disqualify and exclude the consumer from the guarantee.**





The guarantee period begins from the date of purchase of the product and only if the consumer has registered the purchase of the product with Flash Harry within a period of 60 (sixty) days from date of purchase, bearing in mind that:

- 1 In the event of a claim, the guarantee is not renewed or extended when the claim is settled (except in the case of a complete repaint);
- 2 The guarantee only applies to genuine Flash Harry products purchased and applied in South Africa from an approved or recognised supplier, distributor or retailer of the product; and
- 3 If a change of ownership to the structure at which the product is applied occurs, notice must be given by e-mailing a letter to info@darachem.co.za, alternatively to fax such letter to 011 892-1519, providing details of change of ownership. The guarantee is only transferrable subject to the new owner accepting the terms and conditions thereof in writing and notifying Flash Harry thereof. Its duration does not start again, but continues only for the balance of the guarantee period remaining from date of purchase of the product.

Legal Responsibility & Exclusion of Liability

Flash Harry pursues a policy for constant development and improvement and reserves the right to alter product specifications without prior notice.

Flash Harry does not accept liability for any damage that arises from elements outside of Flash Harry's control. This exclusion from liability includes but is not limited to:

- 1 Fair wear and tear from elements such as extreme weather, hail, dew, dust, grime, gaseous or particulate pollutants, acid rain, incorrect use or cleaning and exceptional fungal infestation; hydrostatic or electrolytic damage; welding or other forms of heating fire, explosions or radiation; mechanical or physical damage, collision or other accidents; vandalism, malicious damage or damage caused by industrial actions; acts of God;
- 2 The failure of Flash Harry products occurring in areas difficult to paint or prepare properly as a result of their features or which then contributes or leads to product failure in other areas;
- 3 Indirect or consequential damage to the consumer or any third party of any nature whatsoever;
- 4 Damage resulting from any disturbance of the surface due to any other substance or conditions that adversely or detrimentally affect the product;
- 5 Flash Harry products being applied in areas that are not recommended by Flash Harry.
- 6 Any and all modifications to the product, i.e. tinting, diluting, blending.





Flash Harry's liability is limited solely to the replacement costs of the product purchased and applied which is scaled according to the time that has passed between the registration of the guarantee and the date of the claim, as follows:

12 Year Guarantee

First 12 months after registration	Total cost of product replacement
13 to 24 months after registration	92% of cost of product replacement
25 to 36 months after registration	83% of cost of product replacement
37 to 48 months after registration	75% of cost of product replacement
49 to 60 months after registration	67% of cost of product replacement
61 to 72 months after registration	58% of cost of product replacement
73 to 84 months after registration	50% of cost of product replacement
85 to 96 months after registration	42% of cost of product replacement
97 to 108 months after registration	33% of cost of product replacement
109 to 120 months after registration	28% of cost of product replacement
121 to 132 months after registration	19% of cost of product replacement
133 to 144 months after registration	9% of cost of product replacement

10 Year Guarantee

First 12 months after registration	Total cost of product replacement
13 to 24 months after registration	90% of cost of product replacement
25 to 36 months after registration	80% of cost of product replacement
37 to 48 months after registration	70% of cost of product replacement
49 to 60 months after registration	60% of cost of product replacement
61 to 72 months after registration	50% of cost of product replacement
73 to 84 months after registration	40% of cost of product replacement
85 to 96 months after registration	30% of cost of product replacement
97 to 108 months after registration	20% of cost of product replacement
109 to 119 months after registration	10% of cost of product replacement

8 Year Guarantee

First 12 months after registration	Total cost of product replacement
13 to 24 months after registration	90% of cost of product replacement
25 to 36 months after registration	77% of cost of product replacement
37 to 48 months after registration	65% of cost of product replacement
49 to 60 months after registration	52% of cost of product replacement
61 to 72 months after registration	40% of cost of product replacement
73 to 84 months after registration	27% of cost of product replacement
85 to 96 months after registration	15% of cost of product replacement





5 Year Guarantee

First 12 months after registration	Total cost of product replacement
13 to 24 months after registration	80% of cost of product replacement
25 to 36 months after registration	60% of cost of product replacement
37 to 48 months after registration	40% of cost of product replacement
49 to 60 months after registration	20% of cost of product replacement

Replacement costs means the cost of the repair at the time of the claim. The consumer will be liable for any additional costs not covered by the Flash Harry guarantee. Flash Harry does not accept any liability for any loss or damages suffered as a result of any delays in the completing of any repair or remedial work.

Repairs under Guarantee

In the event of the consumer qualifying for the Flash Harry guarantee and submitting a successful and approved claim, Flash Harry will provide replacement product for any re-coating necessary to repair the paint and or waterproofing failure, subject to:

- 1 Claims being submitted to Flash Harry within 30 days of the product failure occurring;
- 2 The consumer supplies Flash Harry with full details of what is defective together with full details of the person who applied the product and such persons contact details as well as full reasons why Flash Harry should be held liable for such defect;
- 3 The consumer allows a Flash Harry representative to inspect the relevant site and is allowed to conduct testing to determine the nature and extent of the damage and liability as well as the possible cause thereof; and
- 4 All repair or remedial work is done in accordance with Flash Harry's instructions and supervision.

How to Register your Guarantee

To qualify for and register your guarantee, simply complete the Flash Harry Product Guarantee Registration Form annexed hereto and e-mail the completed form to info@darachem.co.za, alternatively fax to 011 892-1519 within a period of 60 days from date of purchase of the product.

You will receive a Guarantee Reference Number that you should record and keep in a safe place, together with your purchase slip for future reference. This is very important as the consumer will need to quote this Guarantee Reference Number in the event of a claim.

IMPORTANT NOTICE – SHOULD ANY PROVISION OF THIS GUARANTEE BE IN CONFLICT WITH THE PRODUCT INSTRUCTIONS ON THE FLASH HARRY PRODUCT CAN, THE PROVISIONS OF THIS GUARANTEE WILL PREVAIL.





FLASH HARRY PRODUCT GUARANTEE REGISTRATION FORM

(PLEASE COMPLETE IN LARGE BLOCK LETTERS)

CONSUMERS NAME _____

TICK WHERE APPLICABLE [SOLE PROP] [CC] [PTY LTD] [OTHER]

IF OTHER (TRADING NAME) PROVIDE DETAILS _____

REGISTRATION / CK NUMBER / ID NUMBER _____

PHYSICAL ADDRESS WHERE BUSINESS CARRIED ON _____

REGISTERED OFFICE ADDRESS _____

POSTAL ADDRESS _____

PHONE NO: (____) _____ FAX NO: (____) _____ CELL NO: _____

RETAIL STORE OF PRODUCT PURCHASE: _____ REGION _____

DATE OF PURCHASE: _____ PURCHASE PRICE (INCL. VAT): _____

PRODUCT BATCH NO: _____

ATTACH PROOF OF PURCHASE: (TICK BOX)

SITE ADDRESS WHERE PRODUCT APPLIED _____

SIZE OF ROOF IN SQUARE METRES _____

SUBSTRATE/SURFACE _____

PRIMER USED _____

PRIMER BATCH NO: _____

GUARANTEE REGISTRATION DATE (supplied by Flash Harry): _____

GUARANTEE REFERENCE (supplies by Flash Harry): _____

I, _____, in my capacity

as _____ of the consumer, do hereby state that I have read

and understand the terms and conditions of this guarantee.

Signed at _____ on this the _____ day of _____ 20_____.

Signature: _____

