

WARRANTIES AND THE FINE PRINT



CPD SUMMARY INFORMATION

Implied Warranties

- All residential building work is covered by implied warranties.
- Set out by The Building Act to protect you whether you have a written contract or not.
- Valid for up to 10 years.

Common Warranty Types in New Zealand Construction Industry

Standard Warranty:

- Most commonly product warranties and exclude workmanship.
- Often issued in conjunction with an installer's workmanship warranty.

System Warranty:

- Covers a system supplied by one supplier.
- Typically the whole system is installed by one contractor.

E.g.: an entire ARDEX tiling system when installed by an ARDEX trained installer (i.e. floor prep, acoustic, waterproofing, adhesives, grouts/silicones) is eligible for an ARDEX system warranty covering labour, replacement tiles, substrate preparation removal of fixtures and fittings and replacement thereof if required in the event of a failure.

Extended Warranty:

- Extended coverage negotiated at design stage.

Back-to-Back Warranty:

- Includes coverage from defects caused by workmanship.



Common Clauses to Note

- Claim only covers the replacement product – not removal or install
- Claim is pro-rata on age
- Not transferable
- Repair cost to a specified value rather than total cost
- Owner pays inspection costs
- Inspections, maintenance and record keeping requirements

Remember to read the fine print!

ARDEX information such as technical data sheets, safety data sheets and certifications available [here](#).

DISCLAIMER

The technical details, recommendations and other information contained in this catalogue are given in good faith and represent the best of our knowledge and experience at the time of printing. It is your responsibility to ensure that our products are used and handled correctly, and in accordance with any applicable New Zealand Standard. Our instructions and recommendations are only for the uses they are intended.

We also reserve the right to update information without prior notice to you reflecting our ongoing research and development programme. Country specific recommendations (depending on local standards), Codes of Practice, Building Regulations or Industry Guidelines, may affect specific installation recommendations. The supply of our products and services is also subject to certain terms, warranties and exclusions, which may have already been disclosed to you in prior dealings or are otherwise available to you on request. ARDEX reserves the right to change packaging and weight of products at any time without notice due to production requirements. © ARDEX New Zealand Ltd 2024. All aforementioned products are the trade marks of ARDEX New Zealand Ltd, its licensors and affiliates.