



# WARRANTY DOCUMENT

## Dr. Fixit Raincoat Star





## Dr. Fixit Raincoat Star Warranty

I. This document covers the warranty and other provisions related to the following products (“Product(s)”) offered by Pidilite Industries Limited (“Company”). This warranty is subject to the terms printed on the purchase invoice and terms and conditions specified herein below: -

Products	Warranty	Period
Dr. Fixit Primo White + 2 topcoats of Dr. Fixit Raincoat Star with no dilution for fresh plaster surface.	Waterproofing & anti algal performance	Five (5) years
Dr. Fixit Primo Putty + 2 topcoats of Dr. Fixit Raincoat Star with no dilution for white cement Putty surface.	Durability – (film integrity – flaking and peeling)	Seven (7) years
Dr. Fixit Raincoat Star with no dilution 2 coats for Repainting surface.		

### II. WARRANTY VALIDITY:

- A. The company will provide material replacement cost for re-application of coating, as required to set right to address coating failure in the affected area, following the liability terms outlined in the ‘Liability’ section. Any extra expenses are the customer’s responsibility, and the company is not liable for a warranty if defects arise from structural defects in the building structure. The warranty specifically covers coating failures due to product quality issues, as detailed in this section.
- B. The Retail warranty is applicable to customers if the purchase of Dr. Fixit Raincoat Star coating for a specific site exceeds 60 liters usage is less than 120 liters. The project warranty is applicable to customers if the purchase of Dr. Fixit Raincoat Star coating exceeds a usage of 120 liters. The project warranty shall be applicable subject to a satisfactory pre, during and post inspection of the exterior wall surface to be coated and checked by the representative of the Company.
- C. The warranty will be applicable where the Dr. Fixit Primo White and 2 topcoats of Dr. Fixit Raincoat Star without dilution as combined system for fresh plaster surface or Dr. Fixit Primo Putty + 2 topcoats of Dr. Fixit Raincoat Star without dilution for white cement Putty surface or Dr. Fixit Raincoat Star without dilution 2 coats for Repainting surface are applied to recommended application practice, DFT build up/ coverage, adequate intervals between coats, etc.
- D. The company will not be responsible for any indirect or consequential losses or damages to the customer. The customer’s sole remedy under this warranty is as outlined in this clause. “Coating / paint failure.” is defined as follows:
  - i. Throughout this warranty the words “Paint Failure” shall mean any of the following occurring, subject to the other conditions laid under this warranty: - 1) Film integrity, flaking and peeling of the coating Dr. Fixit Raincoat Star coating system caused by one coat of coating (paint film) coming off from another or from the substrate. 2) Shade fading, the paint film shows blistering, splits, tears, or shows evidence of excessive weathering solely due to defective material 3) Growth of fungus and algae on wall surfaces\* [at least spread over a minimum area of 2 sq. mtr. (20 sq. feet).
  - ii. Water ingress through vertical walls where product is applied (water ingress through any other part of the building/house not protected using the Dr. Fixit Raincoat Star coating will not be covered by this warranty).

### III. To Register Warranty

- a) The warranty shall be registered by calling the Dr. Fixit Advice Center at the toll-free help line number 1800-209-5504 or by registering online. Please visit the website at [https:// www.drfixit.co.in/warranties](https://www.drfixit.co.in/warranties) and provide your name, contact details, and the approximate exterior surface area to be coated.
- b) Warranty is applicable only if the Product is purchased either directly from the Company or its authorized channel partners, through a valid GST invoice, which particularly mentions the name and address of the customer. In case of multiple invoices: a) the customer’s name & address on each of the invoices should be the same.

- c) The warranty shall be registered by calling the Dr. Fixit Advice Center at the toll-free help line number 1800-209-5504 or by registering online. Please visit the website at [https:// www.drfixit.co.in/warranties](https://www.drfixit.co.in/warranties) and provide your name, contact details, and the approximate exterior surface area to be coated.
- d) For project warranty, the customer, representative, or applicant shall provide complete site details, including contact number and email ID, and upload the Bill of Quantities (BOQ) during the online warranty registration process.
- e) For retail warranty, the customer, representative, or applicant shall provide complete customer details, including material purchase information, and upload proof of purchase with GST during the online warranty registration process.
- f) To validate this warranty, registration must be completed within fifteen (15) days prior to the commencement of work for the project warranty. For the retail warranty, registration must be completed within fifteen (15) days from the purchase date of the product.
- g) This Warranty shall commence from the date of first purchase of the Products by the Customer (Commencement Date).
- h) Upon registration of warranty, a Unique Warranty Id will be generated, which will be the reference code for the Customer for all future communication.
- i) If there is a break or recess period of more than 3 months in completing the Dr. Fixit Raincoat Star coating over the Dr. Fixit Primo White external wall primer. The Company at its own discretion may appoint a person to inspect and validate the application of the Dr. Fixit Raincoat Star coating as per the directions specified and suggest remedial action.
- j) The company will send a hard copy of the Warranty certificate to your address either through Company Representative or by post or registered e-mail-ID. The customer / contractor/ applicator must submit material purchase tax invoice to receive the warranty from the Pidilite Industries "Dr. Fixit" and keep them throughout the warranty period.
- k) The customer may call 1800-209-5504 for any queries regarding the Warranty.

#### IV. Exclusion

The warranties will be void in the following events:

- a) Defects caused from insufficient coating film thickness.
- b) Intermittent dripping of water due to proximity of vegetation or air-conditioning units or any other sources of water leakage like potted plants, plants, plumbing lines, broken waterspout, or water flow from overhead tank etc.
- c) Water penetration is due to capillary rise from the ground level, including water leakage, seeping and continuous dampness of the surface.
- d) Water leakages arising out of uncoated surfaces/structures that are directly connected to the structure painted with Dr. Fixit Raincoat Star coating.
- e) Any damage to the coating film caused by contact with solvents, oils, sharp objects, or the fixing of antennas or AC units.
- f) Cracks in the building component due to thermal movement in building structures, rusting of steel in concrete results in cracking or spalling of RCC members, foundation movement and settlement.
- g) Growth of algae or fungus on surfaces other than masonry or concrete walls.
- h) Shade fading due to efflorescence or lime blooming arising from the masonry wall.
- i) Failure of underlying plaster, Cement putty coat, texture, or any other coat which in turn causes the failure of the Dr. Fixit Raincoat Star.
- j) Natural calamities such as earthquakes, cyclones, and flooding.
- k) Damage caused by vandalism, accidents, and fire.
- l) Coating failures due to vegetative growth on walls, excessive bird droppings, water leakage, seepage from leaking plumbing lines, and mud staining from plants:

### CUSTOMER DETAILS

Customer Name	
Site Address	
Mobile Number	
Warranty Request Number	
Warranty Issue Date	
End Date	

### PRODUCT DETAILS

Product Name	Dr. Fixit Raincoat Star
Quantity consumed (in litres)	
Batch Number(s)	
Manufacturing date(s)	
Area coated with Dr. Fixit Raincoat Star (in sq. ft.)	

### PURCHASE DETAILS

Name & Address of Dealer	Invoice No.	Invoice Date	Dealer Stamp

### CONTRACTOR DETAILS

Contractor's Name	
Contractor's Address	
Contractor's Tel No/ Mobile No.	

## V. Settlement process

- a) The Customer shall register its claim within 30 days of discovering any symptoms of coating (Paint) failure as described in this document.
- b) The Customer shall call the Dr. Fixit Advice Center at the toll-free help line number 1800-209-5504 and share the details.
- c) The Customer shall provide complete details of self and of product purchase and warranty number.
- d) The consumer shall forthwith notify the company of the claim providing full details thereof and shall set out the basis on which it believes that the company is liable in terms of the warranty. The company reserves the right to carry out inspections of the Coating (paint) Dr. Fixit Raincoat Star coating, in which the Dr. Fixit Raincoat Neo system is alleged to have failed and to perform any tests in respect thereof and may do so either itself or by means of any person nominated by it. Prior to such inspection or testing, the consumer shall not be entitled to perform any repairs to or remove or tamper with any part of the Dr. Fixit Raincoat Star coating.
- e) Pidilite Industries Ltd.'s sole responsibility for a breach of this limited warranty is the replacement of the Dr. Fixit Raincoat Star material in a specific area that leaks due to a manufacturing defect. Decisions regarding the extent of material replacement will be solely based on the assessment of Pidilite's Dr. Fixit Technical team.
- f) Replacement of material shall mean the product only required to set right the area where coating (paint) failure has occurred, at the time of the lodgment of claim. Replacement shall not include cement, sand, polymer, internal painting system etc. The Customer will be liable for the balance costs, which are not the company's obligations, as indicated above.

- g) The company shall use its best efforts to ensure that the coating required for repairs is available as soon as possible at the place where the repairs are to be carried out but does not assume liability for the delay in this respect.
- h) The company is not liable for any damage caused to contractors or laborers during the settlement of the claim.
- i) The Company will not be liable for any indirect or consequential loss or damage to the Customer.
- j) The warranty will be applicable only for the area or affected area where the product has been applied.

## VI. Application direction for the product

### Surface preparation

- a) New plaster or masonry surfaces must be allowed to cure (28 days) before application. Cured plaster should be hard (non-powdery) and in sound condition.
- b) Clean the surface with stiff nylon, wire brushing followed by high pressure water jet cleaning. Algae and fungus on the wall to be removed, by using high-pressure wash or coir brush and shall be treated with fungicidal solution.
- c) All cracks up to 3 mm in width should be opened up 5mm making the V groove and fill with Dr. Fixit Crack X Paste. Apply the primer coat prepared with Dr. Fixit Crack-X Paste and water in 1:1 proportion over the crack surface. Fill cracks with Dr. Fixit Crack-X Paste when the surface is tacky and not dried completely.
- d) For cracks larger than 5mm and separation gaps, use polymer-modified mortar (PMM) mixed with Dr. Fixit Pidicrete URP 10% by weight of cement after making the V groove or by Dr. Fixit Polymer Modified Mortar HB.
- e) Cement wall putty and smooth painted surface require sanding with 180 /220 no sandpaper using only light-to-moderate pressure for best practices. Clean the surface with a cloth dampened with water to remove sanding dust.
- f) Fill all window frame joints/gaps between window frame and masonry wall are sealed with Feviseal Neutral Pro sealant
- g) Ensure vertical expansion joints are sealed with Feviseal HY100 hybrid or PU Sealant wherever applicable.
- h) In case there are structural cracks, please study and repair them with a structural engineer.

### Precautions:

- a) Strict adherence to recommended application practice, correct paint system, WFT build up/coverage, adequate intervals between coats, etc.
- b) To ensure optimal performance of the coating, address both excess bird droppings and avoid intermittent water dripping near the chajja top and ledge wall. Continuous water dripping from air conditioning units, plant pots, or inadequate slope on these surfaces can deteriorate the coating. Take appropriate action to prevent these issues.
- c) Stir well coating with hex shaped shaft power drill machine before use of Dr. Fixit Raincoat Neo.
- d) Do not dilute Dr. Fixit Raincoat Star with water.
- e) Do not apply during rain, fog, mist or when ambient temperature falls below 10°C or if the temperature might drop to this level within 4 hrs of application. Similarly, in case of extremely hot conditions where the surface temperature is more than 36° C, do not apply the product. Cool down the surface temperature by watering the area and then apply..
- f) Actual coverage may vary from the quoted coverage due to factors such as the method and condition of application, surface roughness, and porosity. It is recommended to conduct a coverage trial before finalizing the paint requirement.

### Application for New Plaster Surface

- a) Apply one coat of Dr. Fixit Primo White, external wall primer with 50% dilution in the ratio of 2:1 water for fresh plaster wall surface in surface saturated dry condition (SSD) with the coverage at the rate 10-11 m<sup>2</sup> /Ltr/ coat with Roller / brush. Allow the primer to dry for 4 hours.
- b) Apply two coats of Dr. Fixit Raincoat Star without dilution, ensuring a coverage rate of 4.2 – 4.5 m<sup>2</sup> /Ltr/coat with Roller / brush to achieve DFT of 90 - 100 microns. Allow each coat to dry for 4-6 hours. Let the coating fully air-cure for 7 days.
- c) Apply an additional coat over horizontal surfaces such as the tops of windows, ledges, and parapet walls.  
Note: On fresh cement putty surfaces, apply a coat of Dr. Fixit Primo Putty primer diluted with water at a ratio of 1:1 (Dr. Fixit Primo Putty 1: 1 Water). Maintain a spread rate of 14-16 m<sup>2</sup> /Ltr/ coat and allow it to air cure for 4-6 hours before, followed by application of 2 topcoats of Dr. Fixit Raincoat Star without dilution.
- d) Apply additional coat over horizontal surfaces like the top of windows, ledges, parapet wall, etc. Allow the coating to full air cure for 7 days.

### Application for Repainting

- a) Apply two coats of Dr. Fixit Raincoat Star without dilution, ensuring a coverage rate of 4.2 – 4.7 m<sup>2</sup> /Ltr/coat with Roller / brush to achieve DFT of 90- 100 microns. Allow each coat to dry for 4-6 hours.

Note: On fresh white cement putty wall surfaces, apply a coat of Dr. Fixit Primo Putty diluted with water at a 1:1 ratio (Dr. Fixit Primo Putty 1: 1 Water), maintain a spread rate of 14-16 m<sup>2</sup>/ Ltr/ coat and allow it to cure for 4-6 hours before Topcoat application.

- b) Apply additional coat over horizontal surfaces like the top of windows, ledges, parapet wall, etc. Allow the coating to full air cure for 7 days.

### VII. Liability

- The Company's maximum liability is limited to the repair of the Coating Failure in the affected portion to the extent of the value equal to the original purchase price of the Products ("replacement cost"). The Company shall not have any other liability or responsibility irrespective of any representation or assurance given by any party.
- The Company's liability will period according to the following scale as per the applicable Product:

Raincoat Star: Warranty Period	Replacement Cost
First 60 months for waterproofing & anti-algal performance from commencement date and 84 months for durability	100%
85 months onwards	100% Nil

- The company will not be liable for any other costs, indirect or consequential losses, incidental damages, or any loss of income, profits, or contracts to the customer or any other person.
- The customer will be responsible for all additional costs, excluding the product replacement cost. Any other costs would be borne by the customer.
- The Company shall not be liable, to any extent whatsoever, in case the customer fails to diligently follow the Application direction for the product as mentioned in Application Clause VI and product Technical Data Sheet. The Company's decision shall be binding on the customer.
- Despite anything mentioned herein, the customer's exclusive and sole remedy under this warranty shall be as stated in the warranty validity, and no other express or implied warranty is provided.

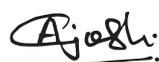
### VIII. General Provisions:

- If any dispute arises between the Company and the Customer, in respect of the Warranty, the decision of CEO/VP Services of Construction Chemical division, Pidilite Industries Limited, will be final and binding.
- This warranty shall be subject to the exclusive Jurisdiction of the courts in Mumbai.
- The facts and all matters concerning any dispute will be always kept confidential by both the Customer and the Company.
- If any dispute arises between the Company and the Customer, in respect of the above Warranty, neither shall commence any court or arbitration proceedings under the Arbitration and Conciliation Act, 1996 relating to the dispute, unless they have first complied through mediation.
- Terms, Conditions, and other provisions of the warranty are subject to change.
- Any reference to Company shall mean Pidilite Industries Limited

All the above mentioned parameters are checked and verified for the pre- application, during application and post application work carried for the project.

Also followed and adhered to are the precautions mentioned in the list as mentioned by the manufacturer.

For and on behalf of  
Pidilite Industries Ltd



Authorized Signature  
Date