

BIRLA OPUS ALLDRY WALL N ROOF 12

1. Product Background

1.1. About the Product

Birla Opus Paints, a division of Grasim Industries Limited (herein referred to as “Company”) introduces *Birla Opus Alldry Wall n Roof 12* (“Product”) which is a luxury *waterproofing product* offering up to *14 years of waterproofing, up to 12 degree celsius surface temperature reduction* and up to *12 bar hydrostatic pressure resistance*.

1.2. Application Guidelines

- a. This product is to be used on exterior horizontal surfaces like building roof, terrace, parapet, sunshade and vertical exterior masonry walls. It can also be applied on existing brick bat coba or IPS flooring.
- b. All application guidelines as detailed below and/ or available in the latest Product Information Sheet are to be strictly followed:
 - Pre-painting steps/surface preparation-
 - i. Plaster: Ensure that the freshly plastered surface or new masonry surface is completely cured for at least 28 days.
 - ii. Cleaning: Remove any plants or algae growing on terrace using wire brush or high-speed water jet (about 160 bar water pressure) to remove all the dirt, grease, loose paint or existing bitumen coating.
 - iii. Repairing: Check the substrate for any internal spalling, delamination or voids using sounding technique. Structural defects and cracks (>5mm) if any should be repaired by mixing Birla Opus Alldry Repair Master with mortar.
 - iv. Filling of cracks: Cracks (up to 5mm width and 3mm depth) at corner joints, channels and parapets should be filled with Birla Opus Alldry Crack Master Paste.
 - v. The surface should be in Surface Saturated Dry (SSD) condition before application of coating.
 - vi. Application is not to be done in rainy/high humid (> 80% relative humidity) season or in extreme cold temperatures (less than 10°C) or if the temperature might drop to this level within 4 hours of application.
 - vii. For a fresh smooth surface, apply the first coat with a brush with 35% dilution. Fiber accumulation may be seen if applied by roller.

Alldry Wall n Roof 12				
Horizontal Surface Application (3 coats application with effective coverage 10 sq.ft/L or 0.93 sq.m/L)	Steps	% Dilution	Recoating period	Estimated Forced Coverage
	Self-priming coat	35% with potable water	4-6 hrs	3 coats application with effective coverage 10 sq ft/L or 0.93 sq.m/L
	1 st Coat	Without Dilution	4-6 hrs	
	2 nd Coat (perpendicular to 1 st coat)	Without Dilution	4-6 hrs	

Vertical Surface Application <i>Fresh Painting: 2 coats application with effective coverage of 25 sq ft/L or 2.32 sq.m/L</i> <i>Repainting – 1 undiluted coat application with effective coverage 30-35 sq ft /L or 2.78-3.25 sq.m/L</i>	Self-priming coat	35% with potable water	4-6 hrs	Fresh Painting: 2 coats application with effective coverage of 25 sq.ft/L or 2.32 sq.m/L Repainting - 1 coat application with effective coverage 30-35 sq.ft/L or 2.78-3.25 sq.m/L
	1 st Coat	Without Dilution	4-6 hrs	

▪ Post Application Instructions-

- i. For best performance, regularly wash and clean surfaces to remove dust, stagnant materials, and any algae or fungus growth, preferably every six months.
- ii. Thoroughly clean horizontal surfaces to enhance durability. Ensure there is no stagnant water at any point on the surface.
- iii. Product curing takes at least two weeks. It needs to be ensured that Product is dried with adequate ventilation and sunlight. Warranty is not applicable if the waterproofed surface comes in contact with water, dew drops or rain within 2 weeks of application.

▪ PRECAUTIONS-

- i. Do not tint the Product.
- ii. Follow the recommended dilution method. Over-dilution might lead to fiber accumulation.
- iii. Do not apply when ambient temperature is less than 10°C or above 40°C.
- iv. Do not apply on wet or visibly damp surfaces or when humidity > 80%.
- v. Thinned product should be used within 24 hours of dilution. It is recommended to thin only the necessary amount and store it in a sealed container. Unused material to be stored in a sealed container.
- vi. Do not apply if rain is expected within 48 hours after application.
- vii. Protect freshly painted surface from rains till fully dry.
- viii. For surfaces having heavy algal infestation, cleaning with bleaching solution is advised.
- ix. Ensure that the terrace surface has adequate slope to avoid water accumulation.
- x. All corners, gaps, joints, roof leak repair area and outlets shall be coated with extra coat.
- xi. Keep the material closed when not in use.

- xii. Ensure DFT of 500-550 microns on terrace and 160-180 microns on exterior walls at forced coverage.
- xiii. Ensure end to end application on parapet walls along with terrace and inside drainage pipes up to 6 inches.
- xiv. Glass fibre mesh (45 gsm) is recommended at areas with high movements or irregular substrate or to bridge cracks, joints and seams on the substrate. It must be sandwiched between 1st and 2nd coat and placed on surface when 1st coat is still wet.
- xv. The Product when applied on horizontal exterior surfaces is designed only for foot traffic and not vehicular traffic or movement of heavy machinery or equipment.
- xvi. Surface temperature reduction properties are applicable only for un-tinted Product, applied on horizontal surfaces, when the product is exposed to sunlight, and only when coating is done as per recommended application method.

2. **Warranty Terms & Conditions**

PLEASE NOTE THAT THIS WARRANTY IS SUBJECT TO THE TERMS & CONDITIONS MENTIONED HEREUNDER AND THE ABOVEMENTIONED APPLICATION GUIDELINES.

2.1. **Start and Registration of the Warranty**

- a. This Warranty shall be effective from the date of purchase of the Product as per the tax invoice (“Warranty Start Date”), provided that painting work is fully complete, and the Consumer registers the Product for warranty.
- b. The Product must be registered within 15 days from the date of purchase by calling Company’s Customer Care at 1800-120-1234 or logging on to the Birla Opus website and following the URL <https://www.birlaopus.com/warranty> and furnishing purchase details as required for Warranty registration-
- c. The Warranty shall be valid for parameters and period as defined in Para 2.2 (*Warranty Period*) from the Warranty Start Date.
- d. Upon settlement of any claim, Warranty of replaced Product will not start afresh, and will continue for the remainder of the Warranty Period from the Warranty Start Date.
- e. If there is a break/ lag in completing the painting work, the Warranty Start Date and registering the Warranty will be determined by the Company.
- f. The Company may appoint a person to examine and confirm the application of the Product as per the directions specified prior to registering the Warranty.
- g. For registering of Warranty, where quantity of Product purchased is equal to or more than 200 litres, please call Customer Care at 1800-120-1234 with requisite details. The registration of Warranty in such cases is subject to a satisfactory pre-inspection at site by the Company’s representative.

2.2. **Warranty Scope and Replacement Costs**

Warranty is applicable only in case where the total volume of Product purchased is 40 litres or more and its usage exceeds 90% of purchased volume. Warranty is only applicable when application guidelines are followed and in case of exterior walls, the entire paint system applied (including primer, and topcoat) is purchased from the Company. For exterior vertical walls, the Warranty Period and Replacement Costs depend on the topcoat applied on the exterior affected area. For details, please refer to the warranty document of the relevant topcoat. The Warranty is subject to the following scope:

Sr. N	Warranty Period [#]	Warranty Scope/ Parameters	*Replacement Costs to be borne by the Company
For Exterior Vertical Walls and Parapets			
1	Up to 14 Years depending on the relevant Birla Opus topcoat as given in table below	Water ingress from exterior vertical wall due to external water sources with visible dampness on the inside walls	As provided in the warranty document of relevant Birla Opus topcoat
For Roof or Terrace			
2	12 years	Water ingress from roof or terrace (where product was applied) due to external water sources with visible dampness / leakage / seepage on the ceiling	1 st Year – 100% of Replacement Cost 2 nd Year – 91% of Replacement Cost 3 rd Year – 82% of Replacement Cost 4 th Year – 73% of Replacement Cost 5 th Year – 64% of Replacement Cost 6 th Year – 56% of Replacement Cost 7 th Year – 48% of Replacement Cost 8 th Year – 40% of Replacement Cost 9 th Year – 32% of Replacement Cost 10 th Year - 24% of Replacement Cost 11 th Year –16% of Replacement Cost 12 th Year - 8% of Replacement Cost

**Replacement Costs shall mean the cost of material and labour required to correct the affected area, as determined by the Company.*

Warranty periods[#] of Wall n Roof 12 with different Birla Opus Exterior Topcoats:

Birla Opus Topcoat	Waterproofing Undercoat	No. of years of Waterproofing Warranty with Birla Opus Topcoat + Wall n Roof 12
One True Vision	Alldry Wall n Roof 12	14
One True Life	Alldry Wall n Roof 12	11
One True Look and One True Flex (Excluding Metallics)	Alldry Wall n Roof 12	9
One True Look Metallics	Alldry Wall n Roof 12	5
Calista Neo Star and Calista Neo Star Shine	Alldry Wall n Roof 12	7

2.3. Warranty Claim Procedure

- a. Consumer may raise a claim within 30 days of discovering issue(s) noticed on the affected areas based on Warranty Parameters/ scope as detailed in Para 2.2.
- b. The Consumer is required to notify the Company of the issue(s) noticed along with the reference of the registered Warranty, sample pictures and basis for Warranty invocation by contacting the Customer Care at 1800-120-1234. The Consumer shall provide such additional details as required by the Company and/or allow the company to visit/inspect the painting site at the Company's discretion.
- c. In case where the Company decides that the Warranty is applicable on the issue(s) noticed on the affected areas, the Company shall bear the Replacements costs as detailed in Para 2.2 to repair/ repaint the affected areas.
- d. In case where the Company decides that Warranty is not applicable, the same shall be communicated to the Consumer.
- e. Warranty is applicable only to the affected area where the Product is used in accordance with the Application Guidelines and not to the rest of the areas.
- f. In case the Consumer carries out repair works on the areas covered under the Warranty, the same shall be at their own risk and the Company's Warranty on the Product shall not be valid on such repaired areas.

2.4. Warranty Exclusions

The Warranty will cover only manufacturing defects of the Product and will not cover any defects arising out of factors not in control of the Company, including but not limited to:

- a. Any issue due to the entirety of the terrace/roof along with the parapets not being coated with the Product
- b. Presence of water droplets/dripping as a result of being near vegetation, air conditioning units or any other sources of water leakage such as planted pots grills etc.
- c. Moisture infiltration from ground-level capillary rise, encompassing water seepage, leakage, and persistent surface dampness
- d. Improper housekeeping of terrace or roof resulting into waterlogging or inadequate drainage system
- e. Growth of algae or fungus on surfaces other than masonry walls
- f. Water ingress from bathroom, toilets, kitchen sinks or any area not treated with Birla Opus Alldry Range
- g. Failure to arrest any active water leakage source (like overhead water tank, pipes etc.) before waterproofing
- h. Chalkiness of surface on which paint is applied
- i. Any work involving handling, extracting, digging or substituting any other building materials including concrete while testing or repairing the areas painted with the Product
- j. Any movement, shifting, or cracking of the building
- k. Moss and other vegetative growth
- l. Writing or doodling on the walls, spitting, bird droppings, damage caused by animals, insects etc.
- m. Water leakage and seepage within the building structure and continuous dampness of the surface
- n. Efflorescence
- o. Water seepage through ducts and other areas where waterproofing is not applied due to inaccessibility or other reasons
- p. Exposure to harsh chemicals/environment such as chlorinated water, acid rains etc.

- q. Natural calamities such as earthquakes, cyclones
- r. Failure or defects in the structure or previous coating
- s. Vandalism
- t. Acts of God or Force Majeure
- u. Abuse or negligence by the Customer
- v. Improper surface preparation
- w. Surface with contaminants and not dry
- x. Normal wear and tear
- y. Any act of commission or omission on the part of the Contractor/Painter/ Consumer not in line with the Application Guidelines
- z. Any movement, shifting, or cracking of the building or structure
- aa. Mechanical damage or puncturing of the paint film due to dragging of heavy items, fixing of antenna etc. on the surface
- bb. Any leak or damage arising from additional installations on the surface coated with the Product or usage on surfaces with pre-installed elements inconsistent with Application Guidelines
- cc. Any alteration, modification or extension of the painted site whether of civil or structural nature
- dd. Water seepage from or through the drainpipes carrying water from the upper parts of the building to the ground. These could include leakage/seepage through external or internal drainpipes on the structure
- ee. Any issue arising from underlying plaster or putty coat or texture paint which in turn causes an issue with the Product.
- ff. Water leakages arising out of uncoated surfaces/structures that are directly connected to the structure painted with the Product
- gg. Any other causes other than defect in the Product

2.5. Limitations of Liability & Dispute Resolution

- a. Except expressly stated, the company disclaims any liabilities whether in contract, tort or otherwise. The Company makes no warranty regarding merchantability or fitness of the Product for any particular purpose.
- b. This document captures the sole and exclusive remedy available to the Consumer, if any and no other warranty either expressed or implied is available to Consumer.
- c. The Company shall not be held liable towards loss or damages of incidental, indirect or consequential nature or for any value more than the tax invoice value.
- d. In case of any disputes, exclusive jurisdiction of the courts of Mumbai shall apply. Governing laws shall be Laws of India.
- e. The facts and all matters concerning any Warranty/ claim/ dispute will always be kept confidential by both the Consumer and the Company.

This Warranty document captures the complete Warranty Terms & Conditions as applicable to the Product and supersedes any previous version.