

targets termites - safeguards you
termguard
reticulation system

WARRANTY CLAIM FORM





WARRANTY PROCEDURE

In the unlikely event a Termguard System causes concern, the following warranty procedures are required to be completed.

To submit a warranty claim, we recommend the following information is completely read for correct instructions.

Should you require further assistance, please call our toll free Technical Service Hotline on 1-800-642-101, and they will be able to offer you assistance on questions regarding the **warranty procedure**.

To initiate the warranty process:

1. DO NOT alter the suspect system in any way
2. Complete the claim form
3. Include repair orders, list of repair parts used, labour charges and any additional information that may support your request claim.

How to submit a Warranty Claim

If termite activity or damage does occur and the System is suspected to be defective, specific procedures must be followed in order to file a claim against the warranty.

Our product liability insurance company will not process a claim until the System has been tested and proven to be defective.

Termguard Pty Limited maintains a complete technical support team capable of performing most tests necessary to determine liability under our warranty.

These services are provided free of charge to the customer.

Proper documentation will be prepared and provided when testing is completed.

If the alleged defective System is not made available for engineering evaluation, no warranty claim can be accepted.

For the convenience of our customers, Termguard does provide a pre-printed Warranty Claim/Complaint Form. This form must be completed in as much detail as possible.

The most important information required is:

1. the specific system installed, the name of the installer, the date of the installation and application of termite control agent
2. copies of any subsequent Timber Pest Inspection Reports
3. certificates of reapplication

All of the information must be provided and legible.

We recommend the Termguard licensee who installed the System assist the customer to make certain that the Warranty Claim/Complaint Form is completed and the paperwork is correct and properly addressed.

The completed Warranty Claim/Complaint Form is to be sent to:

Termguard Pty Limited
Attention: Product Warranty Claim
31 Victoria Street,
McMahons Point
NSW Australia 2060

As soon as we have completed our analysis, a detailed written report will be issued.



ABOUT OUR WARRANTY

Termguard Systems are warranted for a period of 50 years from the date of installation.

The Termguard Reticulated Termite System:

- (a) will effectively apply and replenish termite control agents in accordance with manufacturers labels;
- (b) not damage the slab or be damaged by the slab;
- (c) not decompose or disintegrate under the slab.

In the unlikely event the Termguard Reticulated Termite System does not perform to the Termguard Warranty and subject to the Conditions and Exclusions of the Warranty, Termguard agrees it shall:

- (a) at its option repair or replace any timber which is damaged as a result of attack by termites entering the Premises by subterranean infestation within the period of fifty (50) years from the date of the System being installed;
- (b) at its option repair, restore or replace any painted or varnished or stained surfaces damaged as a result of attack by termites entering the Premises by subterranean infestation within the period of fifty (50) years from the date of the System being installed;

The warranty contains numerous terms, conditions and exclusions and a full copy of the warranty can be downloaded from the Termguard website: www.termguard.com.au/termguard-warranties.html

The most important responsibilities for the property owner are:

The Warranty is valid:

- (a) only whilst regular inspections and maintenance, by Termguard approved inspectors and/or installers, are carried out as recommended in Australian Standard AS3660 & in accordance with AS4349.3 being:
 - i. regular inspections at least 12 monthly, or 3-6 monthly in high risk termite areas; and
 - ii. comply with the replenishment requirements of the manufacturer if any chemical installed as termiticide product as per the instructions of such manufacturer, and/or the requirements of the Australian Standards in respect of such chemical.

Therefore, all warranty claims must include this documentation to support any claim.



WARRANTY CLAIM

If you have a Termguard system that is presumed faulty and you wish to file a warranty claim, please follow the below procedures.

1. Please complete the following details (**ALL fields are mandatory unless stated**)

Your information:

Name

Address

City

Post Code State

Phone

Email

If you have no email address, write '**none**'.

Customer Type

Commercial Residential



Installer's information:

Installer Company Name

Warranty Number

Phone

Fax

Person to Contact

Information about the defective system:

Type of System Installed

Date Installed:

DD MM YYYY

Date last injected:

DD MM YYYY

Date last inspected:

DD MM YYYY



2. Please enter a description of the concern and indicate what you think the probable cause might be:

3. Please indicate the termite activity if present (in detail):

4. Once your warranty claim form has been received, a customer service representative will contact you regarding your claim.

In order to assess your warranty claim efficiently, please have the following documentation available, should we require any of the documents to assist in the processing of your claim:

- (a) Certificate of Termite Management which detailed the system installation, application and completion
- (b) Certificate number and date issued
- (c) Copy of Warranty Activation Form
- (d) Copy of all Timber Pest Inspection Reports which comply with AS4349.3
- (e) Copy of all Certificate(s) of Reapplication issued by Termguard installer.