

JKPROFIX 
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JK Maxx Block2K
2 Component Waterproofing Coating

WARRANTY BOOKLET

WARRANTY INFORMATION

Customer Details

Name _____ Contact _____

Site Address _____

Warranty Identification No. (Win)

(To be issued the customer by helpline operator)

Warranty commencement date _____

Product Details

Shade Name _____ Quantity (ltrs.) _____

Batch No. _____ Mfg. Date _____

Area to be painted (in. sq. ft.) _____

Dealer Details

Dealer Names _____

Address _____

Invoice No. _____ Invoice Date _____

Dealer's stamp

To be filled by the customer

Contractor's Name _____

Address _____

Tel.No. _____

Maxx Block2K

2 Component Waterproofing Coating

ABOUT THE PRODUCT

JK Maxx Block2K is a two-pack polymer modified cement based protective and waterproof coating with excellent bonding property. It prevents dampness in buildings, tanks and other concrete structures.

DETAILS OF WARRANTY

JK Maxx Paints Ltd (referred to as “Company”) offers a 3 years Warranty* (*for dampness & efflorescence on interior vertical walls only) from date of purchase of the JK Maxx Block2K System for dampness & efflorescence on interior vertical walls only. The JK Maxx Block2K System consists of usage of JK Maxx Block2K and JK Maxx ILWP as per the quantities and the system of application mentioned in the product information sheet for interiors.

1. Minimum Purchase: For the warranty to be valid:

Purchase and usage of all components of the JK Maxx Block2K System.

Minimum 9 Kg of JK Maxx Block2K should have been purchased and consumed on a single surface.

The JK Maxx Block2K System needs to be implemented as recommended.

2. Extent of Warranty

When the total quantity of JK Maxx Block2K purchase exceeds 9 Kg.

For sites where the quantity of JK Maxx Block2K exceeds 45 Kg, the Warranty is applicable, subject to satisfactory pre-inspection of the site condition by the Company's representative.

The warranty shall not cover the cases of water seepage from surfaces not covered JK Maxx Block2K System, including:

- Cracks on exterior wall surface
- Plumbing leakages
- Concealed gutters
- Untreated Duct Areas
- Leakages from floors above or terrace
- Leakages from Drain/Nahani traps
- Untreated Sanitary Joints
- Untreated Tile Joints Leakage arising from overflowing of loft tanks present in bathroom/ toilet

The Company will only replace the JK Maxx Block2K System where failure has occurred in accordance with Liability as indicated in the 'Liability' section.

Throughout this warranty the word “JK Maxx Block2K System Failure” shall mean 'The paint film shows blistering, splits, tears or shows evidence of dampness on the treated wall with the system', subject to the other conditions laid down under this warranty.

***Please Note:** The warranty on JK Maxx Block2K performance is for a period of 3 years only from the date of purchase (as per the purchase invoice) of the waterproofing system (JK Maxx Block2K & JK Maxx ILWP).

3. Commencement and Duration

- a. This Warranty shall commence from the date of purchase of the JK Maxx Block2K System.
- b. The Company at its own discretion may appoint a person to inspect and validate the application as per the directions specified.
- c. The Warranty shall be for a period of 3 years on the area where the JK Maxx Block2K System has been applied.
- d. Where any claim arises during the warranty period, the period will not start afresh after settlement of the claim.

4. Application This Warranty shall only be applicable if the below mentioned application procedure is followed:

Prior Check If leakage is from wet areas like bathroom/kitchen, re-grouting of tile/stone joints must be done with Tile Grouts (Cement/Epoxy based).

Sanitary joints in wet areas (e.g. Bathrooms, toilets & Kitchens) must be sealed with JK Maxx Crack Repair Acrylic Paste.

If the leakage is because of cracks/damages on the exterior wall, the same should be sealed with JK Maxx Crack Repair/ JK Maxx Polymer Modified Mortar depending upon the size of crack/damaged portion.

If leakage is due to plumbing issues the same has to be rectified before the application of the waterproofing system.

Surface Preparation

- Loose & chalky cement plaster must be removed up till brick level
- Surface should be cleaned and all existing salt depositions should be removed
- Surface cracks, damaged portions, brick mortar and hollow areas must be repaired with JK Maxx Polymer modified cement mortars
- Prior to application the surface must be in Saturated Surface Dry (SSD) condition

Application Procedure

- Surface Preparation: The surface must be thoroughly cleaned by removing loose dust particles and other surface contaminants. Prior to application, the surface must be in Saturated Surface Dry (SSD) condition.
- Apply 1st coat of JK Maxx Block2K slurry mixture with a brush or roller over the above prepared masonry surface.
- Allow the 1st coat to dry for at least 4-6 hours (depending on ambient temperature), then proceed with application of 2nd coat.
- Apply 1st & 2nd coat perpendicular to each other for best results.
- Apply JK Maxx Block2K at least 2 feet beyond in all directions from the affected area.

- Achieve a forced coverage of 15-16 sq. ft./kg/coat.
- Re-plaster the surface using JK Maxx ILWP within 12 to 24 hours (Dosage of 200 ml per 50 kg cement).
- Allow the plastered surface to cure for 7 days before application of putty, primer and paint.
- Application is to be followed as mentioned in the Technical Data Sheet of the product.

LIABILITY

The Company's liability will reduce over the warranty period according to the following scale, based on when the JK Maxx Block2K System Failure occurs.

Within the first 12 months after commencement date (date of purchase) - 100% of material cost (JK Maxx Block2K & JK Maxx ILWP) only.

From month 13 to month 24 after commencement date (date of purchase) - 60% of material cost JK Maxx Block2K & JK Maxx ILWP) only.

From month 25 to month 36 after commencement date (date of purchase) - 40% of material cost (JK Maxx Block2K & JK Maxx ILWP) only.

The Company's liability will be limited to the replacement of material used for JK Maxx Block2K System (JK Maxx Block2K & JK Maxx ILWP) only.

The replacement cost shall be the cost of the JK Maxx Block2K System (excluding cement, sand, polymer, paint system and labour cost) only required to set right the area of system failure only, at the time of the lodgement of claim.

The Customer will be liable for the balance costs, which are not company's obligations, as indicated above.

The Company will not be liable for any indirect or consequential loss or damages to the Customer.

The Customer's exclusive and sole remedy under this Warranty shall be as mentioned herein this clause.

Conditions of Warranty:

1. JK Maxx Block2K System must have been applied as per Company's instructions and technical data current at the time of purchase and good

working practice.

2. The products must have been stored as specified in their packaging instructions and have been used within their shelf life.
3. Application of JK Maxx Block2K System should be independent and is not be used in combination with third party products offering same, or similar functionality.
4. The warranty must be registered with the Company as per the steps mentioned in the 'Registration Process' section.

EXCLUSIONS

1. The warranty shall be void in the following events:
 - a) Water seepages and leakages arising from:
 - i. Cracks on exterior wall surface
 - ii. Plumbing issues
 - iii. Concealed Gutters
 - iv. Untreated Duct Areas
 - v. Leakages from floors above or terrace
 - vi. Leakages from Drain/Nahani traps
 - vii. Untreated Sanitary Joints
 - viii. Untreated Tile Joints
 - ix. Overflowing of loft tanks present in bathroom/ toilet
 - b) Defects in the design of the building or roofing system, including inadequate drainage system, settlement, movement or other structural defects.
 - c) Building or structural expansion or additions or reductions, shifting, distortion, failure or cracking of building components.
 - d) Removal, excavation or replacement of tiles and concealed plumbing.
 - e) Leaks or damages resulting from Acts of God including but not limited to

lightning, flood, wind, earthquake, hurricane, tornado, hail or other violent storm or casualty or impact of stated or unstated objects.

- f) Leaks or damages resulting from any additional installations on the surface covered with the system or usage on surfaces that already has pre-installed elements that are not consistent with the recommended application. Leaks or damages resulting from any additional installations on the surface covered with the system or usage on surfaces that already has pre-installed elements that are not consistent with the recommended application.
2. The Warranty will cover only manufacturing defects of JK Maxx Block2K System and will not cover any defects arising out of factors out of control of the Company, including but not limited to:
- Failure arising out of structural defects Natural calamities such as earthquakes, cyclones Vandalism
 - Acts of God
 - Abuse or negligence by the Customer
 - Causes other than defects in JK Maxx Block2K System
 - Improper surface preparation
 - Surface with contaminants and not Saturated Surface Dry (SSD) condition.
 - Normal wear & tear.
 - Any act or omission on the part of the Contractor/Painter causing the JK Maxx Block2K System to be defective by any means.

Owner's responsibilities: Owner should exercise normal housekeeping and after care post application of JK Maxx Block2K System.

CLAIMS AND REPAIRS

- a. Any claim made in terms of this Warranty shall be made within 30 days of the consumer discovering any defect, damage or failure which gives rise to a claim.
- b. The consumer shall forthwith notify the Company of the claim through the

JK Maxx Paints Helpline (1800-203-4555) providing full details thereof, and shall set out the basis on which it believes that the Company is liable in terms of the Warranty.

- c. The Company reserves the right to carry out inspections of the system application process, in which the JK Maxx Block2K 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 system.
- d. The Company shall use its best endeavours to ensure that the materials (JK Maxx Block2K & JK Maxx ILWP) required for repairs are available as soon as possible at the place where the repairs are to be carried out, but does not assume liability for delay in this respect.
- e. The Company, in its sole discretion shall be entitled to
 - I. Monitor re-application which is to be carried out in accordance with all its specifications and instructions; and
 - ii. Recommend the contractor to be appointed by the Customer

REGISTRATION

- a. To register the warranty, please visit JKMaxx paints website, within 15 days from the date of purchase of JK Maxx Block2K
- b. Keep the following information ready. This will help the Company to log Customer Warranty electronically, so that the Company can issue Customer Warranty Identification Number:
 - I. Customer name and contact details (contact number and e-mail id) for us to send the warranty certificate
 - ii. Site Address
 - iii. Volume of JK Maxx Block2K used
 - iv. Invoice details, i.e. Name of the retailer, Invoice Number, Date of Purchase, etc

- v. Name and contact number of the contractor who applied JK Maxx Block2K
- c. We will also push a link in SMS form at your contact number wherein you are required to put all the above details for warranty registration
- d. The warranty no. shall be shared if paintable surface is 25000sqft, a site inspection by JK technical representative will be mandatory for issuing warranty no.
- e. Warranty no. is for acknowledgment only. Settlement of warranty claim will be subject to technical visit and clearance post logging of claim.
- f. Warranty no. will be shared via e-mail
- g. Should you ever experience a problem or have any questions regarding the Warranty, call on 1800-203-4555 and keep this Warranty document with your unique Customer Warranty Number and invoice at hand.

MISCELLANEOUS

- a. This Warranty disclaims any liabilities, contracts, tort or otherwise including negligence and strict liability and the Company makes no warranty or merchantability or of fitness for any particular purpose whatsoever for JK Maxx Block2K System. There are no warranties expressed or implied under law, which extend beyond the warranty set out herein.
- b. If any dispute arises between the Company and the Customer, in respect of the above Warranty, neither shall commence any legal proceedings against the other relating to the dispute, unless they have first attempted to settle the matter through mutual agreement and mediation.
- c. In case of any disputes arising out of or in relation to the Warranty, the same shall be subject to the exclusive Jurisdiction of the courts of Delhi.

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Marketed by
JK Maxx Paints Limited
Kamla Tower, Kanpur, UP - 208001

Consumer Care Cell
For feedback/complaints, write to the above address
Toll-free Number : 1800 203 4555
Website : www.jkmaxxpaints.com
E-mail Address : consumercare@jkmaxxpaints.com