



ROOF SPACER WARRANTY

Roof Spacer System Products

Class 2 to 10 Building Applications

1. PRODUCTS SUBJECT TO THIS WARRANTY

Roof Spacer System products (**Products**) are supplied in Product configuration:

- A. Ashgrid Roof Spacer Systems
- B. SpacerX Roof Spacer Systems

2. WARRANTY COVERAGE:

CSR Building Products Ltd, trading as CSR Bradford, warrant that the Products will remain free from manufacturing defects for the following period, from the date of purchase for the original application:

- a period of 7 years

This warranty is applicable to Products purchased for use in Class 2 to 10 buildings. This warranty is not applicable to Products used in Class 1 buildings.

3. CONDITIONS OF WARRANTY:

Subject to the following terms and conditions set out below:

- A.** The Product must be kept dry and in its original packaging until installation. This Product Warranty does not cover wet or water damaged product.
- B.** The Product must be handled and installed in accordance with CSR published literatureⁱ, the relevant Australian or New Zealand Standards & Building Codes (as applicable for the country of use), and not later disturbed, relocated, or altered.
- C.** Prior to commencing any replacement, repair or rectification work, CSR Bradford or CSR Bradford's agent must be allowed to examine, photograph and/or take samples of, the Product.
- D.** For the purposes of this Warranty, evidence of faulty material or manufacture is limited to a fault resulting in lack of structural integrity of the Product when installed in an application designed and constructed to comply with CSR published literatureⁱⁱ, National Construction Code of Australia (NCC) or Building Code of Australia (BCA) building code guidelines and relevant Australian Standards.

4. EXCLUSIONS:

4.1. This Product Warranty does not cover any Product defect or damage to the extent it is caused or contributed to by the following:

- (a)** the Products are handled or installed other than in accordance with the CSR published literatureⁱⁱⁱ, written advice provided by authorised CSR Bradford technical staff, NCC or BCA and/or relevant Australian Standards;
- (b)** the Products are subjected to loads beyond the normal design operating loads of the roof or the Product in accordance with the CSR published literature^{iv};
- (c)** the structural design fails to provide adequate structural support for the Products and/or place undue structural load upon the Products;

- (d) the incorrect specification/design, or incorrect selection of the Product for an application or the Product is used outside its intended purpose as outlined in the literature supplied by CSR Bradford^v;
- (e) the transport, storage, handling, and/or installation of the Product in an improper manner or in a manner other than as described in the published literature and/or PTS^{vi};
- (f) force majeure, such as floods, earthquakes, severe weather, fire, or including, but not limited to uncontrollable events not caused nor controlled by humans;
- (g) growth of mould or mildew, or any fungi, bacteria organism due to in-situ conditions;
- (h) the use of high pressure water cleaning, mechanical cleaning devices or chemical agents, or the impact of other foreign objects;
- (i) exposure to corrosive in-situ conditions, such as an alkaline, acidic or similar environments, that contribute to the deterioration of the Product;
- (j) use in a harsh environment without prior written approval from CSR Bradford, including, but not limited to livestock buildings, indoor aquatic centres and fertiliser storage facilities, or as outlined in the published literature issued by CSR Bradford^{vii};
- (k) manufacturing defects that appear outside the Product Warranty period of 7 years after the date of purchase; and/or
- (l) Installation within 500 metres of a salt water body in an unenclosed, ventilated space.

4.2. This Product Warranty does not cover:

- (a) any Product defects relating to any fasteners used with the Roof Spacer System products, other than the fasteners pre-loaded onto Ashgrid Roof Spacer System products.
- (b) any Product defect or damage to SpacerX Roof Spacer System products (which are not supplied by Bradford with fasteners), to the extent it is caused or contributed to by the Incorrect specification, use, installation and/or corrosion of fasteners.

4.3 No CSR Bradford representative, distributor or reseller is authorized to make any written or verbal change, advice or modification to this warranty.

5. REMEDIES

In the event of any failure of a CSR Bradford Product to perform in accordance with this warranty, CSR Bradford will, at its option, replace, refund or repair, or pay for the repair or replacement of the relevant products.

6. STATUTORY RIGHTS

The warranties above are provided in addition to other rights and remedies available in respect of the acquisition of products by a "consumer" (as defined in the Competition and Consumer Act 2010 (Cth)). The following statement is provided a buyer who is a "consumer" under the Australian Consumer Law:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.



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7. LIMITATION OF LIABILITY

Other than as expressly set out in the above, CSR Bradford excludes all other warranties and guarantees with regard to the Products, including all implied warranties and guarantees. In addition, to the extent that it is able to do so, CSR Bradford excludes all liability for loss and damage (including consequential loss) where the relevant product or service provided is a good or service other than of a kind ordinarily acquired for personal, domestic or household use or consumption.

8. NOTIFICATION OF CLAIM

Any claims under this warranty must be made by:

- i. providing written notice to email bradfordinsulation@csr.com.au
- ii. submitting within 45 days of discovery of the defect in the Product and prior to any removal or return of the Product, and before beginning any replacement, rectification or repair.
- iii. providing supporting documentation including proof of purchase, installation date, location of installation and a description of the claim, and such information as is necessary for CSR Bradford to investigate the claim. Photographs of the Product, showing the defect must accompany the claim. Product samples may also be requested.

All expense of claiming the warranty will be borne by the customer or consumer making the claim.

Note: When referring to the Bradford literature mentioned above, please ensure the latest information is used by always visiting the website. Information on health risks and safe handling of our products is displayed on the packaging and/or the documentation accompanying them. Additional information is listed in the Product Safety Data Sheets available on our website www.bradfordinsulation.com.au.

ⁱ CSR published literature refers to the latest version at time of install.

ⁱⁱ Ibid.

ⁱⁱⁱ Ibid.

^{iv} Ibid.

^v Ibid.

^{vi} Ibid.

^{vii} Ibid.