



Product Warranty

Low rise Residential Systems (stick frame - up to 3 storeys) Hebel Autoclaved Aerated Concrete (“Hebel Products”)

Who is providing the warranty	CSR Building Products Limited (“CSR Hebel”). This warranty is authorised by: - Andrew Rottinger (CSR Hebel) - Phone: +61299641775 - Email: arottinger@csr.com.au - 39 Delhi Rd, North Ryde, NSW
Who the warranty is provided to	General publication
Products to which this warranty applies	Hebel Products described above when used in low rise residential systems as outlined in Hebel® Design & Installation Guide HEB1270, HEB1353, HEB1279 and HEB1282 For details of warranties on other products, or on Hebel building systems, please contact your CSR Hebel representative.
Commencement date	This warranty applies in respect of all Hebel Products purchased on or after 1/1/2012. Warranty is current as at 1/1/12. Please check the CSR Hebel website for the latest and current versions.
Termination date	Until superseded. Please check CSR Hebel website for details of current warranty.
Risks covered	Subject to the conditions and exclusions set out in this warranty document, the Hebel® Products are free from any defects in manufacture and materials and shall not materially degrade, corrode or break down during the Term of this warranty (“Hebel® Warranty”).
Term of warranty	20 years from the date of purchase
Conditions	<p>This Hebel® Warranty will only apply where:</p> <p>(a) the Hebel® Product is handled and installed in accordance with CSR Hebel’s Technical Manual, Design & installation Guides (“Hebel® D&I Guides”) and any other CSR Hebel manuals relevant to that particular Hebel® Product which is current at the time of use;</p> <p>(b) no external forces or causes have degraded the workmanship and/or materials of the Hebel® Product other than those forces or causes which the Building Code of Australia and or the relevant Australian standards regard the Hebel® Products as having been designed to withstand under normal conditions;</p> <p>(c) The Hebel® Product is coated so as to provide the minimum elasticity & water ingress protection as outlined in the relevant Hebel® D&I Guide and such coatings are maintained so as to provide effective ongoing protection; and</p> <p>(d) in circumstances where the Hebel® Product is used as part of a Hebel® building system:</p> <p>(i) all components used in the Hebel® building system were specified and sold by CSR Hebel; and</p> <p>(ii) the relevant Hebel® building system was constructed to comply with the relevant Hebel® D&I Guide, the Building Code of Australia and all relevant Australian Standards and ABSAC Technical Opinions current at the time of installation.</p>
Consumer guarantee provisions	<p>These Warranties are in addition to other rights and remedies of the consumer under a law in relation to the goods or services to which the Warranties relate.</p> <p><i>The following statement is provided where the Hebel® Product is supplied to 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.</i></p>
Exclusions	<p>To the extent that the law allows, CSR Hebel shall not be liable for:</p> <p>(a) Damage to Hebel® Products arising from external causes outside the CSR Hebel’s control including but not limited to, building structure movement, welding or other heating, pollution, exposure to conditions that would normally be deleterious to conventional concrete products (eg acidic environments), mechanical damage, hydrostatic pressure, electrical or electrolytic damage, incorrect cleaning, neglect, fire, explosion, radiation, collision, or other accident, acts of God, wars, riots, civil commotion, vandalism, or malicious damage, industrial action, adverse weather conditions (such as, for example, hail storms, sand storms) and the like, unless the damage is caused by the negligence or omission of CSR Hebel, and its employees or agents;</p> <p>(b) Deterioration of any part of a Hebel® Product caused by work carried out on the Hebel® Product after installation.</p> <p>(c) Any faults to the extent that they are caused or contributed to by any third party design or under-engineering of the building or structure to which the Hebel® Product is attached (including but not limited to the design of the frame or foundations to which the Hebel® Product is incorporated or affixed).</p> <p>(d) Cracking in any coatings applied over any Hebel® Product (Note: Before choosing a coating system, it is the Builder’s responsibility to liaise with the coatings manufacturer to ensure that the coating system is suitable to the Hebel® Product substrate and that it provides the minimum elasticity & water ingress protection as outlined in the relevant Hebel® D&I Guide)</p> <p>Other than as expressly set out in these Warranties, and the warranties that cannot be excluded under the Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010 (Cth)) and any other law, CSR Hebel excludes all other warranties and guarantees with regard to Hebel® Products including all implied warranties and guarantees.</p> <p>To the extent it is able to do so, CSR Hebel excludes all liability for loss and damage (including consequential loss) where the relevant Hebel® Product is a good other than of a kind ordinarily acquired for personal, domestic or household consumption.</p>
Nature of recompense	<p>Subject to the rights and remedies of a consumer under a law which cannot be limited, the liability of CSR Hebel under this Warranty will be limited, at the option of CSR Hebel, to:</p> <p>(a) the replacement of the defective Hebel® Product or the supply of equivalent goods;</p> <p>(b) the repair of the defective Hebel® Product; or</p> <p>(c) payment for the replacement or repair of the defective Hebel® Product.</p>
Related warranties	This Hebel® Product warranty does not apply in respect of third party coating products or systems. Please see your coatings supplier for details of their warranty.
Claim process	<p>If you are the homeowner, please contact your Builder. If you are the Builder, please obtain your proof of purchase then contact CSR Hebel customer service on 1300 369 448 or at 112 Wisemans Ferry Road, Somersby NSW 2250.</p> <p>All expense of claiming the warranty will be borne by the person making the claim. CSR Hebel may require documentation supporting the claim to be provided.</p>

