



The original and best joinery repair system Guaranteed!

Experts in timber repairs

During the last 20 years Repair Care International Ltd., has developed into the product solution specialist for the curative and preventative maintenance of timber.

Every product development begins with practical experience in the market. Following a thorough investigation into the demands of the contractor and the client, the solutions are reached by developing existing, or formulating new, products.

Only research gives confidence

Following the concept phase, products are subjected to an extensive program of practical strength and durability tests from well established institutes, such as ift Rosenheim and TNO.

Using these results in combination with our own practical experience, the best and most innovative products have been available to the market and professionally applied by quality-focused contractors for many years.

Technical Training and Support

An excellent product can only perform well after being applied correctly. Only contractors who have undergone extensive training from Repair Care International Ltd., are able to provide the required quality standard.

To date many contractors have been trained and a select few have been allowed to carry the title of "Repair Care Specialist Contractor". Together with these contractors, Repair Care International Ltd., provides the best possible quality.

Repair Care International Ltd., not only contributes by way of supplying products and providing professional training, but also in supporting projects with site inspections, specifications, technical support and careful monitoring.

In order to be able to provide this full range of products with complete confidence, Repair Care International Ltd., is proud to offer both contractors and clients the best guarantee in the market, an independent system guarantee including the use of any approved paint system.*

This full 10-year system guarantee is unique in the market.

*Conditions apply. Please read the guarantee certificate.

Guarantee
Guarantee Certificate
Certificate

www.repair-care.co.uk



Guarantee Certificate

PARTIES TO THIS AGREEMENT

REPAIR CARE INTERNATIONAL (“Repair Care”)

Unit 19, Darwell Park, Mica Close, Amington, Tamworth, Staffordshire, B77 4DR

and

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for the project

the project no. in

on behalf of the client

in

THE GUARANTEE

For the term of this guarantee, from either the completion date of the project or one year after starting the work, Repair Care gives a full guarantee that its products contained in the DRY FIX®, DRY FLEX®, DRY SEAL™ and DRY SHIELD™ range are fit for purpose.

The guarantee is granted on the adhesive properties of the “Repair Care products” as well as on the adhesive properties of any approved primer coat applied directly to the Repair Care products.

This definition is intended to cover any splits, cracks or shrinkage of the product used.

EXCLUSIONS

This guarantee only applies to the Repair Care products [and to products which have been supplied and approved by Repair Care and] which have been used in accordance with the Repair Care Working Methods.

Repair Care accepts no liability for any shortcomings caused by:

- Hidden defects of a structural nature.
- Accumulation of moisture and/or leakages.
- Mechanical damage.
- Moisture penetration from within the structure.
- Application to improperly prepared surfaces.
- Wilful damage.
- The use of unapproved paint systems.
- The use of inappropriate timber causing excessive movement in the repair.

RESERVATIONS

The guarantee is granted provided that the following information has been given to Repair Care prior to the commencement of the work:

- Technical information and/or the technical specifications relating to the surfaces to which the Repair Care products will be applied.
- A detailed maintenance plan for the term of the guarantee.
- A fully completed Project Registration Form.

TRADESMEN

In order for the guarantee to remain valid the client must ensure that they have entered into a written agreement with their tradesman which ensures compliance with the working methods prescribed by Repair Care. The tradesman must also hold a current “Repair Care Specialist Contractor” Certificate and valid Insurance cover against negligent workmanship. The installers must have been trained by Repair Care. At all times the tradesman must be familiar with the Repair Care working methods and any additions or changes that have been implemented.

CLAIMS PROCEDURE AND RECTIFICATION

1. For a term of ten years the client is entitled to replacement of Repair Care products or compensation for any damage sustained to a building as a result of faulty Repair Care products. This is on the condition that the client is able to prove the Repair Care products that have been used were faulty.

ALTERNATIVELY

2. For the term of the tradesman’s guarantee (details of which will be supplied to the client in a separate contract made between the tradesman and the client) the client may make a claim for repair work. If it is established beyond question that the products supplied by Repair Care are faulty Repair Care will pay for the full costs of repairs.

To make a claim the client must lodge a complaint in writing to Repair Care, Unit 19, Darwell Park, Mica Close, Amington, Tamworth, Staffordshire, B77 4DR and to the tradesman within 30 days of discovery of the fault.

Repair Care reserves the right to carry out inspection work, project assistance, monitoring, and microscopic research with regard to the project in question at any time, not only prior to but also during the full term of the Guarantee.

Obligations under this Guarantee will be met after completion of a thorough investigation into the cause or causes of the fault or faults. Replacements will be sent or repairs will be carried out after Repair Care, the tradesman and the client have come to an agreement. Repair Work will be undertaken as soon as is practicable and reasonable for the tradesman which will often be during the next maintenance cycle or redecoration period.

ARBITRATION

Any disputes arising from this guarantee certificate or from a resulting agreement between the client and the tradesman, including those which are considered to be a dispute by only one of the parties, will be settled by way of arbitration in accordance with the provisions laid down in the articles of association of the current arbitration board for the building industry, which were current three months before this certificate was issued.

This Guarantee does not confer any rights other than those expressly set out above and does not cover any claims for consequential loss or damage. This Guarantee is offered as an extra benefit and does not affect your statutory rights. Additional written copies of this Guarantee can be obtained by writing to the above address (given under the heading Claims Procedure).

Please include a stamped addressed envelope for each copy of the Guarantee requested.

Date:

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Client Repair Care International Ltd Contractor

Name: Matt Williamson Name:

Position: General Manager Position: