



General Warranty and Roof Claim Procedure

ArcelorMittal

Chromadek® for Exterior Applications
Pre-painted hot-dip galvanised steel sheet

This warranty applies to the building or residence subject to traceability. All invoices need to state "Chromadek®" in order to validate the warranty.

This warranty finds application in so far as all Chromadek® products are concerned unless specific distinction is drawn between Chromadek® and Chromadek Ultim® in terms hereof or where the context so requires.

ArcelorMittal South Africa Limited warrants that the Chromadek® and Chromadek Ultim® product will be manufactured from prime material and will have a functional life prior to perforation by weathering in the natural elements of a minimum of 10 years from the date of supply.

The paint system, which is supplied by ArcelorMittal South Africa Limited, on Galvanised steel sheets, will meet the following exterior durability standards:

1. Not chalk in excess of the ASTM D659 No 6 rate for a period of 5 years from the date of shipment.
2. Not fade more than 10 units for a period of 10 years depending on colour.
(Refer to Data Sheet C1.4 Fig 3 Expected Exterior Colour Retention Performance).
3. Not crack, check, peel, flake or chip for a period of 10 years.

The primary function of profiled steel roofing and cladding is to create a weather tight envelope. This involves fixing sheets to overlap at sides and ends and resist the entry of rainwater under all predictable weather conditions.

The ArcelorMittal South Africa products when used for building applications is coated with specific corrosion resistant materials designed to provide optimum corrosion performance in conjunction with the correct selection, design, storage, installation practice and ongoing maintenance procedures. Reference should be made to Specification SABS 0237:1991 Code of practice for Roof and Side Cladding.

This Chromadek® warranty is subject to the following specific terms and conditions:

4. ArcelorMittal South Africa delivers Chromadek® in coils and ensures that material reaches the profiler's premises in prime condition. Any damage to the material sustained during profiling, transport or storage, erection or subsequent to erection, is not covered by the warranty.

October 2014

For further information, contact:

ArcelorMittal South Africa Limited, PO Box 2, Vanderbijlpark 1900. e-mail address: chromadek@arcelormittal.com

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5. Installation of Chromadek® is greater than five kilometres from either marine or heavy industrial environments.
6. In severe to average marine between 400m to five kilometres from the High Water Mark (HWM) or Heavy Industrial Environments, the Chromadek Ultim® paint system is to be used.
7. Chromadek® is not recommended for use within five kilometres of either Marine or Heavy Industrial Environments while Chromadek Ultim® is not recommended for use within 400m of either Marine or Heavy Industrial Environments and therefore no warranty will be issued should Chromadek® and Chromadek Ultim® be used contrary to the applicable advised distances as per point 5 & 6 above.
8. The product has an official ArcelorMittal South Africa Chromadek® brand marking.
9. Sheltered areas, or areas not normally washed by rain exposure must be cleaned on a regular six monthly basis.
10. Corrosion perforation, partly or wholly due to the following causes, is not covered by the warranty.
 - 10.1 Areas in direct contact with lead or copper, or subject to water run-off from copper bearing materials and pipes.
 - 10.2 Failure to remove debris and/or failure to provide free drainage of water.
 - 10.3 Corrosion caused by entrapment of water as a result of inadequate pitch or sealing-off practices.
 - 10.4 Cladding in contact with soil or other moisture retaining substances.
 - 10.5 Sheltered areas, or areas not normally washed by rain where additional protection is required by either, a paint coating, protective ceiling or other means of underlay.
 - 10.6 Failure caused by fumes or corrosive by-products emanating from nearby factories or power stations.
 - 10.7 Any deliberate or negligent act by the purchaser or any person or persons whatsoever.
 - 10.8 Acts of God or vis major.
 - 10.9 For avoidance of doubt it is specifically recorded that ArcelorMittal South Africa Limited is not obliged to honour this warranty in the event of non – compliance with the use or application of Chromadek® and Chromadek Ultim®
 - 10.10 Discharge of any liability by ArcelorMittal South Africa Limited of its obligations herein, shall be done on a full and final basis of any claims against the company and the receiver of such performance shall not be entitled to any further claims herein against ArcelorMittal South Africa Limited.

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11. ArcelorMittal South Africa's liability with regards to either replacement material, caused by the failure of the galvanised substrate or repainting due to failure of the paint coating is in accordance with the following tables:

Applicable to roofs supplied before January 2013 including Chromadek® & Chromadek Plus

Time after (years)	AMSA % liability
1	100 %
2	100
3	100
4	90
5	75
6	60
7	45
8	30
9	20
10	10

Applicable to roofs supplied after January 2013 including Chromadek®, Chromadek Plus (phased out) and Chromadek Ultim®

Time after (years)	Paint contractor % liability	AMSA % liability
1	100.00	0
1.5	100.00	0
2	100.00	0
2.5	100.00	0
3	100.00	0
3.5	100.00	0
4	100.00	0
4.5	100.00	0
5	100.00	0
5.5	95.00	5
6	90.00	10
6.5	85.00	15
7	80.00	20
7.5	70.00	30
8	60.00	40
8.5	50.00	50
9	35.00	75
9.5	20.00	80
10	10.00	90

* in the event of a premature paint system failure within the 10 year colour warranty period subject to investigation and confirmation by ArcelorMittal South Africa no contribution by roof-owner.

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Chromadek® roof claim procedure

ArcelorMittal South Africa: Claim procedure for premature paint fading or roof defects

ArcelorMittal South Africa will investigate **all valid complaints** of premature paint fading or other roof defects in accordance with the conditions given in the warranty and datasheet C1.4 as published on the website, www.arcelormittalsa.com

It is important for users of Chromadek® to note, that when a suspected premature fading problem or roof defect is detected the correct procedure must be followed in order to raise a valid claim with ArcelorMittal South Africa. Failure to do so will disqualify a claim by ArcelorMittal South Africa.

ArcelorMittal South Africa will not investigate a complaint without firstly determining that the sheeting was produced by ArcelorMittal South Africa. Therefore, a supplier's invoice is insufficient because although they may specify Chromadek® on the invoice, it has sometimes been determined that the material is not Chromadek® produced by ArcelorMittal South Africa but a substitute imported or local imitation.

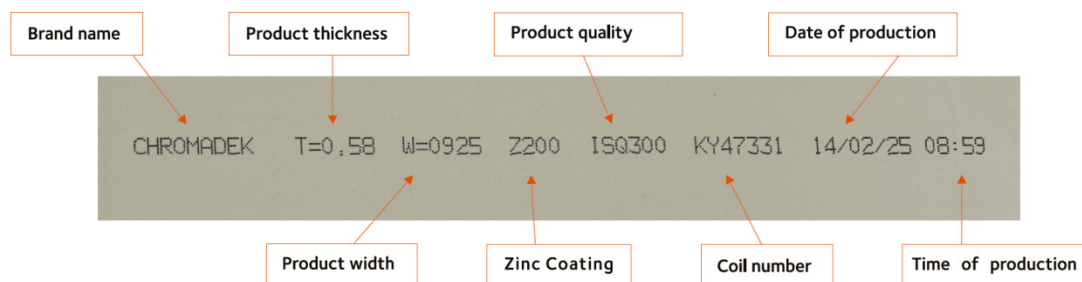
Claims for paint fading or roof defects should also be raised against the contractor/supplier of the Chromadek® sheeting, who will in turn refer the claim to ArcelorMittal South Africa.

ArcelorMittal South Africa cannot take responsibility for the manner in which the processor/contractor/builder handles the material because damage may occur as a result of incorrect processing or storage and as a result this will invalidate the ArcelorMittal South Africa warranty.

Should the users of Chromadek® be unsuccessful in raising a claim via their builder, they may raise a claim directly with ArcelorMittal South Africa, but only if ArcelorMittal South Africa's branding detail is supplied. This may allow ArcelorMittal South Africa to identify the product prior to the official complaint being received.

ArcelorMittal South Africa's Chromadek® is branded on the underside, along the length of the sheet, approximately 5cm from the edge (pre 2009) and 140mm from the edge (post January 2009), with a dot-matrix printer. Inspection of the roofing sheets should be conducted under the eaves or on the inside of the ceiling in order to identify the coil number because sometimes the branding is covered by the overlap. The ArcelorMittal South Africa production number starts with the letters KQ or KP and is then followed by a 5-digit code. This number enables ArcelorMittal South Africa to retrace the coil through the manufacturing processes.

Example of Chromadek® branding below:



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After the users of Chromadek® have located ArcelorMittal South Africa's coil number, a claim may be raised on ArcelorMittal South Africa by supplying the following information, via e-mail:

- Lot or Erven number
- Street address
- Home owner's full names & surname. If home is registered in both partner's name, please indicate and supply partner's full name and surname.
- Home owner's contact details:
 - Home telephone number
 - Cell phone number
 - E-mail address
 - Indicate if 1st or successive home owner (for statistical purposes)
- Roof erection date: Approximate month and year also if possible documentary proof of this date

Claims may be directed to your relevant Account Manager.

Upon receipt of a complaint ArcelorMittal South Africa will endeavor to investigate the claim within 2-months or earlier depending on geographical location within South Africa. Results of the roof inspection will be forwarded to either the processor or home owner within one month after completion of the investigation.

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