



## WARRANTY STATEMENT

### WaiSeal Pro Membrane System

Wholesale Roofing Ltd warrants that the **WaiSeal Pro membrane system** will, subject to the terms set out below, retain its waterproofing and weatherproofing properties for the duration of the warranty period, provided the membrane system has been installed by an approved Qualified Wholesale Roofing Ltd Applicator and in accordance with the current specifications issued by Wholesale Roofing Ltd at the time of installation.

For installation instructions and technical data, please scan the QR code provided on the product packaging or documentation. This QR code will direct you to the most current version of the installation guide, technical datasheets, and product handling information, ensuring proper application in accordance with manufacturer standards. This ensures that the latest approved methods and guidance are followed during application.

This warranty covers only materials supplied by Wholesale Roofing Ltd as part of the membrane system, including the membrane and all associated accessories, provided that all materials were new and unused at the time of installation and have not been altered or disturbed thereafter.

WaiSeal Pro has a **12-month shelf life** from the date of manufacture. Once opened, the product must be **used immediately** and **resealed strictly in accordance with the manufacturer's instructions** to preserve performance integrity.



## CONDITIONS OF WARRANTY

### 1. Exclusions from Coverage:

The WaiSeal Pro Membrane System is **not warranted against**, and Wholesale Roofing Ltd shall not be liable for, any loss of waterproofing performance or damage caused by:

- Penetration of the membrane by any object, or mechanical damage;
- Exposure to chemicals or substances not approved by Wholesale Roofing Ltd;
- Alterations, modifications, or structural shifting after installation other than by an approved applicator of Wholesale Roofing Ltd;
- Condensation or moisture infiltration in, around, or above walls of the building, or failure of other building components;
- Inadequate ventilation for the WaiSeal Pro Membrane;
- Defects, blisters, or delamination in underlying material, substrates, coatings, or other systems to which the membrane is applied;
- Environmental exposure, pollutants, fungi, spores, bacteria, or other biological agents;
- Accidents, intentional or negligent misuse, vandalism, civil disobedience, war, or similar actions;
- Acts of God including but not limited to earthquakes, storms, floods, tornadoes, lightning, explosions, or other natural events;
- Application of the membrane system directly over plywood substrates.
- The membrane system installed under this agreement is not designed or intended to withstand regular or heavy foot traffic. Accordingly, no warranty, guarantee, or liability is provided or implied for damage caused by foot traffic, dragging of materials, equipment movement, or any other physical activity on the membrane surface. Any such use may void the warranty and result in premature wear or failure of the system.

### 2. Curing Requirement:

This warranty is void if the membrane has not been allowed to fully cure for a minimum of five (5) days in average temperatures. No foot traffic is permitted during this period. Apply only in temperatures above 8 degrees celsius.

### 3. Photo Documentation and Application Requirement:

To be eligible for warranty, the customer must:

- Provide photographic evidence including **before, during, and after installation photos**, clearly documenting the scope and quality of work.
- Identify and document **any areas of concern** prior to application.
- Submit a **completed Pre-Installation Application Form**.
- Ensure that the account for the supplied materials is **paid in full** before the warranty will be issued.



**4. Unauthorised Modifications or Repairs:**

The warranty is void if:

- Any structure, fixture, or utility is installed on or through the membrane without prior written authorisation from Wholesale Roofing Ltd;
- Repairs or alterations are conducted by any person other than an approved applicator of Wholesale Roofing Ltd;
- The building owner fails to undertake reasonable care and maintenance of the membrane system as outlined in the preventative maintenance requirements, listed at the end of this document.
- The building is relocated from the original site where the membrane system was installed.

**5. Exclusions of Aesthetic Changes:**

Any changes to aesthetics, colour variation, or “tenting” of the membrane due to substrate movement are not covered under this warranty.

**6. Limitation of Liability:**

Wholesale Roofing Ltd shall not be liable for any consequential, indirect, or special damages, including loss of profits. Our liability is strictly limited to one of the following options (at Wholesale Roofing Ltd’s discretion):

- Repairing the original membrane system;
- Applying a pro rata credit towards a new membrane system based on the remaining unexpired warranty period, calculated using current material prices.
- The maximum pro rata value provided will not exceed the original purchase price of the membrane product supplied.
- The WaiSeal Pro Membrane System is designed to meet or exceed the durability requirements of Clause B2 of the New Zealand Building Code.

**7. Warranty Activation:**

This warranty becomes enforceable only upon:

- Completion of membrane installation;
- Fulfilment of the installation contract;
- Full payment received for all supplied products and services.

**8. Notification of Defect:**

Any defect requiring warranty action must be reported in writing to Wholesale Roofing Ltd within **fourteen (14) days** of discovery. Notification constitutes authorisation for Wholesale Roofing Ltd to investigate the claim. If the cause is found to be outside the scope of this warranty, the claimant agrees to cover reasonable investigation costs. Free access must be provided for inspection and repairs during normal business hours.

For the avoidance of doubt, if any defect in the WaiSeal Pro Membrane System arises within 12 months of the date of installation completion, reporting such defect to Wholesale Roofing Ltd satisfies the requirements for defect notification under section 362Q of the Building Act 2004.



**9. Remedial Work:**

Any repairs under this warranty will be carried out in accordance with Wholesale Roofing Ltd specifications by a contractor nominated by Wholesale Roofing Ltd. We do not guarantee an exact match to original materials. We are not responsible for moving fixtures, plant, equipment, or flashings to access the membrane.

**10. Owner Obligations:**

In the event repair or replacement is needed, the building owner must provide clear and unrestricted access. The cost of any site visit resulting in a finding outside warranty coverage will be borne by the requester, at prevailing trade consultancy rates.

**11. Exclusion of Other Warranties:**

This warranty represents the total liability of Wholesale Roofing Ltd for the WaiSeal Pro Membrane System. All other express or implied warranties are excluded to the maximum extent permitted by law.

**12. Legal Compliance:**

Nothing in this warranty is intended to exclude, restrict, or modify any right or remedy you may have under the Consumer Guarantees Act 1993, Fair Trading Act 1986, or the Building Act 2004. This warranty applies in addition to any statutory rights that may apply.

**13. Governing Law:**

This warranty is governed by the laws of **New Zealand**, and any disputes shall be resolved in **New Zealand courts**.



## **PREVENTATIVE MAINTENANCE REQUIREMENTS**

To maintain the validity of this warranty, the following care and maintenance actions must be followed:

- The membrane must be cleaned or pressure washed at least once every **12 months** from the date of completion.
- Maintenance should be performed regularly to preserve membrane performance. Suggested procedures include:

### **PHYSICAL INSPECTION (At least twice annually):**

- Check all sealant joints for adhesion and physical damage.
- Ensure drains and scuppers are clear and functioning.
- Inspect the membrane surface for punctures, holes, or ruptures.
- Remove moss, mould, or mildew as needed.

The WaiSeal Pro Membrane System must be maintained in accordance with best practices for wet-area and roofing membrane systems. This includes regular physical inspections, cleaning at least annually, prompt removal of moss or biological growth, and immediate reporting of any visible damage or defects. Wholesale Roofing Ltd recommends that initial installation includes a flood test and reinforcement at junctions and penetrations to ensure long-term performance.

**Signed for and on behalf of Wholesale Roofing Ltd**

***Jrevor Keast***

Owner

Date: 01 January 2025