

# Consumer 10 year product Warranty

## Sisalation® reflective foil insulation, sarking and wall wrap

Fletcher Insulation Pty Limited (Fletcher Insulation) warrants that Sisalation® reflective foil insulation, sarking, and wall wrap products, manufactured under ISO 9001-2008 quality manufacturing standards, are supplied free of material defects and meet requirements of AS/NZS 4200.1:1994 and AS/NZS 4859.1:2002 including Amendment 1. The following products are covered by this warranty:

RESIDENTIAL TILE ROOFING APPLICATION: Sisalation® Tiled Roof Sarking HD, Sisalation® Fall Arrest Tiled Roof Sarking ExHD.

RESIDENTIAL METAL ROOFING APPLICATION: Sisalation® Metal Roof Sarking MD, Sisalation® Metal Roof Sarking HD.

RESIDENTIAL WALL WRAP: Sisalation Wall Wrap® MD (Standard and Breather), Sisalation Wall Wrap® ExHD (Standard and Breather).

RESIDENTIAL MULTI PURPOSE APPLICATIONS: Sisalation® Multi Purpose LD, Sisalation® Multi Purpose ExHD.

When installed in accordance with AS/NZS4200.2 and other relevant standards, these products are warranted for use under residential (Building Code of Australia, Class 1 Buildings) metal and tiled roofs as sarking and as a wall wrap in residential (Building Code of Australia, Class 1 Buildings) applications. Building Code of Australia – Class 1 Building dwellings do not include multi-residential buildings.

This Warranty will not apply unless all conditions displayed on the product packaging are followed and the goods are applied in accordance with the written advice and installation instructions supplied by Fletcher Insulation.

This Warranty only applies to consumers who purchase the Sisalation® sarking and wall wrap products as listed above for personal, domestic or household use or consumption and not for resupply, and is subject to the terms below. If a trade customer who acquires the Products for the purpose of resupply requires a warranty statement, refer to the Product Warranty for Trade Customers available at the manufacturer's website [www.insulation.com.au](http://www.insulation.com.au) or by calling 1300 65 44 44.

### Installation instructions

- Sisalation® foil products must be installed in accordance with AS/NZS 4200.2 "Pliable building membranes and underlays – Installation requirements."
- To be effective as a reflective thermal insulation material, there must be a 20mm (minimum) still air cavity adjacent to a clean reflective foil surface
- The R-value (thermal resistance) can vary dramatically with variation. When installing foil insulation into residential metal roof applications, Fletcher Insulation recommends that it be installed under the battens. If the foil insulation is to be installed over the battens, it must be installed to maintain a minimum 40mm air gap above the antiglare face, throughout the life of the building.
- When installed around external walls or under roofs, the foil requires a 150mm (minimum) overlap, each higher layer overlapping over the layer below.
- The product must be installed in such a way to prevent water from pooling. Foil around external walls must be suitably fixed every 450mm on each stud.
- When installed in high wind areas, greater fixing and anti-flap pads may be required to prevent vibration and drumming of the foil.
- Where the foil product contains a blue facing it should be installed facing outwards to provide glare protection when fixing the roof or external wall cladding.
- Sisalation® reflective foil insulation, sarking and wall wrap products can be easily cut with the use of a sharp knife.

### Important notes

- Prior to and during installation, Sisalation® reflective foil insulation, sarking and wall wrap products must be kept dry.
- Sisalation® reflective foil insulation and sarking products are not designed to withstand weathering, hence the external cladding should be applied without delay. The product is not suitable for applications where subject to wetting or excessive moisture.
- Alkali products are liable to corrode aluminium foil; hence Sisalation® reflective foil insulation and sarking products should not be used in contact with wet concrete or mortar.
- A special breathable wall wrap (with perforations) must be used on external walls where timber siding, fibre cement and the like are applied in direct contact with the foil.
- Due to natural aging or temperature conditions in the roof space, the product may display or appear 'wrinkled' after some time. This does not affect or alter the performance of the product as sarking and as a wall wrap.
- If used as a vapour barrier, all joints should be sealed with a suitable adhesive or Fletcher Insulation™ foil tape.

### Warranty

1. This Warranty is given by:
 

Fletcher Insulation	Ph: 1300 654 444
600 Woodstock Avenue	Email: <a href="mailto:info@insulation.com.au">info@insulation.com.au</a>
Rooty Hill NSW 2766	
2. This Warranty is provided to consumers who purchase Sisalation® reflective foil insulation sarking, and wall wrap products for personal, domestic or household use or consumption. It does not apply to persons who purchase Sisalation® reflective foil insulation sarking, and wall wrap products for the purpose of resupplying the products, or for the purposes of using or transforming the products in trade or commerce.
3. To make a claim under this Warranty, a consumer must submit a warranty claim to Fletcher Insulation in accordance with clause 6 overleaf, within 10 years from the date of purchase of the Sisalation® reflective foil insulation sarking, and wall wrap (Warranty Period).

## Benefits under this Warranty

4. During the Warranty Period, Fletcher Insulation will honour this Warranty by:
  - a) in connection with the supply of any Sisalation® reflective foil insulation sarking, and wall wrap products and any other goods that do not comply with this Warranty, either:
    - i. replacing or repairing the Sisalation® reflective foil insulation sarking, and wall wrap products or the goods;
    - ii. supplying equivalent products or goods;
    - iii. paying the costs of replacement or repair of the Sisalation® reflective foil insulation sarking, and wall wrap products or the goods; or
    - iv. paying the costs of acquiring equivalent products or goods; and
  - b) in connection with the supply of any services that do not comply with this Warranty either:
    - i. supplying the services again; or
    - ii. paying the costs of having the services supplied again.

## Limitations

5. Under this Warranty, Fletcher Insulation is not and will not be liable for or in respect of:
  - a) any damage or loss caused by anyone other than Fletcher Insulation or by any other factor beyond the reasonable control of Fletcher Insulation including, but not limited to, fire, lightning, salt air, chemicals, industrial fall-out, fumes, liquids, animals or rain;
  - b) any mechanical or other damage sustained during or as a result of handling, storage or installation of the Sisalation® reflective foil insulation sarking, and wall wrap products;
  - c) the removal of the Sisalation® reflective foil insulation sarking, and wall wrap products installed or the installation of replacement or equivalent products, or the cost of removal or installation;
  - d) any direct, consequential or indirect loss of any kind; or
  - e) any loss of profits, sales, turnover, reputation (or damage to it), production, anticipated savings, goodwill, business opportunities, customers, software or data, or loss of use of any software, data, premises or facilities, or loss under, or in relation to, any other contract; in each case, whether of a direct, indirect or consequential nature.

## Warranty claim procedure

6. A claim under this Warranty must be submitted to Fletcher Insulation at the aforementioned address within the Warranty Period and must include:
  - a) A copy of this Warranty;
  - b) A description of how the goods or services purchased do not comply with this Warranty; and
  - c) Written proof of the date of purchase in the form of an invoice or receipt from the supplier from which the Sisalation® reflective foil insulation sarking, and wall wrap product was purchased.
7. The consumer making a claim under this Warranty will bear all expenses incurred in making the claim, including all costs incurred in returning a defective product or goods to Fletcher Insulation for repair or inspection, and any costs incurred in collecting goods from Fletcher Insulation.

## Additional statutory rights

8. Any benefits under this Warranty are in addition to any rights or remedies that may be available to consumers under the Australian Consumer Law.
9. For such consumers, 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.