



ARCH WOOD PROTECTION (SA) PTY LTD (REG NO: 1996 / 003175 / 07)
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TANALISED® LIFETIME GUARANTEE TERMS AND CONDITIONS

GUARANTEE STATEMENT

The Tanalised® Lifetime Guarantee against insect attack and wood decay applies only to timber treated with Tanalised wood preservatives by Arch accredited treatment providers.

Tanalised® C treated sawn timber has a 50 Year Lifetime transferable guarantee for interior above-ground (H2) and exterior above-ground (H3) applications.

Tanalised® Weatherwood® poles (treated with Tanalised® C plus Weatherwood® additive) have a 25 Year Lifetime transferable guarantee for interior (H2) and exterior above-ground applications (H3), in-ground applications (H4) and selected fresh water applications (H5).

Vacsol® treated timber products have a 25 Year Lifetime, transferable guarantee for interior above-ground (H2) applications.

Tanalised® E treated sawn timber has a 25 year Lifetime, transferable guarantee for interior above-ground (H2) and selected exterior above-ground (H3) applications.

TERMS AND CONDITIONS OF THE GUARANTEE

1. Only treated products that have the TAN™ symbol clearly marked by an approved treater will be covered by the guarantee. This guarantee applies to products treated with Tanalised® wood preservatives and Hazard Classes as stated in the “The Tanalised Lifetime Guarantee” statement. Products are defined as wood substrates that have been treated with Tanalised® wood preservatives according to SANS 10005.
2. The duration of the guarantee is limited as follows:-
 - Tanalised® C, or Tanalised® C and Weatherwood® combination treated sawn timber: 50 years;
 - Tanalised® Weatherwood® poles, Vacsol® and Tanalised E (sawn timber) treated timber products : 25 years,from date of purchase by the end-user or his appointed building contractor.
3. The guarantee liability is limited to the cost of replacement timber only for Tanalised® treated products rendered structurally unserviceable as a result of the causes outlined in point 4.
4. The guarantee covers structural unserviceability caused by wood borer, termites and wood decay such as





brown rot, soft rot, white rot or any type of biological degradation that renders the product structurally unserviceable.

5. The following are specifically excluded from cover by this guarantee:-
 - Structural unserviceability, damage or loss caused by agents other than those listed in paragraph 4, including the carpenter bee;
 - any changes in the physical appearance of the product (including cracking) due, or linked, to natural causes such as UV degradation and weathering;
 - H4 treated poles which are used in, or in close proximity to livestock pens and/or cattle feed lots, in drip or flood irrigated applications, or in applications subject to fertilizer contact, high urea levels and/or faecal levels, and constant contact with water;
 - failure of treated products used in an application or in any manner which does not conform to the SANS 10005 Hazard Classification. The appropriate treated timber must be used in the prescribed appropriate hazard application (set out in the Tanalised® Lifetime Guarantee Brochure) in order for it to be covered by the guarantee.
6. Agricultural poles subject to fertilised drip irrigation or flood irrigation will be covered by the guarantee if they are treated to H5 retentions with Tanalith® C and Weatherwood® .
7. Any treated product that is machined, cross-cut, drilled etc after the original Tanalised® pressure treatment must have such affected areas resealed with an insecticidal/fungicidal protective product approved by Arch Wood Protection such as Tanalised® Enseal, or other approved equivalent, to validate the guarantee.
8. Suitable penetrative sealers which provide water repellency and UV protection are highly recommended for products used in H3 applications, particularly decking, fascias, external cladding and laminated beams, to reduce weathering and surface degradation which in extreme cases can lead to premature failure not related to the performance of the chemical, and which is not covered by the guarantee.
9. The guarantee applies to Tanalised® treated products sold and applied only in South Africa and Swaziland and does not cover any Tanalised treated timber that is used and/or installed in structures or for any other purpose outside these countries.
10. The guarantee can be transferred from one owner to the next by simply handing over the approved dealer or contractor invoice bearing the duly completed Tanalised® Guarantee Stamp and drawing the new owner's attention to these terms and conditions. A contractor shall only be entitled to transfer the guarantee to a new customer if such contractor is registered on the Tanalised® Guarantee Program at the time of transfer, failing which the guarantee shall not be valid.
11. Arch Wood Protection reserves the right to remove any intermediary supplier from the guarantee programme should they cease to use Tanalised® wood preservatives, stock Tanalised® treated products, or compromise the guarantee in any way. Any affected claims will be dealt with on a case-by-case basis.
12. Arch Wood Protection, or its appointed agents, shall be entitled to reject any claim (in whole or in part) if, in its sole discretion, any of these terms and conditions are not fulfilled.
13. To register a claim, the official Tanalised® Guarantee Claim form must be completed and submitted to Arch Wood Protection. This form is available from Arch offices or accessible on the www.tanalised.com/sa website.

