



Guaranteed Peace of Mind



**Your Comprehensive Guarantee Guide
to Tanalised® and Vacsol® Treated Timber.**



**Arch
Wood
Protection**

www.tanalised.com/sa • Email: info@archchemicals.com

16 Indus Road, Marburg • Port Shepstone • PO Box 54344, Marburg, 4252 • South Africa

Tel: +27 (0)39 682 6019 • Fax: +27 (0)39 682 6022

TANALISED®, TANALITH®, WEATHERWOOD® and VACSOL® are registered trade marks of
ARCH TIMBER PROTECTION LTD (UK)



The First Comprehensive Guarantee Program

Arch Wood Protection is the first wood preservative manufacturer to launch a comprehensive Lifetime Treatment Guarantee Program in South Africa in 2002. The Treatment Guarantee Program covers main stream Arch wood preservatives used to pressure treat wood products, and applies to the actual treated wood product. Arch underwrites the Guarantee Program on behalf of its Treater, who treat both sawn timber and pole products, which are then sold through customers' respective distribution channels.

What does the Tanalised® Lifetime Treatment Guarantee Cover?

The Tanalised® Lifetime Treatment Guarantee against insect attack (specifically wood borer and termites) and wood decay, applies to wood pressure treated with certain Tanalised® and Vacsol® wood preservatives. The Guarantee is a replacement guarantee for the wood affected by these agents. Depending on the wood preservative product either a 25 Year or 50 Years Lifetime Guarantee will apply.

Guaranteed Peace of Mind





The purchaser of Tanalised® and Vacsol® treated wood products will have guaranteed peace of mind for the following reasons:

- Controls are in place such as an Accreditation Agreement between Arch and its Treater Customers.
- Tanalised® and Vacsol® treated wood is identified through a registered TAN™ mark on the wood, to show that it has been treated by an accredited Arch supplied Treater.
- Look for an official Tanalised® guarantee stamp on purchase documentation.
- The Guarantee is underwritten by Arch Wood Protection, a world leader in wood preservation chemistry, with operations on all six continents.

In addition, Arch undertakes numerous educational interactions through dealers who sell treated wood, architects who specify and building contractors who work with Tanalised® treated wood products. Arch has certified (Continuous Professional Development) training through the South African Institute of Architects, which is regularly undertaken with architects all around the country.



Your Guide to the Tanalised® and Vacsol® Guarantee Program

| Treated Product | Preservative Type | Treatment Guarantee Period and Product | Hazard Classes* | Important Information |
|--|--|---|-----------------|---|
|  | CCA | 50 Years Structural Sawn Timber | H2 & H3 | Treated wood used in H3 applications, for example, decking boards, balustrades and stairs, must be protected with penetrative sealants to provide water repellent and UV protection. |
|  | CCA + Water Repellent (dual treatment) | 25 Years Poles | H2, H3, H4 & H5 | Only pole material treated with a combination of Tanalith® C (CCA) and Weatherwood® water repellent additive will be covered by the Guarantee. Tanalised® Weatherwood® treated poles used in wet soils, under drip and flood irrigation, in fresh water contact, in higher fertilizer soils and animal feedlots must be treated H5. Garden edging and stakes are not covered by the guarantee program |
|  | Copper Azole (new generation) | 25 Year Structural Sawn Timber | H2 & H3 | Only structural sawn timber is covered by the guarantee. Treated timber used in H3 applications, for example, decking, balustrades and stairs, must be protected with penetrative sealants to provide water repellent and UV protection. |
|  | TBTN (solvent based treatment) | 25 Years Structural Sawn Timber, moulded and engineered wood products | H2 | H3 applications are not covered by the guarantee. |

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| *Hazard Classes | Refer to the Usage Class and corresponding chemical retentions required for that class as per SANS 10005: The Preservative Treatment of Timber: H2: Interior, H3: Exterior above ground, H4: Ground Contact, H5: Fresh water contact/wet soils, H6: Marine |
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Additional Important Information:

- The Guarantee applies from the date of purchase of the Tanalised® or Vacsol® treated wood product from the dealer.
- Should the property be sold on which the treated wood product is situated, the Guarantee can be transferred from one owner to the next.
- The Guarantee applies only to Tanalised® or Vacsol® treated wood sold in South Africa and Swaziland.
- Any treated product that is machined, cross-cut, or drilled after the original pressure treatment, must be resealed with an approved insecticidal and fungicidal supplementary wood preservative such as Tanalised® Enseal Green™.

How do end-users of Tanalised® and Vacsol® treated wood products apply for the Guarantee?

2 easy steps:

1. Look for the TAN™ mark either stamped on the sawn timber product, or on the nail plate of the treated pole product.
2. Insist that your invoice is stamped with the Guarantee stamp from the dealer.



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|  | Dealer No. D091 Summit Builders |
| TANALISED® C Pressure Treated Wood 50 year Lifetime Treatment Guarantee. Ensure this product is used in the correct Hazard Class. Terms & Conditions apply See – www.tanalised.com/sa | |

Customers do not have to complete any Registration Forms. The only form that needs to be completed is the Claim Form should a claim be submitted. Available on www.tanalised.com/sa.

For full Terms and Conditions of the Guarantee, please see back page of this brochure.

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.