

# Warranty



## COLORBOND® steel

### when used in the manufacture of eave gutter/downpipe and/or fascia in Australian residential applications

#### Purpose of this Document

1. BlueScope Steel Limited ABN 16 000 011 058 ("BlueScope Steel") has manufactured the COLORBOND® steel ("Material") used for the eave gutter/downpipe and/or fascia ("End Product") to be supplied to {CUSTOMER NAME} ("You").
2. BlueScope Steel prides itself on the quality of all of its steel materials and products.
3. This Warranty offers You **rights and protection** in respect of the Material used for the End Product.

#### Rights and Protection (subject to Limitations and Qualifications set out below)

4. BlueScope Steel warrants that the Material used for the End Product for use at {SITE ADDRESS} will have a life prior to corrosion to perforation in the natural elements of 12 years from {INSTALL DATE}, being the date of installation.
5. BlueScope Steel warrants that the exterior paint system of the Material used for eave gutters or downpipes will not flake or peel for a period of 12 years from {INSTALL DATE}, being the date of installation. This Warranty does not cover the exterior paint system of any fascia in relation to paint flaking or peeling.
6. **Please note:**
  - a. This Warranty is subject to the limitations and qualifications set out below. Please read these limitations and qualifications carefully. If you have any questions please contact BlueScope Steel Direct, your local BlueScope Steel business or visit [www.bluescopesteel.com.au](http://www.bluescopesteel.com.au);
  - b. The period of this Warranty has been determined in consideration of the intended use of the End Product and the location at which the End Product will be used.

#### Rights of Consumers under the Australian Consumer Law

7. Clause 8 applies to You if:
  - a. the amount paid or payable for the End Product did not exceed \$40,000 (except where the End Product is not of a kind ordinarily acquired for personal, domestic or household use or consumption, and BlueScope Steel has limited its liability in a manner permitted by the Australian Consumer Law, in which case Your rights are limited to that extent); or
  - b. the End Product is of a kind ordinarily acquired for personal, domestic or household use or consumption,unless You acquired the End Product for the purpose of re-supply or the purpose of using it up or transforming it in trade or commerce.
8. BlueScope Steel products 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 compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.
9. The benefits given to You by this warranty are in addition to other rights and remedies You may have under a law in relation to the End Products.

#### Limitations and Qualifications

10. Subject to BlueScope Steel's obligations under applicable laws which cannot be excluded, modified or restricted under law, including as described in clauses 8 and 9:
  - a. BlueScope Steel's liability to You:
    - i. shall be limited to BlueScope Steel's choice of one of the following options:
      - A. providing the same Material in a quantity sufficient to replace the defective End Product; or
      - B. providing equivalent Material in a quantity sufficient to replace the defective End Product; or
      - C. the cost of repairing the defective End Product.
    - ii. shall not include or extend to:
      - A. labour costs associated with the removal or repair of the defective End Product, or installation of the replacement End Product; and

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- B. injury to persons, damage to property, loss of income, profit or business, or any other indirect loss arising from or caused in any way by the defective End Product.
- b. This Warranty does not cover corrosion to perforation, wholly or partly due to an event or cause beyond the reasonable control of BlueScope Steel, including without limitation each of the following:
- i. defects attributed to faulty design, method of manufacture or installation of the End Product;
  - ii. mechanical, chemical or other damage sustained during transport, handling, storage, erection or subsequent to erection;
  - iii. attack from chemical or other agents (including sunscreen), fumes, liquids or solids other than direct rain or run-off falling onto the End Product;
  - iv. contact with soil, ash, fertilizer, moisture retaining substances, lead or copper and other dissimilar metals, chemical agents, liquid from copper flashings or copper pipes, green or wet timber or treated timber. Refer to Corrosion Technical Bulletin CTB-12 "*Dissimilar Metals*" and CTB-13 "*Contact with Timber*", which are available from [www.bluescopesteel.com.au](http://www.bluescopesteel.com.au), for further information;
  - v. failure to remove debris and/or allow free drainage of water (including condensation) from all surfaces of the End Product;
  - vi. failure to replace corroded fasteners/rivets;
  - vii. corrosion arising within the lapped areas of end-lapped components, including, but not limited to, brackets, end-caps, astragals and leaf guards, amongst others;
  - viii. installations subject to severe industrial or unusually corrosive environments at any time in the future;
  - ix. accidental or intentional damage by a person or animal;
  - x. earthquakes, hurricanes, tornadoes, cyclones, typhoons, gales, lightning, hail, fires, flood and other similarly extreme "acts of God".
- c. This Warranty does not cover nor extend to, in respect of the exterior paint system, normal weathering which includes a natural reduction in paint gloss and a natural colour change of the paint finish.
- d. This Warranty does not cover against aesthetic surface corrosion including paint blistering, white corrosion products or red rust.
- e. The application of post paint treatments or systems to the End Product will invalidate this Warranty.
- f. The End Product does not include box gutters
- g. This Warranty does not cover fascia brackets or non-{MATERIAL} accessories.
- h. For this Warranty to be and remain effective, the following must occur:
- i. installation is greater than 200m from marine or industrial influence;
  - ii. the Material is prime material and has an official {MATERIAL} brand;
  - iii. the Material must be installed, used and maintained in strict accordance with, in order of preference, BlueScope Steel guidelines including all relevant Technical Bulletins and Corrosion Technical Bulletins, which are available from [www.bluescopesteel.com.au](http://www.bluescopesteel.com.au), all applicable industry standards, and the Building Code of Australia current at the date of installation. Where no standard applies, the End Product must be installed in strict accordance with the Manufacturer's published installation guidelines current at the time of installation;
  - iv. all fasteners or components fixed to or used with the Material must be manufactured from materials approved by BlueScope Steel. Refer to Corrosion Technical Bulletin CTB-12 "*Dissimilar Metals*", and Technical Bulletin TB-15 "*Recommended Steel Gutter Systems*" which are available from [www.bluescopesteel.com.au](http://www.bluescopesteel.com.au), for further information;
  - v. the Material, as supplied, must not at any time come into contact with an incompatible material; and
  - vi. the Material must be maintained in accordance with BlueScope Steel's maintenance guidelines as published in Technical Bulletin TB-4 "*Maintenance of COLORBOND® steel and ZINCALUME® steel*" and the "*Guttering and Fascia Maintenance*" guide which are available from [www.bluescopesteel.com.au](http://www.bluescopesteel.com.au). This includes a minimum 6-monthly washing with fresh water of those areas not normally exposed to rain.
- i. This Warranty excludes all other warranties, conditions, offers, promises or assurances, whether express or implied, except to the extent that such warranties, conditions, offers promises or assurances, cannot by virtue of law be so excluded.
- j. If BlueScope Steel provides You with new Materials (whether of the same or equivalent material) to replace the defective End Product covered by this Warranty, the new Materials will be covered by this Warranty for the remainder of its term as if the new Materials were the original Materials. BlueScope Steel will not provide You with a new Warranty in relation to the new Materials provided to You in accordance with this Warranty.

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k. BlueScope Steel reserves the right to inspect the premises at which the End Product have been or will be used as part of the Warranty registration process and/or inspect and conduct tests as necessary at any time after a claim is made under this Warranty.

l. This warranty only applies to materials manufactured in Australia by BlueScope Steel Ltd ABN 16000011058.

## Enquiries or Notification

m. Please note that any claim under this Warranty must be notified to BlueScope Steel within a reasonable time (and in any event no more than 30 days) after You first noticed or ought reasonably to have noticed the issue/defect. If BlueScope Steel is not notified of the claim within a reasonable time of You first noticing the issue/defect, BlueScope Steel may in its absolute discretion deny the claim and BlueScope Steel shall have no liability under this Warranty.

n. You will bear the expense of claiming the warranty.

## Initiating a Claim

11. To initiate a claim under this Warranty, contact BlueScope Steel Direct on 1800 800 789 or [steeldirect@bluescopesteel.com](mailto:steeldirect@bluescopesteel.com)

Warranty Reference #: {REFERENCE NUMBER}

### Head Office

BlueScope Steel Limited ABN 16 000 011 058

Old Port Road, Port Kembla, NSW 2505.

Telephone: 1800 800 789 Fax: 1800 800 744 Email: [steeldirect@bluescopesteel.com](mailto:steeldirect@bluescopesteel.com)

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