



ToughGuard® Aluminium Products | Manufacturer's/Powdercoating Warranty

Effective as of year 2010

Section 1: Manufacturer's Warranty Aluminium Products

1. Warranty Provider

This warranty is issued by **Sferco Pty Ltd** Manufacturer in respect of the structural and material integrity of ToughGuard® aluminium products supplied and manufactured by us.

2. Products Covered

This warranty applies to all ToughGuard® aluminium fencing, balustrading's, gates, screens, panels, and associated architectural products that are:

- Manufactured from aluminium by the Manufacturer; and
- Installed in accordance with the Manufacturer's installation guidelines.

3. Warranty Coverage

The Manufacturer warrants that the aluminium components of ToughGuard® products will be free from defects in **materials or workmanship** for the period specified below. This warranty covers:

- Bending, warping, or structural failure due to defective aluminium material or manufacturing defects;
- Breakage or splitting of aluminium components under normal use and load conditions.

Exclusions – Not Covered

- Improper installation, handling, or modification of the products;
- Damage caused by environmental factors, chemicals, or impacts;
- Corrosion or surface deterioration (which is covered under the Powder Coating Warranty).

4. Warranty Period

The Manufacturer's aluminium warranty period is **10 years from the date of manufacture**, unless otherwise expressly agreed in writing.

5. Conditions of Warranty

This warranty is valid only where:

- Products are installed strictly in accordance with the Manufacturer's installation guidelines;
- Products are not modified, cut, drilled, welded, or altered after supply (unless expressly approved in writing by the Manufacturer);
- Products are not subjected to abnormal loads or misuse.



6. Warranty Claim Process

Claims under this aluminium Manufacturer's Warranty must:

- Be submitted in writing within the warranty period;
- Include proof of purchase, date of manufacture, and installation details;
- Be supported by clear photographs and relevant documentation.

7. Remedy

If a valid claim is accepted under this warranty, the Manufacturer's obligation is limited, at its discretion, to:

- Repair of the defective aluminium component; or
- Supply of replacement aluminium components.

Replacement or repair does not extend or renew the original warranty period.

8. Limitation of Liability

To the maximum extent permitted by law, the Manufacturer's liability under this warranty is limited strictly to the remedies set out above.

9. Australian Consumer Law

This warranty is provided in addition to rights and remedies available under the **Australian Consumer law (ACL)**

Section 2: Powder Coating Warranty

1.1 Warranty Provider

This warranty is issued by **Sferco Pty Ltd** in respect of the powder coating applied to ToughGuard® aluminium products.

1.2 Products Covered

This warranty applies to ToughGuard® aluminium fencing, gates, screens, panels, and associated architectural products that are:

- Manufactured from aluminium by the Manufacturer; and
- Factory powder coated using Dulux Powder Coatings; and
- Installed and maintained in accordance with:
 - The Manufacturer's installation guidelines; and
 - Dulux Powder Coatings' published care and maintenance requirements.

1.3 Warranty Coverage

Subject to the terms, conditions, exclusions, and limitations set out below, the Manufacturer warrants that the powder coating finish will be free from the following defects arising from defective materials or workmanship:

- Peeling
- Flaking



- Excessive blistering
- Loss of adhesion
- Corrosion of the aluminium substrate caused by coating failure

This warranty applies **only to the integrity and performance of the powder coating system**, not to aesthetic variation or normal wear.

1.4 Warranty Period

The warranty period is in accordance with the applicable Dulux Powder Coatings warranty classification relevant to:

- The specific Dulux powder product used;
- The environmental exposure category (residential, commercial, coastal, etc.);
- The conditions in effect at the time of manufacture.

The warranty period commences from the **date of manufacture**, not the date of installation. Where multiple warranty periods may apply, the shorter applicable period prevails.

1.5 Alignment With Dulux Powder Coatings Warranty

This warranty is expressly aligned with and limited by the terms, conditions, performance expectations, exclusions, and maintenance requirements of Dulux Powder Coatings' published warranty documentation current at the time of manufacture.

If a claim would not be accepted under the relevant Dulux warranty, it will not be accepted under this ToughGuard® warranty.

1.6 Conditions of Warranty

This warranty is valid only where:

- Products are installed strictly in accordance with the Manufacturer's installation guidelines;
- Products are not modified, cut, drilled, welded, or altered after coating (unless expressly approved in writing by the Manufacturer);
- Regular cleaning and maintenance is carried out in accordance with Dulux Powder Coatings' care and maintenance specifications;
- Products are not exposed to abnormal or avoidable environmental or chemical conditions.

1.7 Exclusions (Not Covered)

This warranty does **not** cover failure, damage, or deterioration caused by:

1. **Chemical exposure**, including but not limited to:
 - Weed killers, herbicides, pesticides, insecticides, fertilisers
 - Cleaning agents not approved by Dulux



- Substances that may alter pH levels, the mentioned above and also including acidic or alkaline soils, concrete, mortar, industrial pollutants, or decomposing organic matter
- 2. **Mechanical damage**, impact, abrasion, or vandalism.
- 3. **Normal weathering**, including colour fade or gloss reduction within industry-accepted tolerances.
- 4. **Corrosion caused by:**
 - Salt build-up due to inadequate cleaning in coastal or industrial environments
 - Embedded contaminants not removed through routine maintenance
- 5. **Installation defects or structural movement.**
- 6. **Products installed in environments exceeding the coating's intended exposure classification**, including highly corrosive conditions, unless expressly agreed in writing:
 - Marine environments or areas subject to salt spray or salt-laden air
 - Environments with long-term high humidity or chemical exposure
 - Locations exceeding the applicable Dulux exposure classification
- 7. **Galvanic corrosion & electrolysis:**
 - Direct or indirect contact with dissimilar metals
 - Inadequate electrical isolation
 - Stray electrical currents, earthing faults, or moisture traps
 - Installation methods or site conditions promoting electrolytic action
- 8. **Unknown End-Use Environment:**
 - Manufacturer has no knowledge or control over the final installation environment
 - Suitability for highly corrosive, marine, industrial, or chemically aggressive conditions is not warranted unless expressly agreed in writing
- 9. **Indirect, incidental, or consequential loss**, including labour, removal, reinstallation, or access costs.

1.8 Care & Maintenance

To maintain the integrity and performance of the powder coating:

1. **Regular Cleaning**
 - Clean coated surfaces every 2–3 months, or more frequently in coastal, industrial, or high-pollution environments
 - Use clean water and mild detergents approved by Dulux Powder Coatings
 - Avoid abrasive tools, steel brushes, or harsh cleaning chemicals
2. **Removal of Contaminants**
 - Remove dirt, leaves, debris, bird droppings, tree sap, or other deposits promptly
 - Ensure substances that may alter pH or cause galvanic reactions **do not contact the surface**
3. **Inspection**
 - Periodically inspect for signs of damage, corrosion, or coating degradation, especially around fixings, joints, and edges
4. **Avoid Harmful Substances**
 - Do not apply herbicides, pesticides, fertilisers, acidic or alkaline cleaners, or other chemicals near the coating



- Ensure water run-off, soil, or mulch does not remain in prolonged contact with the coated surface

5. Professional Advice

- Consult a professional cleaning or maintenance contractor if required

Failure to adhere to these maintenance requirements may void the warranty.

1.9 Warranty Claim Process

All warranty claims must:

- Be submitted in writing within the warranty period
- Include proof of purchase, date of manufacture, and installation details
- Be supported by clear photographs and relevant documentation
- Allow the Manufacturer reasonable opportunity to assess the claim

No site visit is guaranteed. Assessment may be conducted remotely.

1.10 Remedy

If a valid claim is accepted, the Manufacturer's obligation is limited, at its discretion, to:

- Repair of the affected coating area; or
- Recoating of the affected product; or
- Supply of replacement product (coating only)

Replacement or repair does not extend or renew the original warranty period.

1.11 Limitation of Liability

To the maximum extent permitted by law, the Manufacturer's liability under this warranty is limited strictly to the remedies set out above.

Installer's Obligation – Warranty Handover

The installer is responsible for providing the customer with a copy of this Warranty and Care & Maintenance document upon completion of the installation and at the time of project handover. This obligation includes ensuring the customer is made aware of the applicable warranty terms, care and maintenance requirements, exclusions, and limitations. Failure by the installer to pass on this documentation to the customer may affect the customer's ability to make a warranty claim and does not extend, vary, or override the Manufacturer's warranty obligations. The Manufacturer accepts no responsibility for omissions or failures by the installer in relation to warranty handover.