What is covered in your guarantee:

BMI Monier® Malaysia guarantees the rain-tightness of the BMI Monier® Malaysia product packages (roof system) for a period up to 5 years (five) starting from the guarantee date. The present guarantee applies solely to products sold under the brand name BMI Monier® in Malaysia.

- 5 years roof system guarantee - Legacy®, Perspective®, Mediterrano®, Advanced Contour®
- 3 years roof system guarantee - Nordica®, Elabana®

By “rain tightness”, we mean that the tiles, fittings and components (including underlay) will prevent damage to the underlying structure caused by the passage of rain through them or through the junctions between them.

By “product packages” we mean groups of products designed to fit together to create complete roof systems fulfilling the functional requirements set by national application standards.

Please see reverse for TERMS & CONDITIONS:
ROOF SYSTEM GUARANTEE

TERMS & CONDITIONS

The System Guarantee will be granted if and only if the following conditions are satisfied:

1. The roof system must include the following BMI Monier® product categories:
   a) Concrete Tiles
   b) Fittings (consists of Angular & Design Series)
   c) Underlay under Roof Tile Batten
   d) Wall Flashing
   e) Ridge & Hip Dry Fix

2. It is a condition of this guarantee that the product packages have been fitted (or if disturbed, refitted) in accordance with BMI Monier® Malaysia advice and instructions current at the time of sale (BMI Monier® laying instructions manual) and using normal standards of good workmanship and the requirements of the national application standards (MS 797 Part 2:1982 or its latest revision).

3. Additional products categories – other than those listed in item #1 - Only products supplied by BMI Monier® are included in the Roof System Guarantee. BMI Monier® Malaysia reserves the right to update the laying instruction manual without notice. The present guarantee is issued on the specific request of the owner. BMI Monier® Malaysia does not verify that the terms and conditions of the guarantee are satisfied before issuing the certificate. BMI Monier® Malaysia reserves the right to perform on-site inspections if a claim is submitted.

WHAT WE WILL DO

In the event of a failure within the terms of the guarantee, BMI Monier® Malaysia will:

- Supply replacement BMI Monier® Malaysia (BMI Monier®) product free of charge should the product be out of production, a suitable alternative BMI Monier® Malaysia (BMI Monier®) product will be supplied
- Restore the rain tightness of the roof at your own expense. BMI Monier® reserves the right to perform on site inspections in order to assess the damage and define the appropriate solution. It is an obligation for the customer to provide a safe access to the roof.

WHAT IS NOT COVERED IN YOUR GUARANTEE

The present system guarantee excludes:

1. Any damage caused by water entering around or through any product or material not sold by BMI Monier® Malaysia;
2. Any damage caused by improper use or lack of maintenance of the roof or resulting from activities, modifications or tampering made by third parties;
3. Any damage attributable to use of mortar to fix tiles or ridge elements. Use of mortar is explicitly excluded;
4. Any damage cause by ground movement or by a deflection or failure of the structure beneath the tiles;
5. Accidental damage or deliberate damage including acts of war;
6. Any damage cause by lightning strike;
7. Any damage resulting from weather conditions more severe than those occuring on average only once in a 50 years period at the site including whirlwinds and natural disasters;
8. Any damage cause by the penetration of pests such as bats, insects and birds;
9. Any damage cause by the absence of a BMI Monier® supplied Solar Kit. (Applies only to roof systems with solar thermal hot water)
10. Roof constructions which do not have the underlay under the Roof Tile Batten

In addition, the text of the Guarantee explicitly excludes any obligation for BMI Monier® Malaysia for any damage caused to movable or immovable properties (e.g. building, furnishings,...), rights and activities of the owner or third parties.

HOW TO MAKE A CLAIM

Claims should be made in writing without delay, but in any event no later than 30 days from the date that any failure becomes reasonably discoverable. Claims must be accompanied with proof of the date of purchase (invoice and guarantee certificate are acceptable for this purpose).

Please write to: MONIER MALAYSIA SDN. BHD.
Suites 12W, 12th Floor, Wisma FGV, Jalan Raja Laut, 50350 Kuala Lumpur

The guarantee is only limited to the initial installation, not applicable to the relocation of a roof system. This guarantee does not affect your statutory rights as a consumer.

For and on behalf of:
MONIER MALAYSIA SDN. BHD.

Rene Grupp
Regional President Asia