



# Siniat Warranty

July 2021



## Siniat Warranty

Siniat supplies products that comply with the relevant Australian Standards and are warranted to be free from defects in materials or manufacture for a period of ten years from the date of purchase, subject to the conditions stated below.

### Conditions of Warranty

1. The legal entity providing this warranty is Etex Australia Pty Limited ABN 61 003 621 010.
2. This warranty is non-transferable and the benefits provided in this warranty are in addition to other rights and remedies available under law in relation to the goods or services the subject of this warranty.
3. This warranty applies to products and materials which have been used or installed:
  - a. strictly in accordance with Siniat technical literature current at the time of installation (available at [www.siniat.com.au](http://www.siniat.com.au)) or by calling 1300 724 505 and maintained in accordance with Siniat technical literature; and
  - b. in projects that have been designed and constructed in strict compliance with all relevant provisions of the current National Construction Code of Australia, regulations and standards.Where the conditions in (a) and (b) have not been observed, then this warranty applies only if and to the extent that the party seeking its benefit proves that such non-compliance has not caused the relevant problem.
4. The performance of all Siniat systems relies on using the nominated Siniat components. Use of non-Siniat components may reduce a system's fire rating, acoustic rating, structural capacity, appearance or other aspects of performance. This warranty applies only if and to the extent that the party seeking its benefit proves that such use has not caused the relevant problem.
5. To the extent permitted by law, Etex Australia limits its liability under this warranty to, at its option:
  - a. repair or replace the product; or,
  - b. supply an equivalent product including improved or superior products.
6. A claim must be made against this warranty before use or installation if the defect was reasonably discoverable. The claim must be submitted in writing within 30 days of discovering the defect and must be accompanied by proof of purchase and sent to:

Siniat Warranty,  
PO Box 708, Beenleigh, Qld, 4207.  
email: [warranty@siniat.com.au](mailto:warranty@siniat.com.au)  
phone: 1300 724 505
7. The costs associated with a claim made against this warranty (i.e. postage) are to be borne by the claimant.
8. Except as provided expressly herein in no circumstances will Etex Australia have any responsibility or liability to any party (including a third party) whatsoever or howsoever arising in respect of or in connection with the manufacture or supply of products, including but not limited to consequential or special losses, loss of profit, loss of revenue, loss of opportunity, wasted overheads, diminution in value, damages or expenses, whether direct or indirect.
9. This warranty does not apply to any products which are:
  - a. damaged as a result of a Force Majeure once the products are delivered; or
  - b. repaired or altered outside Etex Australia's premises or otherwise than in accordance with Siniat's instructions unless and to the extent that the party seeking the benefit of this warranty proves that such noncompliance has not caused the relevant problem; or
  - c. damaged as a result of misuse, negligence, accident or any cause other than normal and reasonable use.
10. Etex Australia will not be liable for claims arising due to poor workmanship, poor design, structural movement and/or other building movement, and/or any service condition outside those specified as acceptable in Siniat technical literature (available at [www.siniat.com.au](http://www.siniat.com.au)) including humidity levels, contact with moisture or liquid, high temperatures or exposure to airborne contaminants.
11. Siniat warranty constitutes the entire guarantee provided by Etex Australia regarding its products. Except where otherwise provided by Australian Consumer Law, all other obligations, warranties, both expressed and implied are excluded to the fullest extent permitted by law.
12. Our goods 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 the goods fail to be of acceptable quality and the failure does not amount to a major failure.



#### How to Access Siniat Warranty Support

In the first instance please contact your local Siniat distributor or installer for warranty support. Our national network of distributors are supported by the Siniat Field Technical Team for professional onsite advice.

Siniat strives to provide its customers and users with the best products, advice and guidance that it can. On-line advice is necessarily of a general nature. Customers and users remain responsible for their own choices on design and quality, and for compliance with industry and building standards beyond those which Siniat itself warrants.



# Siniat Warranty

Siniat components and systems have been tested and/or assessed by independent testing laboratories and/or suitably qualified professionals to comply with the requirements of the National Construction Code (NCC) and relevant Australian Standards.

## National Construction Code Compliance

Siniat components are incorporated into systems as set out in Siniat technical literature and are designed to meet specific building code performance requirements. All published Siniat systems that have a Fire Resistance Level (FRL) or sound insulation rating, provide a reference to a technical report available to customers and principal certifying authorities upon request for the purpose of evidencing NCC / Australian Standard compliance.

### Fire Resistance Levels

Siniat's systems are tested in accordance with Australian Standard AS1530.4 - Methods for fire tests on building materials, components and structures, and/or have fire assessments from Accredited Testing Laboratories attributing a Fire Resistance Level to the nominated system. Fire rated wall and ceiling systems are designed to satisfy the NCC including the requirements of C1.8 Lightweight Construction.

### Sound Insulation Performance

Siniat's systems are tested in accordance with Australian Standard AS 1191 - Acoustics Method for Laboratory Measurement of Airborne Sound Insulation of Building Elements, and/or have acoustic opinions from an independent professional engineer. Testing is conducted under laboratory conditions; actual site conditions can reduce the final sound insulation performance of the installed system. For this reason Siniat cannot guarantee actual on site acoustic performance.

### Impact Resistance

Although there is no required standard within the NCC dealing solely with impact resistance criteria, Siniat's products which are specifically designed for impact resistance, which include Trurock and Trurock HD, have been independently tested for impact resistance, including to the criteria outlined in NCC, Volume One, Specification C1.8. Refer to individual product data sheets for results.

### Water Resistance

Watershield, Multishield, Trurock and Trurock HD are water resistant plasterboards manufactured to high internal standards that meet or exceed the requirements for water resistant gypsum board within Australian Standard AS/NZS 2588 - Gypsum Plasterboard.

## Installation

All Siniat components, systems and materials must be installed strictly in accordance with Siniat technical literature current at the time of installation.

### Wet Area Systems

The installation of these products and systems in accordance with Siniat technical literature complies with the requirements for wet areas detailed in Australian Standard AS 3740-2010 - Waterproofing of Wet Areas within Residential Buildings, and the NCC.

### Non-fire Rated Systems

To ensure Siniat's warranty is not void, you must install non-fire rated products strictly in accordance with the requirements of Australian Standard AS/NZS 2589 - Gypsum linings – Application and finishing.

### Fire Rated Systems

To ensure Siniat's warranty is not void, you must install fire rated products strictly in accordance with Siniat technical literature.

## Siniat products

### Products Manufactured in Australia

Etex Australia manufactures Siniat products in Altona, Matraville, Bundaberg and Beenleigh plants under a strict quality assurance system. Siniat plasterboard complies with Australian Standard AS/NZS 2588 - Gypsum Plasterboard, and is warranted free from defects in materials or manufacture.

### Imported Siniat Products

Siniat products sourced from overseas and distributed in Australia comply with strict international quality assurance systems. All imported Siniat products are covered in Australia by our 10 year warranty.

### Additional products and systems not supplied by Siniat

Where components and systems not manufactured or supported by Etex Australia are used in conjunction with Siniat products and/or systems, Etex Australia can not guarantee the performance and/or integrity of the product and/or system. Guarantees of the performance of such components and/or systems should be sought from the relevant component/system manufacturer or supplier. Please refer to Conditions of Warranty - Clause 4.

## Maintenance

Siniat components, systems and materials must be maintained and used solely for their intended purpose as provided for in Siniat technical literature.

For further information, please contact Siniat Technical Services on 1300 724 505.

## Declaration

I hereby declare that Siniat components have been installed in accordance with Siniat technical literature. Please complete the below information.

project name and address:

installer company name:

installer abn:

builder company name:

builder abn:

installer name:

installer signature:

date:

Please retain the original version of this warranty for your records and mail or email a copy to us in order to register your project. Siniat Warranty - PO Box 708, Beenleigh, Qld, Australia 4207. Email: warranty@siniat.com.au

submit



**Etex Australia Pty Ltd**

ABN 61 003 621 010  
31 Military Road, Matraville  
NSW 2036

**[siniat.com.au](http://siniat.com.au)**



**warranty**

Siniat's products are guaranteed  
by a 10 Year Warranty.  
For details visit [siniat.com.au](http://siniat.com.au)

technical advice  
**AU 1300 724 505**