

General Terms and Conditions

KiwiColour products come with comprehensive written warranties provided by Kiwi Steel. These warranties are tailored to the specific building and location. To activate the warranty, a request must be submitted within one year of the material's delivery, as warranties are not automatically granted and require formal submission upon project completion.

Determination of coating performance will be as per test methods described in Australian Standard AS1580.

If KiwiColour pre-painted steel products fail to meet the warranted performance standards, a written claim specifying the aspect of KiwiColour's performance failure must be submitted to Kiwi Steel NZ Limited within the applicable warranty period. Kiwi Steel will, at its discretion, either repair or replace the affected material, including labor. When Kiwi Steel offers to repair or replace the affected material, please note that the removal and installation fees for the solar panel are not included. If any Kiwi Steel product is replaced, repaired, or repainted to fulfill this warranty obligation, the above warranty will apply to those materials but only for the remaining duration of the original warranty period. Kiwi Steel may provide a refund equivalent to the cash value of the affected material based on Kiwi Steel's estimate of the cost of the then-current Kiwi Steel equivalent product.

Kiwi Steel and/or the roofing manufacturer reserve the right to inspect a building before issuing the warranty and/or to conduct inspections and tests as necessary at any time following a claim under this warranty. Consequently, access to the property may be required.

All KiwiColour warranties are issued by Kiwi Steel and are subject to the following terms and conditions:

- The warranty will not apply to weathering, dirt collection, chalking or fading over time as a result of normal wear and tear. After 10 years of exposure, color retention is limited to a maximum change of 8 units, and after 15 years, the limit is 10 units, measured in Delta E using the CIE Lab system with a CR-400 chroma meter. Measurements are performed on surfaces that have been cleaned of any dirt, chalk, oxidation, oil, grease, or other contaminants.
- If the KiwiColour prepainted steel products have not been selected, processed, and maintained in accordance with the published recommendations of Kiwi Steel, and the accepted correct trade practices, the warranty will not apply.
- This warranty will be void if KiwiColour prepainted steel is installed alongside another prepainted system.
- This warranty covers KiwiColour prepainted steel material only and no accessories supplied which include, without limitation, fasteners, soft edge and building wrap.
- Defects caused by faulty design, or methods of manufacture of residential and commercial buildings are not covered by the warranty.
- Garage doors are not covered by the warranty.
- The product must be manufactured from prime KiwiColour prepainted steel products.
- Wearing clean and dry gloves that are appropriate for handling, installing and maintaining KiwiColour products.
- Please ensure strict compliance with the attached Maintenance Schedule and document accordingly. Failure to adhere to these requirements may lead to the voiding of the warranty at our discretion.
- The warranty periods commence from the date of material delivery to the designated site or upon collection from the rollformer.
- Minor white corrosion, which may occur at unwashed tension bends or cut edges, is a natural weathering effect of KiwiColour and does not indicate a failure of the coating system.
- Solar panels must have sufficient clearance to facilitate washing of the roof underneath. This area should be washed every 6 months.
- All holes must be properly sealed or flashed.
- The installed pitch of the roof must be equal to or greater than 3°, or the minimum recommended for the profile, whichever is greater.

Unless Kiwi Steel has agreed in writing to extend the warranty for a particular installation, the warranty does not cover failure of the material or the coating caused by any of these events:

- The use of VITOR⁺ under any circumstances in the very severe environmental zones.
- Chemical pollutants in atmosphere or rainwater.
- Underside corrosion as a result of high humidity, condensation, or pollution generated within a building.
- The products have been stored improperly prior to installation, and for more than 12 months after the date of manufacture.
- Installation which does not comply with current agreed trade practices.
- Physical damage during or after installation, including scratching, contact with other metal items, incorrect installation of external loads such as PV/Solar energy systems, air-conditioning units and failure to remove swarf.

- Contact with or run-off from incompatible catchment material, including copper, lead, and other dissimilar metals, including contact with metal staples, wire netting or nails or chemical agents, green or wet timber or treated timber or butyl rubber, stainless steel or concrete in wet conditions.
- Water entrapment or ponding for any reason
- Causes beyond the control of Kiwi Steel, including natural disasters such as hurricanes, tornadoes, cyclones, storms, volcanic activity, earthquakes, hail, fires, lightning etc and other similar extreme Acts of God.
- Any mechanical, chemical, corrosion, or other damage caused after the product has left the control of Kiwi Steel.
- Please note that any damage to KiwiColour prepainted steel caused by sunscreen voids your KiwiColour warranty.
- Damage or corrosion resulting from the following are not covered by this warranty:
 1. Damage sustained during transportation, handling, storage, processing, roll forming or installation.
 2. Damage sustained after installation.
 3. Causes after the product has left our control.
 4. Failure to remove debris leading to the accumulation of moisture retaining matter in gutters and downpipes.
- Failure to replace corroded fasteners or use of incorrect fasteners.
- Corrosion occurring at lapped areas of end-lapped sheets.
- Any collapse, movement, or loss of support of the structure where the product is mounted.
- Application of post-paint treatments or systems.
- Actions by other persons.
- Any acts or omissions on your part, or on the part of architects, designers, fabricators, rollformers, builders, subcontractors, or any party other than Kiwi Steel, are not covered.
- Any damage to KiwiColour prepainted steel caused by saltwater, fertilizer, immersion in soil, ash and retaining substances.

Our liability under this warranty shall be limited to replacing or repairing the defective product as specified above including labour. Any repaired or replaced product will be covered by this warranty only for the unexpired portion of the warranty on the original product. Kiwi Steel will not under any circumstances be liable for consequential loss or damage. All claims must be made promptly in writing as soon as you become aware of any material affected, accompanied by the original warranty document.

This warranty does not in any way affect the rights of a consumer under the Consumer Guarantees Act 1993.

Kiwi Steel explicitly disclaims and shall not be held responsible for any warranty issued by any other party regarding any component of your Kiwi Steel pre-painted metal roof or its specification, design, manufacture, or installation. Any claims under warranties issued by third parties must be addressed directly to those third parties.