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NANOKOOL WATER-BASED EXTERIOR EMULSION - WARRANTY DETAILS

1. Introduction to NanoKool Water-Based Exterior Emulsion

NanoKool Water-Based Exterior Emulsion Paint from Bubbl Paints utilizes advanced NanoThermal Inhibitor (NTI) Technology, expertly crafted to limit heat absorption and minimize heat transfer through exterior walls. This technology actively reduces surface temperatures, enhancing energy efficiency by helping to maintain a cooler indoor environment and lowering cooling expenses.

1.1 Features and benefits of NanoKool Water-Based Exterior Emulsion

Designed for strength and durability, this emulsion features a self-priming formula that ensures excellent adhesion, removing the need for a separate primer. NanoKool offers robust exterior protection with its mildew-proof, antibacterial, hydrophobic, dust-resistant, and stain-resistant properties, effectively preserving the exterior surfaces against environmental factors.

This paint guarantees lasting colour vibrancy with fade-resistant properties, while its low VOC and low-odour formulation make for a safer application process. Backed by a 10-year durability assurance, NanoKool maintains your home's visual appeal and structural integrity over time. Available in 2,400 customizable colours, this emulsion is the ideal choice for a resilient, beautiful exterior finish.

1.2 Minimum Purchase Requirement

For the warranty to be valid, a minimum purchase of 60 litres of NanoKool Water-Based Exterior Emulsion is required.

2. Recommended system of application

Step 1:

Putty Application: Apply putty to fill in any cracks or uneven areas on the new masonry surface. Allow the putty to dry for approximately 6-12 hours to ensure it is fully set.

Step 2:

First Coat - Nanokool Bubbl Paints Emulsion (1 coat): Once the putty is dry, apply the first coat of Nanokool Water-Based Exterior Emulsion Paint. Since Bubbl Paint is self-priming, this acts as both a primer and a base coat. Allow this coat to dry for approximately 2 hours.

Step 3:

Second Coat: After the first coat has dried, apply the second coat of Nanokool Bubbl Paints. Wait for 4-6 hours before applying this coat.

Additional Coats for Opacity: If needed, apply a third coat, ensuring to wait 4-6 hours between each application until the desired opacity is achieved.

This ensures a premium finish with long-lasting colour.

3. Surface Readiness

1. First, ensure the surface is clean, dry, and free of loose particles, dirt, grease, or moisture. Use a wire brush to remove any fungal or moss growth, and clean with water to remove residues. If the surface has old, flaking paint, use a stiff brush or water jet to clear it. Allow freshly plastered walls to cure for the recommended time, approximately between four to twelve weeks, before painting.

2. Next, inspect the surface for cracks or uneven areas. Apply putty where needed to level and smooth the surface. Let the putty dry for approximately six to twelve hours.

3. Once the putty has dried, sand the surface with coarse sandpaper (Emery 180) to even out any rough patches, followed by finer sandpaper (Emery 320) for a smoother finish. After sanding, clean the surface thoroughly.

4. Before use, stir the paint thoroughly. Dilute with clean water, depending on the surface type and colour chosen. The first coat of Nanokool Bubbl Paints, which acts as both primer and paint, can be applied directly.

Allow the first coat to dry for about two hours. Apply one or two more coats as needed, waiting four to six hours between coats. For dark shades or more porous surfaces, additional coats may be required to achieve full coverage.

4. Bubbl Paint's Warranty Activation Process

To activate your warranty, please initiate registration within 30 days from the date of purchase. Simply give a missed call to 1800 3 157 157, and you will receive a Warranty Activation Form to complete your registration.

4.1 Steps for Warranty Registration

1. Missed Call Prompt: Call 1800 3 157 157 to start the process.
2. Form Submission: Fill out and submit the Warranty Activation Form with all required details.
3. Warranty Confirmation: After submission and validation, you'll receive a unique Warranty ID via email for future claims.

4.2 Warranty Activation Form Requirements:

Warranty Activation Form

Personal Information

1. Full Name: _____
2. Contact Number: _____
3. Email Address: _____

Product Information

4. Product Name: _____
5. Date of Purchase: _____
6. Quantity (litres): _____
7. Batch Number: _____

Purchase Details

8. Purchased From:
 - Store
 - Authorized Dealer
9. Store/Dealer Name: _____
10. Store/Dealer Address: _____
11. Invoice Number: _____

Application Site Information

12. Site Address (Address where the paint will be applied): _____
13. Upload Purchase Invoice:
(Upload a clear image or PDF of the purchase invoice) _____

INVOICE UPLOAD

5. Warranty Claim Submission

For users who have already registered their warranty, initiating a claim is straightforward. Give a missed call to 1800 3 157 157, and our team will provide a Warranty Claim Form. Completing this form ensures faster processing of your claim.

5.1 Warranty Claim Form Requirements

Warranty Claim Form

Personal Information

1. **Full Name:** _____
2. **Contact Number:** _____
3. **Email Address:** _____

Warranty Details

4. **Warranty ID:** *(Issued during warranty activation)* _____
5. **Warranty Commencement Date:** _____

Product & Issue Details

6. **Product Name:** _____
7. **Shade Name:** *(If known)* _____
8. **Batch Number:** *(If known)* _____
9. **Quantity Used (litres):** _____
10. **Affected Area (sq. ft.):** _____

Issue Description

11. **Detailed Issue Description:**
(Please describe the issue in detail, e.g., peeling, fading, discolouration)

Photo Documentation

12. **Upload Photos of Affected Area:**
 - **Long Shot:** *(10+ ft away)*
 - **Close-Up:** *(3-5 ft away)*
 - **Angled Shot:** *(to clearly show the issue)*

UPLOAD

Application Site Information

13. **Site Address:** *(Location of the affected area)* _____

Contractor Information *(Optional)*

14. **Contractor's Name:** _____

15. **Contractor's Contact Number:** _____

5.2 Claim Assistance Steps:

1. **Missed Call Follow-Up:** Our team will reach out after the missed call to assist with claim form submission.
2. **Review and Validation:** Upon form submission, we will review the details and contact you with next steps, including inspection or product replacement details.

6. Warranty Coverage and Conditions

The warranty for Bubbl Paints NanoKool Water-Based Exterior Emulsion is applicable under the following conditions:

a) **Complete System Usage:** The customer must use the recommended surface preparation and paint system as specified in Bubbl Paints' product data sheet, including all layers for optimal performance.

b) **Structural Integrity:** All loose plaster, major cracks, and structural issues must be repaired following standard construction practices before applying the paint.

c) **Waterproofing Requirements:** The building's roof and vertical walls must be properly sealed to prevent water leakage or seepage. Only walls coated with the NanoKool System will be covered under this warranty.

d) **Replacement Coverage:** In case of confirmed paint failure, Bubbl Paints will provide replacement paint for the affected areas in line with the conditions specified under the Liability section of this warranty.

e) **Definition of Paint Failure:** For warranty coverage, "Paint Failure" includes:

- **Film Integrity Issues:** Flaking or peeling of the paint caused by separation of one coat from another, or from the substrate.
- **Blistering and Weathering:** Evidence of blistering, splits, or excessive weathering on the paint film due to material defects.
- **Colour and Shade Fading:** Visible fading or colour change across an entire wall surface.
- **Algae and Fungus Resistance:** Visible growth of fungus or algae on the wall surface (affecting an area of at least 1 sq. meter or 10 sq. feet in continuous spread).
- **Water Penetration:** Water ingress through exterior surfaces (only vertical walls) coated with the NanoKool System.

f) For Bubbl Paints' NanoKool Water-Based Exterior Emulsion, since the paint is self-priming, there's no need to maintain a separate primer-to-topcoat ratio. The paint's advanced formula provides optimal adhesion and durability without requiring a primer layer, ensuring a seamless application process while maintaining warranty validity.

7. Warranty Start Date and Terms

7.1 Registration and Validity

The Bubbl Paints NanoKool Warranty begins on the date the user registers their product. To ensure the warranty is valid, registration must occur within 30 days of purchase and should include all required documentation and follow the recommended application methods as advised by Bubbl Paints.

7.2. Term for Extended Application Period

The warranty for Bubbl Paints NanoKool Water-Based Exterior Emulsion offers coverage for up to 10 years, ensuring protection against durability loss, dust accumulation, and mould and mildew growth starting from the registered commencement date. The product also provides stain resistance and colour retention for 5 to 8 years (for select colours) and long-term thermal insulation benefits.

Warranty coverage may decrease over time in accordance with the depreciation scale defined by Bubbl Paints.

If a claim is processed during the warranty period, the original coverage timeframe will continue without resetting.

7.3 Inspection and Compliance Verification

Bubbl Paints reserves the right to assign an inspector to verify that NanoKool Water-Based Exterior Emulsion is applied according to recommended guidelines.

8. Bubbl Paints Liability Coverage

The Bubbl Assurance Warranty covers replacement of the NanoKool Water-Based Exterior Emulsion paint for the specific quantity required to address paint issues in the affected area, based on product coverage norms specified in the Product Data Sheet. This warranty applies only to the paint quantity needed to rectify the reported paint defect at the time the claim is made and does not extend to any additional materials or labour expenses associated with the repair. These additional costs are the responsibility of the customer.

Bubbl Paints is not liable for indirect or consequential damages. The warranty's exclusive remedy is limited to replacement paint coverage as specified here. Liability coverage will decrease over the duration of the warranty according to a defined scale.

9. Coverage For Reapplication Under Warranty:

9.1 Reapplication Cost Coverage

Warranty Period (Months from Commencement Date)	Reapplication Cost Coverage (%)
0–12 Months	100%
13–24 Months	90%
25–36 Months	80%
37–48 Months	70%
49–60 Months	60%
61–72 Months	50%
73–84 Months	40%
85–96 Months	30%
97–108 Months	20%
109–120 Months	10%

10. Claim Process and Inspection for Warranty:

10.1 Claim Submission Timeline

Claims under this warranty must be submitted within 30 days of discovering any defect or issue. Bubbl Paints will review the claim and reserves the right to accept or reject it, with our decision being final.

To validate this warranty, customers are required to keep their original purchase invoice, along with any relevant invoices from dealers or contractors.

10.2 Inspection and Verification Procedures

Upon receiving a claim, Bubbl Paints may authorize an inspection of the site to confirm that the surface preparation and product application align with company guidelines. No alterations, repairs, or removal of the NanoKool system should be performed before inspection.

During the inspection, Bubbl Paints' representative will ensure that all Bubbl Paints products recommended for use were purchased in the specified quantities and applied as advised.

11. Miscellaneous Terms:

- This warranty is exclusively for the original purchaser and cannot be assigned or transferred to another party.
- BPV Coatings Private Limited disclaims any liability arising from contracts, torts, or other legal theories, including negligence and strict liability. There are no expressed or implied warranties beyond what is explicitly stated in this warranty.
- We reserve the right to modify the terms and conditions of this warranty at any time without prior notification.
- In the event of any disputes related to this warranty, both BPV Coatings Private Limited and the customer agree to make a good faith effort to resolve the matter amicably within 30 days before initiating any legal action.
- Any legal disputes arising under this warranty shall be subject to the exclusive jurisdiction of the High Court of Madras.
- All parties involved in any dispute must keep all related facts and information confidential at all times.

12. Exclusions From Warranty Coverage:

1. **Water Dripping:** Exterior walls are often exposed to intermittent water sources, like plant pots or air-conditioning runoff, which can lead to long-term water damage.
2. **Groundwater Issues:** Capillary action from the ground can affect exterior paint and lead to blistering or peeling.
3. **Biological Growth:** The growth of mould, mildew, or fungus due to environmental factors such as high humidity or damp conditions.
4. **Terrace Maintenance:** Neglect in maintaining terraces or roofs, leading to water accumulation that can directly impact nearby exterior walls.
5. **Masonry Problems:** Deterioration of the paint film and colour fading caused by efflorescence or lime blooming from masonry walls.
6. **Design Flaws:** Deficiencies in building or roofing design, such as ineffective drainage, settlement, and structural defects.
7. **Chemical Exposure:** Damage from harmful substances such as acids, strong alkalis, solvents, or oils.
8. **External Factors:** Warranty claims will not be honoured due to factors beyond our control, including but not limited to:
 - Structural defects or moisture-related issues that result in paint failure.
 - Rain penetration through walls or overhangs.
 - Natural disasters such as earthquakes, floods, or cyclones.

9. **Structural Modifications:** Changes to the building structure after painting, including expansions or renovations.
10. **Physical Damage:** Damage to the paint film caused by sharp objects, heavy items, or installations made on painted surfaces.
11. **Testing and Repairs:** Removal or replacement of any materials during repairs or maintenance that necessitate interaction with the painted surface.
12. **Installation Issues:** Leaks or damage from additional installations made on surfaces coated with our products, or on surfaces that have existing elements inconsistent with recommended application practices.
13. **Uncoated Areas:** Water seepage from areas where the product has not been applied due to accessibility issues.
14. **Post-Paint Modifications:** Any changes made to the structure after painting will invalidate the warranty.
15. **Mechanical Damage:** Warranty coverage will be void if there is physical damage to the paint film due to sharp objects, nearby vegetation, or improper handling.
16. **Underlying Issues:** The warranty will not cover issues caused by failure in the underlying plaster, putty coat, or texture paint that affect the paint film.
17. **Connected Structures:** Water leakages originating from uncoated surfaces or structures directly associated with the painted area will not be covered.
18. **Surface Cracks:** Structural cracks exceeding 20mm that have not been treated with appropriate fillers.
19. **Previous Coating Damage:** Failures or damages resulting from pre-existing coatings.
20. **External Circumstances:** Factors outside our control, including:
 - Structural defects, excessive biological growth, or damage caused by pests.
 - Vandalism or deliberate damage.
 - Acts of God, including natural disasters.
 - Customer negligence or improper surface preparation.
 - Normal wear and tear.

13. Warranty Eligibility:

This warranty is available only to private individuals residing in India and in countries where Bubbl Paints has authorized dealers. Employees of BPV Coatings Private Limited, as well as affiliated parties such as agents and distributors, are not eligible to submit claims on behalf of customers.

14. Customer Responsibility:

It is the responsibility of the customer to maintain proper housekeeping and adhere to the recommended after-care procedures for Bubbl Paints products.

15. Contact Information:

Registered Office

BPV COATINGS PRIVATE LIMITED

Manufacturer Address: Karunaa Conclave, 3rd Floor, No.45,

AD-BL, Anna Nagar, Chennai-600040,

Tamil Nadu, India.

Email: customercare@bubblpaints.com

For more information about our products and services, please give us a missed call at **1800 3 157 157**.