



Ref: T-005 - REM

PALACE DAMP-PROOFING GUARANTEES

The 30 Year Tallgrove Assured Guarantee by Palace Chemicals:

Palace Chemicals Approved Installers are vetted and trained and approved before they can offer the Tallgrove 30 year Assured Guarantee. Site visits while work is in progress ensure that our Contractors carry out the work to a high standard of workmanship and professionalism before they are considered Approved Contractors who can then offer the Tallgrove Guarantee. Palace Chemicals have gained a reputation for quality of its products, service and Installers for over 30 years offering assurance to Building Societies, Housing Associations, Councils and the public with the Tallgrove Assured Guarantee.

Terms & ownership:

The cover offered by the Tallgrove Assured Guarantee is by a single payment of 5% of the contract price, subject to a minimum premium of £15.00 plus VAT. When a property is sold, the guarantee remains valid and the benefit of the guarantee is transferable to new owners on completion of sale, a service provided without additional fees. Simply notify Palace Chemicals of details of the new owners in duplicate and we will countersign the notification and return a copy for your files to retain its' validity.

Guarantee covers:

The approved installer guarantees the treatments for the following treatments which should be clearly identified on the installation map provided with the guarantee:

- Timber infestation by wood boring insects or infection by wood-rotting fungi or rising damp for 30 years.
- Effectiveness of the installed damp-proof membrane against rising damp.
- Re-plastering carried out above the DPC as per the details on the guarantee plan.

Although this cover is provided by the approved installer, should he cease to trade, Palace Chemicals will procure the carrying out of any necessary treatment work by another Approved Installer under the terms of the guarantee. **The extent of the required work will be determined following an inspection by Palace Chemicals which will be subject to an inspection fee, refundable should the claim be valid.**

The Guarantee is valid only in the event of the re-occurrence of rising damp during the period of the Guarantee providing the area concerned is specified on the plan. Failure to observe the following precautions will invalidate the guarantee.

- All surrounding structures and materials in contact with the exterior walls of the property must be kept to a minimum of 150mm (six inches) below any damp-proof course installed and exterior rendering must terminate above the damp-course level.
- Defective guttering, downpipes, soak-aways, etc., which cause excessive concentrations of moisture must be rectified or repaired.
- The base of exterior walls must be kept free of moss, lichen, etc.

- Water butts or similar receptacles receiving water from guttering or downpipes must be properly maintained and provided with an overflow to be discharged at a distance from exterior walls.
- Wallpaper, vinyl paints, textured paints or any other decorative finish which is likely to restrict normal drying out after DPC installation must not be used for a minimum period of 9-12 months. Only water based emulsions should be used.
- The damp-proof course should not be damaged or interfered with by any other building works or structural modification.

Claims under the Tallgrove Guarantee can be admitted only upon production of the original document bearing the company seal of Palace.

10 Year Joint Palace Damp-shield Tanking guarantee:

The Palace Dampshield 10 Year Joint Tanking Guarantee is issued jointly by the installer and Palace Chemicals for tanking treatments carried out using Palace Dampshield Waterproof Tanking Slurry. This guarantee is also based on a premium of 5% of the contract price but is only valid for the period of 10 years following installation of the tanking compound.

Like the DPC guarantee, the areas treated are identified on a detailed sketch showing quantities used, method of preparation and length and height of areas treated. Failure to observe the following precautions will invalidate the 10 year joint tanking guarantee:

- Any other essential work specified in the survey report shall be completed in reasonable time in accordance with sound building practice.
- The client (or his successor owner) shall be responsible for the full and proper maintenance of all water systems in and around the property.
- Re-occurrence of dampness due to defects in or originating in adjoining properties or structures shall render this guarantee invalid for the affected area.
- Subsidence, movement or other local structural factors altering the fabric of the property and its' surrounding water table following installation of the tanking will invalidate the guarantee

30 Year Joint DPC Guarantee:

This final category is not covered by Palace Chemicals Ltd, since under the terms of this certificate, only the fluid supplied by Palace Chemicals to be installed as the DPC is subject to a warranty.

This guarantee is issued free by the installer without any payment or premium being made to Palace Chemicals Ltd and no responsibility or liability for the work carried out during installation is taken on by Palace. All structural work carried out to install the damp-proof course remains the full responsibility of the installer and this liability is not transferrable should the installation company cease to trade.

Any issues reported against the 30 year Joint Guarantee should be directed entirely towards the installation company, who if still in business will be bound to the terms outlined for the full guarantee cover period.

The information provided by this Technical data sheet is given in good faith and is to the best of our current knowledge true and accurate. However it is given without guarantee, as conditions of use and workmanship involved are both beyond our control. All information supplied is subject to the company's terms and conditions of sale, copies of which are available on request.



PALACE CHEMICALS Ltd
Speke Hall Industrial Estate,
Speke; Liverpool; L24 4AB
Tel: 0151 486 6101 – Fax: 0151 448 1982
e-mail: sales@palacechemicals.co.uk

