

# DURABILITY

**Date:** September 29, 2006  
**Number:** US USMB 06-003; CAN USMB 06-003  
**Subject:** New Fleet R&R Three Year Warranty  
**Web:** [www.AkzoNobelCarRefinishes.net](http://www.AkzoNobelCarRefinishes.net)



Akzo Nobel is pleased to release a new three year warranty program designed specifically for the fleet R&R market. The new warranty exemplifies Akzo Nobel's commitment to providing the highest quality products in each of our distribution channels.

All warranty requests that do not fall within the constraints of this warranty must be approved by your local Akzo Nobel Technical Manager.

Please visit our website to download the new warranty program:

<http://www.akzonobelcarrefinishes.net>



## **U-Tech Limited Warranty Policy**

Akzo Nobel Coatings Inc. provides the following three year warranty on all fleet refinishing work performed with its U-Tech System if applied according to Akzo Nobel Coatings Inc. written product specifications.

Akzo Nobel Coatings Inc. will supply all material to repair the failed area. Akzo Nobel Coatings Inc. will also compensate the repair facility for labor cost, defined as hourly rate cost multiplied by the hours required repairing the vehicle. This does not include supervisory or overhead costs. Compensation will be in the form of a credit to the repair facilities account. Akzo Nobel Coatings Inc. is not responsible for any costs associated with the loss of vehicle use.

### **Product failure will be limited to the following:**

1. Cracking or checking of the paint film.
2. Sever loss of gloss of the paint film caused by hazing, chalking or fading.
3. Delaminating of the topcoat or other layers of the film included in the original repair area.

### **Warranty Exclusions:**

1. Repairs done over previously refinished areas unless stripped to bare metal
2. Single stage finishes that have been sanded and polished
3. Finishes washed with industrial grade detergents or caustic solutions
4. Finishes with inadequate film build to cover the surface profile of substrate
5. Contamination of coatings applied either prior to, during or after application.
6. Rust originating within the vehicle body by any means.
7. Dirt
8. Exposure to harmful atmospheric conditions such as airborne emissions or acid rain.
9. Physical film damage caused by scratches, chips, abrasions, dents or substrate distortion by any means.
10. Normal color change due to environment exposure.
11. Loss of adhesion by any non U-Tech product.
12. Fading of metallic colors not applied in basecoat/clearcoat system.
13. Warranty claims for any inaccurate color matches.
14. If the customers is not the original owner of the vehicle.
15. All non-fleet refinishing work unless pre-approved in writing by an authorized Akzo Nobel Coatings Inc. representative.



### **Filing a Warranty Claim:**

Should a fleet vehicle covered by this plan show evidence of a covered paint failure, the vehicle owner is to return the vehicle to the original repair facility for inspection by the shop owner, local U-Tech distributor and the Regional U-Tech sales representative. Any paint defects found not consistent with the terms of the warranty will be the responsibility of the repair facility or the vehicle owner. All repairs covered by this plan must get approved in writing by the Regional U-Tech Technical Manager before a claim will be considered valid.

### **Guarantee Remedy:**

Fleet Repair Facilities will be compensated under the plan, either directly or indirectly if the repair facility purchased the U-Tech products from an independent distributor or Akzo Nobel branch store.

1. The fleet repair facility will be reimbursed for covered repairs as defined by a labor guide accepted in the fleet refinish industry.
2. All reimbursements will be made in the form of a credit at the U-Tech current refinishers pricing as established by the U-Tech distributor or Akzo Nobel branch.

**This plan contains the exclusive remedies with respect to any failure of the products to conform to the guarantees given above or as to any injury or damage arising from any non conforming products. In no event shall Akzo Nobel Coatings Inc. be liable under any theory of recovery, whether based on negligence of any kind, strictly liability or tort, for any indirect, special, incidental or consequential damage, in any way related to, arising or resulting from the purchase or use of the U-Tech products.**