



TERMS & CONDITIONS

As part of the liability agreement, ROMEX® GmbH (ROMEX®) guarantees the usability of its products. The functional properties of the jointing mortar are given in the present product data sheets. Frost and thaw resistance, pressure resistance, water permeability, bending tensile strength, as well as the functional applications and limits.

The work with the ROMEX® products must be carried out by qualified and registered specialist companies. The covering materials used must be suitable (concrete / natural stone / clinker stones, ceramics). Unsuitable covering materials will cause damage.

Subsoil & Superstructure Preparation

The earth planum must have the appropriate stability (at least 45 MPa). The following structural layers must be sufficiently stable, permeable to water, resistant to deformation and frost-resistant. The mineral mixtures (base courses / bedding / joint). Deviation should only be achieved with sufficiently positive regional experience. The current regulations and leaflets for aggregate choice and base preparation on grade should be in accordance to local guidelines and CMHA standards.

Stone Surface Preparation

Before grouting the stone surface should be thoroughly cleaned of all dirt such as dirt, oil, rubber, lime or rust. Surfaces not to be grouted are taped off.

Validity

The ROMEX® SYSTEM GUARANTEE (RSG) is valid for the agreed years from the date of the guarantee certificate. In case of a guarantee claim, only the regulations that were valid at the time the guarantee started (date of the guarantee certificate) can be used. Deviations in the construction are only allowed if sufficient positive regional experience is available. Construction errors forfeit the scope of the warranty.

In the event of damage, the warranty covers the costs and expenses for the repair of direct damage to the surface and the required material construction layers. Excluded are consequential damages, in particular loss of use and loss of profit. ROMEX® carries out subsequent work or uses a third party. If the fault is only for partial areas, only these will be repaired as long as it can be done without affecting the visual appearance of the entire surface.

Duty of Notification

Claims for damages, in particular also complaints by the customer, must be sent to ROMEX® immediately in written form including pictures (deviation notification form). ROMEX® must be given sufficient opportunity and time to inspect the area and investigate the damage.

Registration

The conclusion of a liability agreement requires that a fully completed form has been requested, before the work by ROMEX® is carried out. The liability agreement must be requested no later than 12 weeks after completion of the work.

Use Change / Load Changes

The planned traffic area may should not have any traffic loads that are higher, than originally planned, after the final inspection. Higher traffic loads can cause changes within the entire system of the superstructure.

Criteria of the disclaimer

- 10 YEAR GUARANTEE
- 50 YEAR LIFE EXPECTANCY

The entire superstructure construction must be carried out in accordance with the valid regulations and data sheets.

Deficiencies due to changes and movement of the existing substructure are excluded.

The expected load must not be exceeded, and the usage of the area must not be changed

Damage caused by improper execution as well as mechanical damage (eg by impact or scratching)

Hairline and stress cracks are permissible due to minor settlement processes, they do not affect the functionality of the total area. In bonded construction, cracks due to the temperature fluctuations are inevitable and may happen. Cracks are not a technical defect on their own.

Bonded construction requires expansion joints. These joints should absorb temperature stresses of the surface and the majority of any wild cracks that may occur. The emergence of cracks in the jointed area as well as within the fastening elements, eg due to thermal stress, can not be safely avoided by expansion joints.

The arrangement of the expansion joints depends on the stone formats and is usually between 4 and 8 m or 12-24'. The larger the stone formats, the less distance between the expansion joints. The minimum joint width of the expansion joints is 8 mm/ 3/8".

Faint color variations of the fillers may be conditional. Mineral mixtures are natural products and subject natural fluctuations.

Color changes, in particular due to exposure to light, weathering, and natural growth (green cover, algae, etc.) are unavoidable.

After jointing, a synthetic resin film remains on the stone surface. This does not constitute a fault. The quality of the surface is not affected by this.

A slight, raw material-related sanding of the joint is possible over time.

Cession

The contracting party may not transfer to third parties any of its claims under the liability agreement without the prior written consent by ROMEX®.

Jurisdiction

The place of jurisdiction for all legal disputes arising from the liability agreement is the location of the seller.



NOTE: If you have any questions or concerns please contact Tom Kirk | tom@romexhardscapes.com