

The EonCoat Difference



WARRANTY

FAQ's for information only and subject to terms of the Limited Product Warranty Policy which can be accessed here - <https://eoncoat.com/product-warranty/>

FAQ	Explanation
Does my asset require a Limited Product Warranty?	In the first instance, discuss your requirements with your EonCoat Australia representative. It is important to note that not every job will require a warranty (i.e. a product trial, small scale project, short term asset life or where 30 year corrosion protection is not required). Your EonCoat Australia representative will provide you with an overview of the process for application if you decide a warranty is required.
Who is providing the Limited Product Warranty?	EonCoat, LLC (EonCoat or the Manufacturer) is the entity which provides the Limited Product Warranty.
Where can I access the Limited Product Warranty?	The Limited Product Warranty can be accessed at the Manufacturer's website here - https://eoncoat.com/product-warranty/
What does the Limited Product Warranty cover?	<p>In the event of a material defect subject to the Limited Product Warranty, the remedy will be to replace the materially defective coating product or refund the original purchase price of the materially defective coating product only within a reasonable period.</p> <p>It is important to note that the Limited Product Warranty remedy excludes all other costs, including labour and any costs associated with labour for application or removal of the product.</p>
If the Limited Product Warranty provided by EonCoat only relates to the coating product, who provides the warranty on the actual coating application?	Please discuss application warranty directly with your EonCoat certified applicator, who should have their own warranty procedures in place.
What is the term of the Limited Product Warranty?	The warranty period is for a period of thirty (30) years from the date of shipment from EonCoat provided that the product was applied within one (1) year from the date of shipment from EonCoat.
Do I need to apply for the Limited Product Warranty or does my asset automatically qualify?	<p>Yes, you must apply to EonCoat to receive the Limited Product Warranty.</p> <p>There are two stages to the application process.</p> <p>The first stage is subject to approval by EonCoat prior to any work commencing. The second stage is contingent on approval of an online warranty application submission post coating completion.</p>

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<p>Can you provide more information on what is required for the first stage of the application process?</p>	<p>Stage 1 - Pre-approval</p> <p>The following must be submitted during the pre-approval process:</p> <ol style="list-style-type: none">1. Written application to EonCoat to ensure suitability of EonCoat for your application .2. The application requires you to include your ITP for approval to EonCoat. You also agree to provide your quality control documents to EonCoat upon request (note: EonCoat will furnish the asset owner/contractor with a standard set of quality control template documents which set out information required for the Warranty Application Submission (which is required during the second stage of the application process). Whilst there is no requirement for these specific documents to be used by the asset owner or contractor, it is the asset owner's responsibility to ensure it maintains the proper records if they wish to apply for the Limited Product Warranty.4. You must provide details of certified applicators appointed who agree to undertake application in accordance with specific requirements. <p>Your EonCoat Australia representative will assist you in the process. Approval will be received in writing.</p>
<p>When do I make the pre-approval application?</p>	<p>EonCoat must be notified in advance that a Limited Product Warranty is required.</p> <p>The asset owner must commence the pre-approval process to apply for the Limited Product Warranty prior to starting any work.</p> <p>Applications for pre-approval after a job has commenced will not be accepted.</p>
<p>Who makes the pre-approval application?</p>	<p>The asset owner.</p>
<p>What if the scope of the coating work changes at any time after I submit the pre-approval?</p>	<p>Please notify us of any changes in writing, so they can be recorded.</p>

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<p>Can you provide more information on what is required for the second stage of the application process?</p>	<p>Stage 2 – Warranty Application Submission</p> <p>Post completion of the coating job, complete an online Warranty Application Submission.</p> <p>To complete the second stage of the Limited Product Warranty application, the asset owner/contractor will be asked to provide the following information in the online form:</p> <ul style="list-style-type: none">- Asset information;- Approved contractor names;- Coating dates;- EonCoat product and batch number information;- Completed approved ITP;- Company contact details. <p>The Warranty Application Submission can be found here - EonCoat warranty application submission</p> <p>Subject to approval, a digital warranty certificate will be issued by EonCoat to the asset owner by email.</p>
<p>Who undertakes the Warranty Application Submission?</p>	<p>Either the asset owner or the contractor.</p>
<p>When do I submit the online warranty submission application?</p>	<p>We recommend you complete the warranty application submission as soon as practicable after completion of your job.</p>
<p>What if my job is ongoing over various stages?</p>	<p>Provided the ITP you submit during the pre-approval process is reflective of the entire scope of your coating job, submit the Warranty Application Submission post completion of the entire job.</p>
<p>Is there a time limit for the online Warranty Application Submission post coating completion date of the entire job?</p>	<p>Yes, within 30 days of completion.</p>

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What if I am successful in receiving pre-approval for the Limited Product Warranty (stage one of the application process), but do not submit the online Warranty Application Submission post completion of the job (stage two of the application process)?	As the requirements for the warranty application have not been satisfied, no Limited Product Warranty would be applicable for the job.
What if my Warranty Submission Application is outside of the 30 day required window?	Please contact your EonCoat Australia representative to discuss.
Are there any obligations around upholding the Limited Product Warranty?	Each site will have its own mandates for ongoing maintenance regimes. Whilst the Limited Product Warranty is not contingent on ongoing maintenance obligations, an agreed periodic inspection will be agreed and must be adhered to.
Are there any inspection requirements related to the Limited Product Warranty?	Yes, there is a requirement for an EonCoat certified inspector to be present to undertake inspection services during coating work. The training requirements for EonCoat inspectors are that they are trained and certified by EonCoat Australia for inspection (separate to EonCoat applicator training) and hold industry experience to understand the inspection training requirements. It is not a requirement that inspectors are NACE qualified. Please contact us for further information.
What record should I ensure I keep?	Each asset owner and/or contracting company will have their own requirements for record keeping which should be adhered to. EonCoat will furnish the asset owner/contractor with a standard set of quality control template documents which include information required to complete the Warranty Application Submission. Whilst there is no requirement for these specific documents to be used by the asset owner or contractor, it is the asset owner's responsibility to ensure it maintains adequate records, in written or digital format, if they wish to apply for the Limited Product Warranty. Without these records, you will not be able to complete the application. EonCoat may also request your quality control documents upon any claim, so its important to ensure you keep these records. You should also ensure you keep ongoing maintenance and periodic inspection records.

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Can you recommend any digital record keeping options?	Yes, we'd be pleased to suggest recommendations for inspection companies who can offer digital reporting and monitoring options.
My asset requires a top coat. Will this affect the Limited Product Warranty?	This will not affect your Limited Product Warranty, assuming the information on the top coat was documented during the application process.
I've noticed potential damage or defect. What do I do?	In the first instance, reach out to your EonCoat Australia representative to assist. They will explain the process below in more detail and advise on next steps.
What is the process for initiating a potential claim?	<p>The first step is for the asset owner to provide written notice to EonCoat of any potential damage or defect within 30 days of discovery.</p> <p>Once notice is received, EonCoat will review the information. The asset owner must provide EonCoat the opportunity to inspect and test the product if requested, including as applied, and review documentation relating to same, so it can make its determination. The asset owner/contracting company must agree to provide quality control records in a timely manner, demonstrating the surface preparation, application and quality control procedures were followed.</p> <p>Following its assessment, EonCoat will advise the asset owner in writing of the result, and any remedial action, if applicable.</p>
Approximately how long would a claim review take?	It is dependent on a variety of factors including job size, scope and location. You will be provided with an estimate of time required for EonCoat to undertake its review and advise on its determination, upon receipt of the requested information.
How do I contact EonCoat, LLC?	<p>Visit the EonCoat website here to view the company's contact details - https://eoncoat.com/contact-us/</p> <p>Your EonCoat Australia representative will be your first point of contact and will be pleased to facilitate contact with EonCoat.</p>
Where can I obtain more information?	Please reach out to your EonCoat Australia representative who will be happy to assist with any queries.