



Harmony Representation

Harmony is a member of the Roof Tiling Association of Australia (RTAA) and as such conforms to an Industry Code of Conduct designed to protect consumers.

50 Year Product Warranty

Guarantee additional to legal rights

This Guarantee is provided in addition to any Warranty or Guarantee imposed by Law and in particular the Guarantees implied by the Competition and Consumer Act 2010 (Cth). The Products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the Products repaired or replaced if the Products fail to be of acceptable quality and the failure does not amount to a major failure.

For the purpose of this Warranty "the Product" means Concrete Roof Tiles manufactured and sold by Harmony to you.

Your Harmony Products are warranted to remain structurally sound for at least 50 years from date of invoice of tiles, in particular:

- Will not crack, split or warp due to defective manufacture.
- Will not become porous and leak.
- Will not be adversely affected by frost or salt air.
- Will meet the water absorption permeability and transverse strength Tests established by the Australian Standards Association AS 2049 Roof Tiles. (Current)

If during this period the Product fails to meet the above standard then Harmony will at its discretion, either repair or replace the defective Product, supply equivalent Product or pay for their repair, replacement or substitution.

This Warranty only covers the Products that are manufactured by Harmony. Other Products or Materials used to install the Roof may be covered by other Manufacturer's Warranties, or the Australian Consumer Law. Such other products may include:

- Sarking and other insulating products.
- Clips and nails.
- Flexible Pointing.
- Battens.
- Fire wall Batts.

Exclusions

Harmony is not liable for matters beyond our control, or aesthetic irregularities, such as:

A) Colour change – Shade variation

Due to raw materials and manufacturing techniques used to produce the Products some colour variations may occur from batch to batch. Harmony will endeavour to supply tiles similar to, or near as possible to sample tiles, Product displays, brochures and websites.

B) Sheen/Sealer Weathering

After constant exposure to air pollutants and the elements the sealer coat or the surface of the Product will weather and change the colour surface of the roof tile to a Matt finish. This weathering of the Product surface will not affect the overall performance of the Product.

C) Efflorescence

Efflorescence is a natural process seen on concrete footpaths, pavers and brick walls, when alkaline deposits gravitate to surfaces exposed to moisture. The surface of each of our tiles is treated to minimise efflorescence and such occurrences should completely disappear after additional exposure to the elements. Efflorescence will not affect tile performance.

D) Surface Marks

Some minor surface marks and blemishes are inherent in the manufacturing process and transport from plant to site. These will not detract from the performance of the Product and do not compose a Product fault.

E) This warranty does not apply to damage caused to the Product by:

1. Installation of your Harmony tiles being performed by a non-approved Harmony Contractor and does not comply with Standard AS 2050. (Current)
2. People walking or working on the Roof.
3. Animals or insects.
4. Leaves, Bark, Tree Litter and Limbs.
5. Falling Objects.
6. Air Pollution.
7. Being treated by unsuitable chemicals, cleaners or coatings.
8. Any factor beyond the control of Harmony (including an act of “God”, natural disaster, hail, storms or tempest, war or riot).

Warranty Claims

Should you wish to make a claim under this Guarantee you are required to first notify Harmony (as set out below). Harmony will investigate promptly and repair or replace the defective Product or defective part of the Product within three months.

Harmony will bear the cost of such repair or replacement.

Where the Product has been repaired or replaced the Warranty shall apply to the repaired or replaced Product for the balance of the period provided by this Guarantee.

You must provide proof of purchase as a consumer (showing the purchase date) and make written claim (including costs of claiming) to Harmony at the address specified within One (1) month after the defect was reasonably apparent, or if the defect was reasonably apparent prior to installation, the claim must be made prior to installation.

This Warranty is given by BGC (Australia) Pty Ltd T/A Harmony Roof Tile Division – Perth
ABN 62 005 736 005

85 Vulcan Road Canning Vale, Western Australia 6155

Telephone: 08 9334 4626 / Facsimile: 08 9334 4952

Postal Address PO Box 1408, Canning Vale, Western Australia 6970

Web: www.harmonyrooftiles.com.au / Email tiles@harmonyrooftiles.com.au

6 Year Installation Warranty

Guarantee additional to legal rights

This Guarantee is provided in addition to any Warranty or Guarantee imposed by Law and in particular the Guarantees implied by the Competition and Consumer Act 2010 (Cth).

The Products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

For the purpose of this Warranty “the Product” means Concrete Roof Tiles installed and sold by Harmony to you.

Harmony Warrants, for 6 years from the date of installation, the workmanship relating to the installation of any concrete tile roof installed by one of Harmony’s approved Contractors.

Harmony guarantee that at the time of installation the roof was fixed in accordance with the most current version of Australian Standard AS 2050 unless notified in writing by Harmony.

Exclusions

- A) This warranty does not cover installation of your Harmony Roof Tiles by anyone other than a Harmony approved Contractor.
- B) This warranty does not cover flexible pointing. Any claim to rectify flexible pointing needs to be made to the flexible pointing manufacturer.
- C) This warranty does not cover workmanship adversely affected by trades, persons, or organisations not being Harmony approved Contractors.
- D) This warranty does not apply to workmanship adversely affected by any factor beyond the control of Harmony (including an act of God, natural disaster, war or riot, hail, storm or tempest).

Warranty Claims

Should you wish to make a claim under this Guarantee you are required to first notify Harmony (as set out below). Harmony must have an opportunity to investigate and approve the claim. Harmony agrees to make good any faulty workmanship that is not in accordance with Australian Standard AS 2050 (current), (or replacement Australian Standard).

Harmony will bear the cost of such repair.

Where the work has been re-performed the Warranty shall apply to the repairs for the balance of the period provided by this Guarantee.

You must provide proof of purchase as a consumer (showing the purchase date) and make written claim (including costs of claiming) to Harmony at the address specified within One (1) month after the defect was reasonably apparent.

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Homeowner Notice

To assure maximum benefits from your concrete tile roof, minimize walking on the roof to avoid damaging tiles.

Rooftop traffic can be detrimental to any roofing material. While Harmony Roof Tiles are extremely strong and well able to withstand the traffic of professional roofers, it is better that others stay off. Television and other antennas, air conditioners, solar heaters and panels, security systems, patios, pool heating systems and Christmas decorations should be positioned so that installation and removal can be made without going on the roof.

If it is necessary to remove from your roof such objects as tree limbs, leaves or children's toys, try using a long stick or rake, or other such tool.

If it is necessary to walk on the roof, be careful, as tiles can be slippery. Always wear soft-soled, non-slip shoes and step only on the lower portion of the tile where one tile overlaps (below) the other, referred to as the head-lap. Broken tiles should be replaced promptly by a professional roofer.

Do not walk on hips, ridges, valleys or around pipes and vents.

Do not walk on your roof unless you have adequate fall protection, caution should be exercised to ensure your personal safety and prevent damage to roof tiles that may void your warranty. Roof traffic is specifically mentioned in the Special Exclusions section of your warranty.

Keep in mind that activities such as gutter cleaning and holiday light hanging can be accomplished other than by walking on your roof.

Ongoing Maintenance

Tile Roofs

Ridge/hip tiles, flashings and pointing should be checked regularly. Loose ridge/hip tiles should be re-bedded and pointed, cracked tiles should be replaced. It is important that if you need to access the roof or have tradespeople access the roof for any reason, it is not damaged. If damage does occur, you must repair the damage immediately to reduce the risk or moisture ingress into your home.

It is not recommended and against Industry Standard to repair broken tiles utilising adhesive sealants such as silicone. This is a common and unacceptable practice by Non Professional Trades or persons.



ROOF TILE DIVISION - PERTH

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SOUTHWEST OFFICE

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