Materials Guarantee Terms & Conditions

TriRoof Hybrid Polymer (HPX)

TriRoof Hybrid Polymer (HPX) roofing system is manufactured to remain watertight for a period of 10-years or 20-years depending on installation method. This materials guarantee is covered from the date of installation if installed in accordance with the TriRoof HPX Roofing Installation Manual.

In the unlikely event of water ingress during the guarantee period, due to a manufacturing defect in the TriRoof materials, then Tricel Composites will supply sufficient TriRoof material free of charge, to make watertight the area of the roof which has failed.

1. Conditions
This guarantee only covers TriRoof HPX materials used for flat roof areasThis Materials Guarantee shall become null and void if:

1.1. the online Guarantee Registration form has not been completed in full, with all supplementary documentation listed on that form, by the Owner
and the Installer to confirm that the System has been satisfactorily installed in accordance with the TriRoof HPX Installation Manual, within 60 days of the purchase of materials from a TriRoof Stockist;

1.2. the materials had not been stored, handled or installed in accordance with the TriRoof HPX Installation Guidelines;

1.3. the roof surface is not reasonably maintained and kept clear of any debris;

1.4. any modification, alteration or remedial work, including but not limited to drilling or cutting, is made to the Installation;

1.5. a representative of Tricel Composites is not allowed, or able to gain safe access to the building for the purposes of inspection of theInstallation;

1.6. upon inspection, the roof is holding water (pooling);

1.7. any details are entered incorrectly or incompletely on the Roofing HPX Guarantee Registration Form and appropriate attachments are not uploaded. The issue of the certificate of guarantee does not mean that Tricel Composites accepts that the Owner has complied with the above conditions;

1.8. proof of purchase of the Triroof HPX material is not presented when a guarantee claim is made.

2. Limitations
The limit of this guarantee is to supply replacement materials for the defective TriRoof HPX materials. This guarantee does not cover any labour costs to make right the defective area. Tricel Composites liability under this guarantee shall not exceed the original purchase price of the TriRoof materials used in the Installation or the sum, of £12,000 whichever is the lower figure.
Tricel Composites shall not be liable under this Materials Guarantee in respect of any of the following:

2.1 any loss, damage or defect arising from roof traffic. The system is not designed for any roof traffic or any other loading on the roof;

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2.2 any loss, damage or defect to or caused by any materials relating to the substrate or materials below the Installation including but not limited to; any movement; subsidence; or any failure or defect in the building;

2.3 the cost of routine maintenance, overhaul or modifications or loss, damage or defect arising therefrom, or for which compensation/recourse is provided by legislation;

2.4 any damage caused by wear and tear or cosmetic damage, neglect in maintenance, any change in colour, texture, opacity or discolouration or staining or superficial deterioration or marring of finishing's or surface appearance or ageing processes;

2.5 any loss, damage or defect caused by any willful or accidental damage;

2.6 any damage caused by acts of God;

2.7 any defects in the building or materials known or ought reasonably to have been known by either the Installer or the Owner and which were not remedied prior to or during installation;

2.8 any loss, damage or defect arising from incorrect or inadequate draining systems;

2.9 any loss, damage or defect caused by pollution or contamination;

2.10 any loss, damage or defect caused by or consequent upon a peril that can be insured under a Household or Commercial Buildings or Property Owners Insurance policy whether Insured or not;

2.11 any incidental or consequential damage to the building or contents of the building or any loss of use or indirect, special or consequential damages or losses suffered or incurred by the Owner due to a failure in the material;

3. Claim Procedure

3.1 Before making any claim under this guarantee, the Owner should contact the Installer to assess the nature of the fault. If the Installer is unwilling or unable for any reason to return to the site and remedy any defect or if the Installer cannot be contacted by the Owner, the Owner should contact Tricel Composites who will provide contact details for its own panel of trained installers.

3.2 Any claim under this Materials Guarantee should in the first instance be made by the Owner completing the Claim Form (available to download at https://triroof.co.uk) and sent to Tricel Composites once the nature of the fault has been assessed by the Installer or another installer from the Tricel Composites panel.

3.3 Tricel Composites have the right to appoint their own contractor to attend the site to inspect the installation and determine the level and cause of the failure of the Installation.

3.4 If necessary and upon the request of the appointed contractor following the initial visit, a representative of Tricel Composites may attend site for the purpose of evaluating the claim subject to the provision of safe access to the Installation. It shall be the responsibility of the Owner to make the necessary arrangements to provide the means of safe access.

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4. Miscellaneous

4.1 The statutory rights of the Owner are not affected by this Materials Guarantee.

4.2 This Materials Guarantee is given for the personal benefit of the Owner only and may not be transferred to its successors in title to the property nor is any third party entitled to enjoy the benefit of or enforce any term of this guarantee...

4.3 Should Tricel Composites fail at any time to enforce any of the terms or conditions of this Materials Guarantee, this shall not be deemed a waiver of that term or condition or any other term or condition of this Materials Guarantee.

4.4 This Materials Guarantee is limited to the performance of the TriRoof HPX materials and Tricel Composites accepts no liability for the installation of the TriRoof materials or any liability of the Installer to the Owner.

4.5 This Material Guarantee shall be governed by and construed in accordance with the local law of the jurisdiction of the Installation.

4.6 This guarantee is only applicable for installations in the United Kingdom and the Republic of Ireland.

4.7 If the Installation is in Northern Ireland or the Republic of Ireland references to Tricel Composites means Tricel Composites (NI) Limited. If the Installation is in the United Kingdom references to Tricel Composites means Tricel Composites (GB) Limited.



GET IN TOUCH.

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