

WARRANTY SOLUTIONS



Prime Residential  
Warranty

**Dulux®**

**POWDER  
COATINGS**



The Dulux Alumi Shield™ Prime Residential  
Warranty is only available from a

**Dulux®**

PrimeAccreditedPowderCoater ➤



New Zealand

**Worth doing, worth Dulux.®**

# Worth doing, Worth Dulux.®

Dulux Powder Coatings are an ideal choice for the long term protection of architectural aluminium items on residential projects less than 4 levels and provide assurance through the issue of a Dulux Alumi Shield™ Prime Residential warranty.

The Dulux Alumi Shield™ Prime Residential warranty is exclusively available from our Dulux Prime Accredited Powder Coaters.™





## Dulux Alumi Shield™ Prime Residential warranties

Dulux Alumi Shield™ Prime Residential warranties are available for architectural aluminium applications on residential projects less than four levels in approved locations and conditions.



### Products

The Dulux Alumi Shield™ Prime Residential warranty is available for projects coated in our Dulux durable and super durable polyester premium powder coating products:

| DURABLE POLYESTER   | SUPER DURABLE POLYESTER   |
|---|---|
|  |  |
| <b>DURALLOY®</b><br>SOLID COLOUR RANGE  | <b>DURATEC®</b><br>ZEUS® SOLID COLOUR RANGE   |
| <b>DURALLOY®</b><br>PEARLESCENT RANGE   | <b>DURATEC®</b><br>ETERNITY® PEARLESCENT RANGE  |
| <b>DURALLOY®</b><br>MANNEX TEXTURED RANGE   | <b>DURATEC®</b><br>ELEMENTS® TEXTURED RANGE   |
|   | <b>DURATEC®</b><br>INTENSITY® BRIGHT RANGE  |
|   | <b>ELECTRO®</b><br>ANODISED RANGE   |

## Warranty benefits

A Dulux Alumi Shield™ warranty is made up of two key components, a colour warranty (for fade and chalking) and a durability warranty (film integrity).

| Durability Warranty  | Colour Warranty   |
|--|---|
|  <p>The Alumi Shield™ Durability warranty is your assurance of film integrity.</p> <p>The powder coating will not peel, crack or flake for the warranty period from the date the product is applied to the metal.</p> |  <p>The Alumi Shield™ Colour warranty is your assurance that the colour integrity will be maintained.</p> <p>It is made up of two components:</p> <ul style="list-style-type: none"><li>• Fade<sup>1</sup></li><li>• Chalk<sup>2</sup></li></ul> |

### Terms and conditions apply

- Dulux Alumi Shield™ warranties are your assurance that the coating will not:
  - Fade** – Colour fade testing will give a delta E (Hunter) laboratory reading less than five units from the original colour in accordance with ASTM D2244.
  - Chalk** – Not exceed a rating of 2 for whites & pastels and a rating of 3 for deep colours as assessed in accordance with AS1580.481.1.11 test method.
- The Alumi Shield™ durability warranty is your assurance the powder coating won't peel, crack or flake for the warranty period from the date the product is applied to the metal.
- Warranties are only valid when applied by a Dulux Accredited or Dulux Prime Accredited Powder Coater to the warranty specification on recommended project types and conditions.

All Dulux premium powder coat products are backed by product specific Alumi Shield™ warranties. Below is an overview of the warranty periods by product available from Dulux

|                        | Warranty             | Electro  | Duratec   | Duralloy |
|------------------------|----------------------|----------|-----------|----------|
| Alumi Shield™ Warranty | Aluminium Durability | 25 Years | 25 Years  | 10 Years |
|                        | Aluminium Colour     | 15 Years | 20 Years* | 10 Years |

\*Excludes Intensity – 15 Years.

## Important design considerations

Dulux Alumi Shield™ warranties are available on a wide range of fabricated architectural aluminium items, but those items must be designed, prepared (pre-treated), coated, fabricated and installed to standard ensuring that the item is fully protected.

It is essential that any item that is coated must be designed and fabricated to ensure:

- **It meets key standards** – Refer to AS 2312.1 and the relevant building code.
- **Protection is a key consideration at the early stages of design** – The design should allow the item to be prepared for coating correctly and that the minimum thickness of the specified coating can be achieved.
- **Sealed areas are appropriately sealed to last the duration of the warranty** – It is essential that the choice of other materials that contribute to protection such as sealants should be made to ensure that an Alumi Shield™ warranty is not voided due to the sealants failure. This is important if only one side of a section of metal is to be coated, it must be in a sealed environment, i.e. not exposed to moisture, air and excessive heat. Should the seal fail, and a claim is made this warranty will be void as the integrity of the seal is not the responsibility of Dulux.
- **The following design elements are avoided** – Narrow crevices, poor air circulation, depressions, sharp edges and corners, large flat ledges (not window ledges), intermittent welding, undrained flat surfaces, unsealed hollow sections, flat surfaces in loose contact where moisture may be drawn in between them by capillary action or where water and foreign matter will lodge, as these areas may result in premature failure of the coating system.
- **Failure caused by post formed or post fabrication processes are avoided** – Please be aware warranties shall not apply to areas where a failure is caused from post formed or post fabrication processes, such as metal perforation, welding or any other circumstances beyond the reasonable control of Dulux. Many post fabrication processes can impede achievement of a continuous layer of pre-treatment and the minimum film build of powder coating. Where there is doubt please consult the relevant guideline or regulation such as the building code or window association for information on mitigating any potential damage that could be caused by post fabrication processes.

Please refer to our warranty examples where you can review all terms and conditions. These are available by calling **0800 800 975** or visiting [duluxpowders.co.nz](http://duluxpowders.co.nz)



## Project suitability

It is important to identify the environment and conditions of your project to ensure you are selecting the correct product and a Alumi Shield™ Prime Residential warranty is valid.

Use the tables below to determine the environment that your project will be exposed to together with the Dulux Macroclimate Corrosivity Corrosivity Zone Maps of New Zealand Guide available at [duluxpowders.co.nz](http://duluxpowders.co.nz)

For more information call our Advice line on 0800 800 975

| Top Coat Choice         |             |                   |                      |                 |                      |                 |                       |                 |
|-------------------------|-------------|-------------------|----------------------|-----------------|----------------------|-----------------|-----------------------|-----------------|
| Project Type            | Environment | Conditions        | Electro <sup>1</sup> |                 | Duratec <sup>1</sup> |                 | Duralloy <sup>2</sup> |                 |
|                         |             |                   | Durability Warranty  | Colour Warranty | Durability Warranty  | Colour Warranty | Durability Warranty   | Colour Warranty |
| Residential (<4 levels) | Exterior    | Severe            | 25 Years             | 15 years        | 25 Years             | 20 Years*       | -                     | -               |
| Residential (<4 levels) | Exterior    | Mild              | 25 Years             | 15 years        | 25 Years             | 20 Years*       | 10 Years              | 10 Years        |
| Residential (<4 levels) | Interior    | Moderate Interior | 25 Years             | 15 years        | 25 Years             | 20 Years*       | -                     | -               |
| Residential (<4 levels) | Interior    | General Interior  | 25 Years             | 15 years        | 25 Years             | 20 Years*       | 10 Years              | 10 Years        |

\*Duratec Intensity – Colour Warranty 15 Years

### Alumi Shield™ Prime Residential Warranties

Alumi Shield™ Prime Residential Warranties are available, in line with the following stipulations:

- When applied by a Dulux Prime Accredited Powder Coater to the warranty specification on recommended project types and conditions.
- All Dulux powder products are NOT suitable in strongly acidic or caustic environments, so the pH must be between 5 and 9.

### Impact of distance to the sea

1. Electro and Duratec are only suitable for environments >10m from the high tide line.
2. Duralloy is only suitable for environments >100m from the high tide line.

### Perforated and expanded aluminium

Alumi Shield™ Prime Residential Warranties on perforated and expanded aluminium are available for products recommended for the indicated environments and conditions above. Powder Primers may be necessary as detailed below:

a. **Interior** – General interior conditions (E-Prime/Grey Primer base coat not mandatory); Moderate Interior (E-Prime/Grey Primer base coat mandatory).

b. **Exterior** – Mild (E-Prime/Grey Primer base coat not mandatory); Severe: (E-Prime/Grey Primer basecoat mandatory).

### Other considerations

All Dulux powder products are NOT suitable in strongly acidic or caustic environments so the pH must be between 5 and 9.

Please refer to interior and exterior environments close to liquids considerations on page 6 for warranty implications where powder coatings may be in close proximity to liquids other than the sea.

Please refer to geothermal considerations on page 6 for warranty implications.

### Need more help?

Our dedicated consultants can help simplify the specification process, saving you time and money by providing the right coating advice for your project.

Call 0800 800 975 or visit [duluxpowders.co.nz](http://duluxpowders.co.nz)

## Conditions

Use the following table which references AS 2312.1, SNZ TS 3404 and ISO 9223 to identify the environment, conditions and atmospheric corrosivity categories. To pinpoint your projects corrosivity zone this table should be used together with the Dulux Macroclimate Corrosivity Zone Maps of New Zealand Guide available at [duluxpowders.co.nz](http://duluxpowders.co.nz)

| Environment          | Conditions | Corrosivity Zone                 | Aluminium Corrosion Rate (g/m2) <sup>4</sup> | Example Environments  |
|----------------------|------------|----------------------------------|--|---|
| Exterior Environment | Mild       | C2 Low                           | ≤ 0.6  | Arid, dry, urban, inland, city  |
|                      |            | C3 Medium                        | 0.6 – ≤ 2.0                                  | Light Industrial, geothermal (>500m from source) <sup>1</sup> and inland coastal (mild sea spray zone)              |
|                      | Severe     | C4 High                          | 2 – ≤5                                       | Sea shore (medium sea spray zone), offshore Islands <sup>3</sup> and or geothermal (<500m from source) <sup>2</sup> |
|                      |            | C5 Very High Marine & Industrial | 5 – ≤10                                      | Sea shore (high sea spray zone e.g. surf), offshore Islands <sup>3</sup> and heavy industrial                       |

For more information about specifications call our Advice line on 0800 800 975 or visit [duluxpowders.co.nz](http://duluxpowders.co.nz)

| Environment          | Conditions        | Corrosivity Zone | Aluminium Corrosion Rate (g/m2) <sup>4</sup> | Example Environments  |
|----------------------|-------------------|------------------|--|---|
| Interior Environment | General Interior  | C1 Very Low      | Negligible                                   | Dry interiors (homes, offices, shops)   |
|                      |                   | C2 Low           | ≤ 0.6  | Minor condensation (warehouses, sports halls)   |
|                      | Moderate Interior | C3 Medium        | 0.6 – ≤ 2.0                                  | High moisture (dairy and food processing plants, breweries, and commercial laundries) |
|                      |                   | C4 High          | 2 – ≤5                                       | Significant contamination (swimming pools)  |

1. Geothermal environments greater than 500m of a bore, mud pool, steam vent, or other source with a pH between 5 and 9. For a pH outside this consult Dulux.

2. Geothermal hot spots within 500m of a bore, mud pool, steam vent, or other source.

3. All offshore islands including Waiheke Island, Stewart Island, Fraser Island and Pacific islands e.g. PNG, Fiji, Samoa, Tonga, Tahiti, Noumea
4. The corrosion rates for the first year of exposure for the different corrosivity categories of aluminium are determined by the following standard:

  - ISO 9223 - Corrosion of metals and alloys – Corrosivity of atmospheres – Classification, determination and estimation.

Important warranty considerations

Your warranty can also be impacted by its proximity to liquids other than the sea and geothermal environments whilst a regular care and maintenance program must be implemented for warranty compliance.

Interior and exterior environments close to liquids other than the sea

For powder coated assets close to liquids other than the sea, e.g. fences near swimming pools, fountains, bathrooms or furniture etc. Please refer to the guidance below for your product choice and to understand the warranty limitations in these environments.

|          | ChemicallyTreated¹ | Clean Tap, Fresh or Potable Water | Salt Water¹ | Other                                       |
|----------|--------------------|-----------------------------------|-------------|---|
| Electro  | ◆                  | ●                                 | ◆           | Seek advice from Dulux<br>Call 0800 800 975 |
| Duratec  | ◆                  | ●                                 | ◆           |   |
| Duralloy | ○                  | ●                                 | ✓           |   |

1. Aggressive liquids such as chemically treated liquids and salt water must be cleaned off immediately as per the Dulux Care and Maintenance guide. Please note chemically treated water includes antimicrobial treatments, e.g. in pools, anti-corrosive chemicals, and soapy water in bathrooms and showers.
- ◆ Where indicated Alumi Shield™ warranties are available on areas >than 1m from the liquid.

✓ Where indicated Alumi Shield™ warranties are available on areas >than 2m from the liquid (i.e. outside the splash zone).

○ Where indicated Alumi Shield™ warranties are available on areas >1m from the liquid on interior applications and >2m on exterior applications.

● Where indicated Alumi Shield™ warranties are available any distance from the liquid.

All Dulux powder products are NOT suitable in strongly acidic or caustic environments so the pH must be between 5 and 9.  
Alumi Shield™ warranties are not available if the powder coating is immersed in any liquid.

Geothermal considerations

For powder coated assets close to geothermal zones, the choice of product is dependent on the level of geothermal activity and specifically the distance from the geothermal source. For those close to geothermal activity (within 500m of the source) powder coating products that are super durable or ultra-durable can be considered. For areas that are more than 500 metres beyond the geothermal source (such as Sulphur Bay, Rotorua), and have been assessed using the smell test as having minimal or non-existent geothermal influence, the standard corrosion zones or categories apply based on distance from the sea apply and other factors.

| *Distance to Geothermal Environment | Duratec | Electro | Duralloy |
|-------------------------------------|---------|---------|----------|
| Less than 500m from source          | ✓       | ✓       | ✗        |
| Greater than 500m from source       | ✓       | ✓       | ✓        |

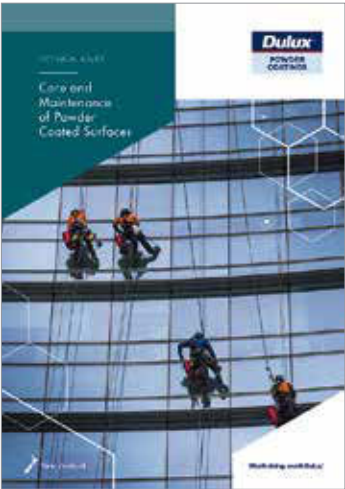
\* Distance from bore, mud pool, steam vent, or other source with a pH between 5 and 9. For a pH outside this consult Dulux.

Care and maintenance

Care and maintenance is essential for warranty compliance

To ensure the life of your asset is maximised and to comply with Dulux Alumi Shield™ warranty requirements, a simple and regular maintenance program must be implemented and recorded in line with the Dulux Care and Maintenance of Powder Coated Surfaces brochure.

For more information refer to the Dulux Care and Maintenance of Powder Coated Surfaces brochure visit [duluxpowders.co.nz/tech-advice](https://duluxpowders.co.nz/tech-advice)



Dulux Prime Accredited Powder Coaters

Taking the uncertainty out of your project.

Cerified. Tested. Warranted.

Only Dulux Prime Accredited Powder Coaters have the ability to issue Dulux Alumi Shield™ warranties, and can automatically offer the exclusive Alumi Shield™ Prime Residential warranty.

A Dulux Prime Accredited Powder Coater:

- ✓ Has the ability to issue Dulux Alumi Shield™ warranties

✓ Can automatically offer the exclusive Alumi Shield™ Prime Residential Warranty on all residential projects less than 4 levels in suitable conditions

✓ Is your assurance of a quality job and customer satisfaction

✓ Is audited and certified by Dulux
- ✓ Is an Endurocolour® registered Applicator and meets the Powder Coating Quality Assurance (PQAS) for The Window & Glass Association New Zealand

✓ Is a prime die holder and only coats their own products with strict quality control of materials for an assurance of consistent quality

✓ Is covered by Professional Indemnity and Product Liability insurance (if applicable)

✓ Is recommended by Dulux and use quality Dulux powder products

Certified by Dulux

A Dulux Prime Accredited Powder Coater’s accreditation is renewed every 18 months and they must pass regular sample checks on their work to certify that they can meet the required quality conditions and international industry standards, ensuring they are certified by Dulux and meet Dulux Alumi Shield™ Warranty requirements.

All Dulux Prime Accredited Powder Coaters also hold a valid Endurocolour® registered Applicator status.

The Endurocolour registered Applicator program is an industry standard designed by the Window & Glass Association New Zealand, specifically for New Zealand conditions. To become an Endurocolour® registered applicator a powder coater must meet strict criteria based on the Powder Coating Quality Assurance Standard (PQAS) which includes:

1. An audit conducted by independent auditors
2. Submitting and passing monthly quality checks by key suppliers

This intensive and continuous quality assurance process allows Dulux Prime Accredited Powder Coaters the exclusive ability to automatically issue the Alumi Shield™ Prime Residential Warranty on all residential projects less than 4 levels.



For more information visit [duluxpowders.co.nz/accredited](https://duluxpowders.co.nz/accredited)

How to apply for an Alumi Shield™ Prime Residential Warranty

No formal application for a warranty is required. Your Dulux Prime Accredited Powder Coater will simply need to check your project’s location before confirming the product suitability and warranty’s validity.

Asset owners need to retain their invoice from their Dulux Prime Accredited Powder Coater as their warranty reference.

For more information about Dulux Prime Accredited Powder Coaters, or to confirm a warranty validity call 0800 800 975 or visit [duluxpowders.co.nz](https://duluxpowders.co.nz)



## Advice line

Our dedicated consultants can help simplify the specification process, saving you time and money by providing the right coating advice for your project. They can provide:

- Documented project specific specifications
- Written confirmation of your project's eligibility for an Alumi Shield™ warranty
- Design, coating system and colour advice

Call 0800 800 975 or visit **[duluxpowders.co.nz](http://duluxpowders.co.nz)**

## Offices

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