

Infinity Effects – Warranty Terms & Conditions

1. General Warranty Statement

Infinity Effects products are manufactured to the highest standards and are designed for use within **specific system applications and installation procedures**. When applied correctly, Infinity Effects systems provide **durable, high-performance finishes** across a wide range of substrates.

This warranty applies **only to products used strictly in accordance with Infinity Effects system guidelines, technical data sheets (TDS), and application instructions**.

2. Warranty Eligibility Requirements

To be eligible for any warranty claim, the following conditions must be met:

- A **valid Work Order / Warranty Sheet** must be fully completed and submitted
- Installation must be carried out by an **Infinity Certified Installer** or a competent professional following Infinity guidelines
- All **Infinity system build-ups** must be adhered to (Primer → Base → Decorative → Topcoat where applicable)
- Correct **product combinations and system specifications** must be used for the intended substrate and environment
- All relevant **Technical Data Sheets (TDS), Safety Data Sheets (SDS), and application guides** must be followed in full

Failure to comply with any of the above may result in **immediate void of warranty**.

3. Mandatory Surface Preparation & Testing

All substrates must be **correctly assessed, prepared, and treated** prior to application.

This includes but is not limited to:

- Ensuring surfaces are **clean, dry, and free from dust, grease, oils, and contaminants**
- Adequate **mechanical preparation** (e.g. sanding, grinding to CSP profiles where required)
- Proper use of **adhesion promoters, primers, or moisture barriers (MVBs)** where necessary



- Addressing **structural movement, cracks, or substrate instability**

Test Patches (Mandatory Requirement)

If there is **any uncertainty regarding substrate compatibility, environmental conditions, or system performance**, installers **must carry out a test patch prior to full installation**.

Failure to conduct a test patch where risk is present will **void any warranty claim**.

4. Moisture, Environmental & Site Conditions

Infinity Effects systems are sensitive to **environmental and substrate conditions**. It is the installer's responsibility to ensure:

- Moisture levels are within acceptable limits prior to installation
- Proper **Moisture Vapour Barriers (MVBs)** are used where required
- Adequate **ventilation and airflow** are maintained during curing
- Substrate and ambient temperatures are within specified application ranges
- Surfaces are protected from **excessive heat, water ingress, or contamination during curing**

Failure caused by **moisture ingress, trapped vapour, or environmental conditions** is not covered under warranty.

5. Application & Installation Responsibility

Infinity Effects supplies **high-performance materials**, but installation is carried out by independent installers.

The warranty does not cover:

- Incorrect application techniques
- Incorrect mixing ratios or improper use of additives
- Failure to follow system build-ups
- Poor workmanship or installation errors
- Use of **non-Infinity or incompatible products within the system**

Installers are solely responsible for ensuring the **correct installation of the system**.



6. System-Specific Considerations

Infinity Effects offers a wide range of systems including but not limited to:

- Spray Granite & Spray Stone Systems
- Polyaspartic Decorative Pour Systems
- ArmourGuard Coating Systems
- X-Flow Screed Systems
- Resin Bound (ROX Binder) Systems

Each system has **specific requirements, limitations, and intended uses**.

Use of any product **outside of its intended application** will void the warranty.

7. Maintenance & Aftercare


To maintain warranty validity:

- Surfaces must be **properly maintained and cleaned using non-corrosive products**
- Excessive mechanical abuse, chemical exposure, or misuse must be avoided
- Regular inspections should be carried out where applicable

Damage caused by **lack of maintenance or misuse** is not covered.

8. Warranty Exclusions

The Infinity Effects warranty does **not cover**:

- Normal wear and tear
 - Cosmetic variations (colour, texture, finish inconsistencies within tolerance)
 - Damage caused by third parties
 - Structural movement or substrate failure
 - Water ingress due to poor sealing of joints, edges, or terminations
 - Heat damage from appliances or external sources
 - Failures caused by incorrect storage or handling of materials
- 

- Installations carried out without following Infinity guidelines
-

9. Submission & Validation of Claims

- All claims must be submitted within a **reasonable timeframe from installation**
- Supporting documentation must include:
 - Completed warranty/work order sheet
 - Proof of purchase
 - Installation details and photographs
- Infinity Effects reserves the right to **inspect, test, or request further evidence**

Submission of a claim does **not guarantee approval**.

10. Right to Refuse Warranty

Infinity Effects and its authorised distributors reserve the right to **refuse, void, or reject any warranty claim** where:

- Documentation is **incomplete, inaccurate, or falsified**
 - The form is submitted **significantly after the date of purchase or installation**
 - Products have been used **outside recommended systems or guidelines**
 - Installation does not meet Infinity Effects standards
-

11. Limitation of Liability

Infinity Effects' liability is limited strictly to the **replacement of defective materials** where approved.

Infinity Effects will not be liable for:

- Labour costs
 - Removal or reinstallation costs
 - Loss of business or consequential damages
-



12. Final Statement

Infinity Effects systems are designed to deliver **exceptional performance when installed correctly.**

By using Infinity Effects products, the installer acknowledges that they have:

- Read and understood all relevant documentation
- Followed the correct system procedures
- Assessed the substrate and conditions appropriately

When in doubt, always test. When unsure, always ask.