

Silicone & Sealants Product Quality Guarantee Product Warranty and 25-Year Tradesman's Guarantee

About Macsim Silicone & Sealants

Macsim Fastenings Pty Ltd manufactures and supplies a premium range of professional-grade silicones, sealants, adhesives and associated construction products designed for residential, commercial and industrial applications.

We stand behind the quality, performance and reliability of our products and are committed to providing tradespeople, contractors and consumers with confidence when using Macsim Silicone & Sealants.

Product Quality Guarantee

Macsim Fastenings Pty Ltd guarantees that its Silicone & Sealant products:

- Are manufactured to stringent quality standards using premium raw materials.
- Are free from manufacturing defects at the time of supply.
- Are fit for the intended purpose when used, stored and applied in accordance with Macsim technical data sheets, installation instructions and recommended industry practices.
- Deliver long-term performance and durability when correctly installed and maintained.
- Are supported by our 25-Year Tradesman's Guarantee, subject to the terms and conditions outlined below.

25-Year Tradesman's Guarantee

Macsim Fastenings Pty Ltd warrants that its Silicone & Sealant products will remain serviceable and perform their intended sealing function for a period of up to twenty (25) years from the date of installation when:

- The product has been purchased through an authorised Macsim distributor or reseller.
- The product has been applied by a qualified tradesperson or competent installer.
- The installation complies with Macsim application instructions, technical data sheets and accepted industry standards.
- The product is used within its specified application parameters and environmental limitations.
- The substrate and surrounding materials are suitable for sealant application.

Should a Macsim Silicone or Sealant product be proven to have failed due to a manufacturing defect during the warranty period, Macsim Fastenings Pty Ltd will, at its discretion:

- Supply replacement product; or
- Refund the original purchase price of the defective product.

Macsim Project System Warranty (Optional Extended Warranty)

For qualifying commercial, residential, industrial or specification projects, Macsim may offer an enhanced Project System Warranty upon application and approval prior to installation.

Where a Project System Warranty has been approved in writing by Macsim, coverage may extend to:

- Replacement of defective Macsim Silicone or Sealant products.
- Reasonable costs associated with removal and reinstallation of the affected Macsim product.
- Repair or replacement of adjacent materials directly damaged as a result of a proven product defect.
- Approved labour and material costs associated with rectification works resulting from a verified product failure.
- All Project System Warranty claims are subject to project review, written approval, compliance inspections and any additional terms issued by Macsim Fastenings Pty Ltd.



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Exclusions

This warranty does not cover:

- Incorrect product selection.
- Improper surface preparation.
- Failure to follow Macsim installation instructions.
- Structural movement beyond product design limits.
- Building defects, water ingress or substrate failure.
- Damage caused by abuse, neglect, vandalism or accidental impact.
- Exposure to chemicals, environments or conditions outside the product specification.
- Normal weathering, ageing, colour variation or cosmetic changes that do not affect product performance.
- Labour, consequential loss, indirect loss or damages unless specifically covered under an approved Macsim Project System Warranty.

Warranty Claims

To make a warranty claim, customers must provide:

- Proof of purchase.
- Product batch information where available.
- Details of the installation and application.
- Photographs and supporting evidence of the alleged defect.
- Access for Macsim representatives to inspect the installation if required.

Macsim reserves the right to inspect any claimed product failure before determining the appropriate remedy.

Australian Consumer Law

Our goods 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 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.

This warranty is provided in addition to, and does not limit, any rights and remedies available under the Australian Consumer Law.

Contact Us

For warranty enquiries, technical assistance, project-specific warranty applications or product information, please contact:

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