

TOWER[®] SCREW WARRANTY - EFFECTIVE 01 OCT 2019

Tower Fastening System provides a comprehensive warranty for all screw products in accordance with the information below.

Tower Fastening System's products are guaranteed to be of acceptable quality, be fit for purpose and safe as required under s 55 of the Australian Consumer Law in Schedule 2 of the *Consumer and Competition Act 2010* (Cth). Similarly, where supply of Tower Fastening System goods are obtained for a kind other than ordinarily for personal, domestic or household use or consumption, Tower Fastening System will guarantee the structural integrity and corrosive resistance of all TOWER[®] self-drilling screws as required under AS 3566.2-2002 and ISO 9223 on the following conditions:

- The TOWER[®] screws are installed with compatible surface and substrate material; and
- The TOWER[®] screws are installed correctly by a experienced user; and
- The TOWER[®] screws are installed in the correct environment recommended by Tower Fastening System[®] as listed in Table 1 (attached) with reference to AS 3566.2-2002 and ISO 9223 categories.

All claims of warranty must be made in writing, electronic or otherwise, to Tower Fastening System with the following details:

- Name and contact details of the claimant; and
- Copy of purchase invoice or other proof of purchase; and
- Detailed descriptions surrounding the installation process, surface and substrate materials, and geographical conditions around the applied fasteners; and
- Location and date of failure.

The Claimant must also provide substantive evidence of failure or allow Tower Fastening System or independent access to the structure or location in which the fasteners are applied.

Under this warranty, Tower Fastening System will replace all screws suffering from major defects or failures at no additional cost to the user.

Table 1:

Class 3 Screws

- Suitable for external use in mild urban, moderate industrial or moderate marine environments.
- Moderate industrial environments refer to atmosphere with medium pollution from industry.
- Moderate marine environments refer to coastal areas with low airborne salinity.
- Corrosivity as classified in accordance with AS 3566.2-2002, 5.3 and ISO 9223.

Class 4 Screws

- Suitable for external use in heavy industrial or severe marine environments.
- Heavy industrial environments refer to atmosphere with medium pollution from industry.
- Severe marine environments refer to coastal areas with high airborne salinity.
- Corrosivity as classified in accordance with AS 3566-2002, 5.4 and ISO 9223.

A2 304 Stainless Steel Bi-Metal / Full Stainless Screws & YUS 550 Stainless Steel Screws

- Suitable for external use in heavy industrial or severe marine environments.
- Heavy industrial environments refer to atmosphere with medium pollution from industry.
- Severe marine environments refer to coastal areas with high airborne salinity.
- Corrosivity as classified in accordance with AS 3566-2002 and ISO 9223.

A4 316 Stainless Steel Bi-Metal / Full Stainless Screws

- Suitable for external use in very heavy industrial or very severe marine environments.
- Very heavy industrial environments refer to atmosphere with very high pollution from industry.
- Very severe marine environments refer to coastal areas with very high airborne salinity.
- Corrosivity as classified in accordance with ISO 9223.

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