

INITIAL TREATMENT GUARANTEE

T.A Damp Proofing – Chemical Damp Proofing Injection Guarantee Period: 20 Years

1. Scope and Terms of Guarantee

1.1 This Guarantee confirms that a Chemical Damp Proofing Treatment (CDP) has been completed at the property identified in the Contract Reference.

1.2 This Guarantee applies strictly and exclusively to the Chemical Damp Proofing Injection works completed as quoted in the Contract Reference. No other works, treatments, or services are included or implied.

1.3 The treatment is guaranteed against rising damp for twenty (20) years from the treatment date, subject to full compliance with all conditions contained herein.

1.4 This Guarantee applies strictly to the Chemical Damp Proofing Injection only. No reinstatement, plastering, rendering, decorative works, or Wall Restoration Treatment (WRT) form part of the guaranteed works.

1.5 The Guarantee does not include, extend to, or cover any Wall Restoration Treatment (WRT), whether performed by the Company or by a third party.

1.6 All names, addresses, and property details on the Quotation, Invoice, and Receipt must correspond exactly. Any discrepancy voids this Guarantee.

2. Conditions for Guarantee Activation

The Company provides a 20-year Chemical Damp Proofing Injection Guarantee, covering the performance of the injection and remedial re-injection if rising damp returns. The Guarantee does not cover plaster, render, decorative finishes, or any restoration works, regardless of who performs them.

The Guarantee becomes active only upon issuance of the **Combined Guarantee Activation Notice**.

A curing period of approximately six (6) months, or longer if required, must elapse before any further treatments, repairs, plastering, rendering, or painting are carried out.

A. Route A — Wall Restoration Treatment

If the Client proceeds with the WRT (Company or third party):

- A curing period of approximately six (6) months, or longer if required, must elapse.
- No Neutraliser Treatment is required.
- The Guarantee activates only when the Combined Guarantee Activation Notice is issued.
- The Guarantee covers the Chemical Damp Proofing Injection only.
- The Company accepts no liability for plaster, render, decorative finishes, salts, or deterioration caused by third-party workmanship or materials.

- The Wall Restoration Treatment (WRT) is not covered under this Guarantee and does not form part of the guaranteed works.
- No repairs, alterations, plastering, rendering, decorative works, reinstatement, or Phase 2 of the Wall Restoration Treatment (WRT) may be carried out on treated walls before the curing period has fully elapsed. Any works carried out before the curing period void the Guarantee.

B. Route B — No Wall Restoration Treatment (Neutraliser Path, Free of Charge)

If the Client chooses not to proceed with any WRT:

- A curing period of approximately six (6) months, or longer if required, must elapse.
- After curing, the Company applies the Neutraliser Treatment free of charge.
- No repairs, plastering, rendering, or decorative works may be undertaken before the Neutraliser Treatment.
- The Guarantee activates only when the Combined Guarantee Activation Notice is issued.
- The Guarantee covers the Chemical Damp Proofing Injection only.
- The Company is not responsible for any salt-related reactions, paint reactions, blistering, bubbling, flaking, staining, or decorative failure arising from retained salts, existing render, client-applied materials, or the condition of the substrate. These effects do not indicate a failure of the Chemical Damp Proofing Treatment.
- Under Route B, no repairs, alterations, plastering, rendering, decorative works, or reinstatement may be carried out until the Neutraliser Treatment has been completed. Any works carried out before the Neutraliser Treatment void the Guarantee.

2.1 Neutraliser Treatment Clarification

The Neutraliser Treatment is a complimentary supporting measure and does not form part of the guaranteed works. It is required only under Route B.

3. Guarantee Duration

3.1 The Guarantee remains valid for twenty (20) years from the date of the Chemical Damp Proofing Treatment.

3.2 The Guarantee is activated only after the required post-treatment condition (Wall Restoration Treatment or Neutraliser Treatment) has been completed and confirmed in writing.

4. Scope of Coverage and Exclusions

4.1 This Guarantee applies only to the treated walls specified in the Contract Reference and only to the property address stated above.

4.2 The sole remedy under this Guarantee is remedial re-injection of the treated areas if rising damp reoccurs.

4.3 This Guarantee expressly excludes:

- All plastering, rendering, painting, repairs, decorative works, reinstatement, or any finishing works.

- Any Wall Restoration Treatment (WRT), including Phase 2.
- Any works carried out by third-party tradespersons.
- Any decorative finishes, paints, textures, coatings, or surface treatments, regardless of whether the Company performed the WRT.
- All consequential loss, indirect damages, or associated costs.

4.3A The Neutraliser Treatment is excluded from this Guarantee and is not subject to any warranty, performance obligation, or remedial liability.

4.3B The guarantee is void if non-breathable paints, coatings or decorative finishes are applied after completion, as these materials prevent vapour release and compromise the system.

4.4 Pre-Existing Defects and Salt-Affected Substrates

Contaminated plaster or render—including substrates affected by hygroscopic salts, porosity, degradation, or moisture-related deterioration—are deemed pre-existing defects. Any reaction, staining, salt migration, or failure arising from such defects is excluded from this Guarantee.

4.5 Natural Drying Reactions

Residual moisture may migrate through treated walls during the curing period. This natural process may cause reactions affecting decorative finishes, tiles, paint, plaster, or other surface treatments. These effects are outside the Company's control and are excluded from this Guarantee.

4.6 Restricted Ventilation

This Guarantee does not apply where cabinets, wardrobes, tiles, insulation boards, cladding, kitchen units, or any covering restricts ventilation or traps moisture against treated walls.

4.7 Hidden or Concealed Defects

The Company accepts no liability for hidden defects, concealed moisture sources, or conditions not visible or accessible during inspection, including defects behind plaster, tiles, insulation, cabinets, wardrobes, or built-in furniture.

4.8 Existing Render and Salt-Related Decorative Failure

If original render or finishes remain in place, salts may become trapped and cause blistering, bubbling, flaking, hollow patches, or paint reactions. These effects do not indicate a failure of the Chemical Damp Proofing Treatment and are excluded from this Guarantee.

5. Transferability

5.1 This Guarantee attaches to the property and transfers automatically to any subsequent registered owner upon lawful transfer of title, subject to full compliance with all stated conditions.

5.2 This Guarantee does not apply where maintenance, repairs, reinstatement requirements, or any other conditions were not met by previous owners. The new owner is solely responsible for confirming full compliance before relying on the Guarantee.

6. Remedial Action

6.1 If rising damp reoccurs in the treated areas during the guarantee period, the Company will carry out remedial re-injection of the affected areas at no additional cost.

6.2 The sole remedy available under this Guarantee is remedial re-injection of the treated areas. No financial reimbursement, damages, compensation, or alternative remedies are available.

6.3 All repairs, plastering, rendering, decorative works, reinstatement, finishing works, or any Wall Restoration Treatment (WRT) are expressly excluded from the remedial action. The only remedial measure available under this Guarantee is re-injection of the affected area.

6.4 The Client is responsible for all removal of plaster, render, tiles, coverings, decorative finishes, or any reinstatement required to expose the treated masonry for remedial re-injection. The Guarantee covers re-injection only and does not include any reinstatement or restoration works.

7. Conditions Precedent to Validity

7.1 Compliance with all instructions in the Quotation and accompanying documentation is mandatory.

7.2 The Guarantee is valid only when presented with both the Initial Treatment Guarantee and the Combined Guarantee Activation Notice.

7.3 All names, addresses, and property details on the Quotation, Invoice, and Receipt must correspond exactly. Any discrepancy voids this Guarantee.

7.4 Initiating a chargeback or payment dispute without lawful grounds voids this Guarantee with immediate effect.

7.5 Hostile or Abusive Behaviour The Company may withdraw services where hostile, aggressive, abusive, threatening, or obstructive behaviour occurs. In such cases, all guarantees become void.

7.6 No repairs, alterations, plastering, rendering, decorative works, reinstatement, or Phase 2 of the Wall Restoration Treatment (WRT) may be carried out on treated walls before the curing period has fully elapsed. Any works carried out before the curing period void the Guarantee.

7.7 Under Route B, no repairs, alterations, plastering, rendering, decorative works, or reinstatement may be carried out until the Neutraliser Treatment has been completed. Any works carried out before the Neutraliser Treatment void the Guarantee.

7.8 Wall Repair Materials & Method Compliance The Guarantee applies only where all reinstatement, plastering, rendering, and decorative works are carried out using the Company's specified Wall Restoration System. Any deviation, substitution, or omission voids the Guarantee in full.

7.9 Wall Restoration Material Instructions – Lime Base System

Following the six-month curing period, all wall repairs must be carried out strictly in accordance with the Company's *Wall Restoration Material Instructions – Lime Base System*. Only

breathable, lime-based renovation mortar may be applied, and only breathable mineral paint may be used. Instructions can be provided upon request. The Company accepts no responsibility for the Client's or the Client's tradesperson's choice of materials, workmanship, or compliance with these instructions

8. Governing Terms

This Guarantee is governed by the laws of the Republic of Cyprus. Any disputes fall under the exclusive jurisdiction of the courts of Cyprus.

9. Conditions Precedent to Validity

9.1 Compliance with all instructions, specifications, and conditions contained in the Quotation (which forms the Contract) and all accompanying documentation is mandatory.

9.2 The Guarantee is valid only when presented together with both the Initial Treatment Guarantee and the Combined Guarantee Activation Notice.

9.3 All names, addresses, and property details on the Quotation, Invoice, and Receipt must correspond exactly. Any discrepancy voids this Guarantee.

9.4 The Guarantee becomes active only upon completion of:

- the required curing period, **and**
- the applicable post-curing step: • **Route A:** completion of the Wall Restoration Treatment (WRT), or • **Route B:** completion of the Neutraliser Treatment.

Activation is confirmed solely through the Combined Guarantee Activation Notice.

9.5 This Guarantee is governed by the Company's Terms & Conditions, which take precedence over any verbal guidance, informal advice, or third-party interpretation.

9.6 Any repairs, alterations, plastering, rendering, decorative works, reinstatement, or Phase 2 WRT carried out before the curing period has fully elapsed voids this Guarantee. Under Route B, any such works carried out before the Neutraliser Treatment voids this Guarantee.

9.7 Initiating a chargeback, payment dispute, or reversal without lawful grounds voids this Guarantee with immediate effect.

9.8 The Company may withdraw services where hostile, aggressive, abusive, threatening, or obstructive behaviour occurs. In such cases, all guarantees become void.

9.9 Failure to pay any invoice immediately upon issue voids this Guarantee in full, even if the invoice is subsequently paid. For the purposes of this clause, an invoice is deemed received at the time it is issued to the email address or contact details provided by the Client.

COMBINED GUARANTEE ACTIVATION NOTICE

1. Purpose of This Notice

This Combined Guarantee Activation Notice confirms that the Chemical Damp Proofing Treatment (CDPT) has completed the required curing period and that the applicable post-curing step has been carried out in accordance with the Company's Terms & Conditions.

Upon issuance of this Notice, the **20-year Chemical Damp Proofing Injection Guarantee becomes active**, with the guarantee period running from the **original installation date**. All conditions, exclusions, and limitations set out in the Initial Treatment Guarantee and the Company's Terms & Conditions apply in full.

2. Curing Period Confirmation

A curing period of approximately six (6) months, or longer if required, has elapsed and the treated walls have reached a condition suitable for guarantee activation.

3. Post-Curing Treatment Completed

Highlight the applicable route:

Route A — Wall Restoration Treatment (WRT)

WRT has been completed following the curing period.

Route B — Neutraliser Path (Free of Charge)

Neutraliser Treatment has been completed following the curing period.

Date of Neutraliser Treatment or completion of WRT:

4. Guarantee Activation

By issuing this Notice, the Company confirms that the Chemical Damp Proofing Injection Guarantee is now active for the property listed above.

The guarantee period runs for **20 years from the original installation date**, and activation is conditional upon completion of:

- the required curing period, and
- the applicable post-curing step (WRT under Route A or Neutraliser Treatment under Route B).

All conditions, exclusions, and limitations contained in the Initial Treatment Guarantee and the Company's Terms & Conditions apply in full.