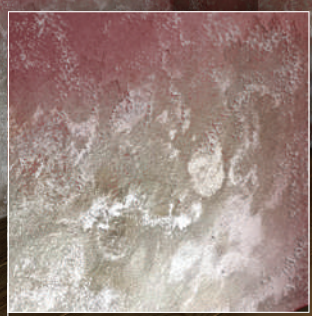


DEEWARON PE NO NAMAK, ONLY PREMIUM CHAMAK!

**BIRLA WHITE SALT BLOCK
ANTI-EFFLORESCENCE PUTTY**



**Salt
Formation**

**WARRANTY
BOOKLET**

Warranty ID. No.



**Anti
Efflorescence**



**Water
Resistance**



**Highest
Whiteness**

*Terms and conditions applied

BIRLA WHITE SALT BLOCK ANTI-EFFLORESCENCE PUTTY



WARRANTY CERTIFICATE FOR BIRLA WHITE SALTBLOCK ANTI-EFFLORESCENCE PUTTY

Birla White, a unit of Ultra Tech Cement Limited (referred to as "Company"), offers a **one-year warranty** from the date of purchase, on the application of its product Birla White SaltBlock Anti-Efflorescence putty (hereinafter referred to as "Product"), on the exterior and interior surfaces like cement-based plaster/concrete/mortar walls. Birla White SaltBlock Anti-Efflorescence putty application must be as mentioned in the "Application Process" section of this document. Birla White SaltBlock Anti-Efflorescence putty acts as a barrier and prevents salt from reaching the surface protecting the topcoat paint.

WARRANTY COVERAGE

1. Birla White SaltBlock Anti-Efflorescence putty offers a one-year efflorescence-resistant warranty (defined hereinafter).
2. It covers the application of the Birla White SALTBLOCK Anti-Efflorescence Putty Application over the exterior and interior surfaces like cement-based plaster/concrete/mortar walls.
3. Saltblock Anti-Efflorescence Putty Application - As per the SOP (defined hereinafter).

WARRANTY ENROLMENT PROCESS

1. The warranty must be registered within 30 days of purchase with the company by contacting the Birla White Toll-Free Helpline at 1800-111-717 or using the online warranty registration link given on the Birla White website. Warranty registration link: <https://www.birlawhite.com/en/warranty-registration>
2. The customer should note down the Ref no. and date of manufacturing from the product package at the time of purchase.
3. The product name, quantity, and purchase date must all be clearly stated on the purchase invoice.
4. The customer is required to furnish the details, such as his Name, Contact Details, Mobile No., details of the product purchased, Bill no., Dealer details, etc., during warranty registration.
5. The customer shall receive a unique warranty no. against their registration.

COMMENCEMENT AND DURATION

1. The warranty benefit commences from the date of purchase ("Commencement Date") of Birla White SaltBlock Anti-Efflorescence putty.
2. On the exterior and interior surfaces, like cement-based plaster/concrete/mortar walls where Saltblock Anti-Efflorescence putty has been applied, the warranty shall be applicable for one (1) year.
3. If a claim occurs during the warranty period, the warranty will only be valid as of the original purchase date, and even if the claim is settled, the warranty's commencement date will always remain that date.

EXTENT OF WARRANTY APPLICABILITY

1. The warranty must be registered within 30 days of the date mentioned on the purchase invoice.
2. If the quantity of SaltBlock Anti-Efflorescence putty required for a particular site exceeds 500 kg, a representative from the Company will conduct a preliminary inspection of the site. If the inspection reveals any issues that do not meet the required standards, appropriate corrective actions will be recommended.
3. It is mandatory that only this product must be used exclusively on the entire site for which warranty is registered/claimed, i.e., no warranty will be registered/claim will be entertained where any other brand of efflorescence resistance has been used for a similar application in different areas of one site.
4. The product must be applied within one month from the date of purchase or within 12 months starting from the date of manufacture of the product, whichever is earlier.
5. Recommended coverage of at least 10 – 12 Sqft/Kg for 2 coats with a maximum thickness of 1.5 mm [On Ideal smooth surface] must be achieved for warranty registration.
6. After SaltBlock Anti-efflorescence putty final coat application, the primer and the topcoat paint/distemper must be applied within 30 days.
7. In case of moisture, leakage, dampness, seepage, water ingress, rainwater exposure or coastal moisture impact on the surface, the substrate must first be pre-treated and made dry before applying Saltblock Anti-Efflorescence Putty for best results.

APPLICATION PROCESS

Instructions for Use/Application of the Product

1. SaltBlock Anti-Efflorescence putty is to be applied over the exterior and Interior surfaces like cement-based plaster/concrete/mortar walls.
2. All elements of surface preparation, both before and during application, must be performed as per the instructions provided for SaltBlock Anti-Efflorescence Putty, as detailed in the section below.

This warranty shall only be considered if the below-mentioned application procedure is followed:

SURFACE/SUBSTRATE PREPARATION

1. Newly Plastered Surface/Substrate:

- a) New plaster must be cured for at least 28 days before Saltblock Anti-Efflorescence putty application. The surface should be firm and strong with the substrate. If there is any dirt, dust, sand particles, or fungus present on the surface, wash the surface thoroughly using water and a wire brush/putty blade to remove the same.

2. Old Painted Surface/Substrate:

- a) Use a scraper, wire brush, or suitable sandpaper to remove any flaking or peeling paint, dust, dirt, and debris. For glossy or nonporous surfaces, use sandpaper to give the surface a rough finish.
- b) Remove any traces of fungus using water and a wire brush/suitable emery paper/putty blade to remove the same.
- c) After cleaning the surface, if there are cracks on the surface, use Birla White CRACKEND Crack filler to fill the cracks up to 5-7mm cracks.
- d) If the cementitious substrate is weak, the surface must be removed and repaired using Birla White LEVELPLAST.

3. Efflorescence containing Surface/Substrate (Both old & new construction):

- a) Before efflorescence cleaning, first remove flaking or peeling paint, dust, dirt, and debris with the help of a scraper, wire brush, or suitable sand/emery paper.
- b) Now clean the surface with a mild acidic solution (1-part Hydrochloric acid and 10-part water) or efflorescence remover to dissolve and remove the salt deposits. Apply the mild acidic solution or efflorescence remover on the affected area gently using a brush.
- c) After removing the efflorescence deposits, thoroughly rinse the area with clean water to eliminate any acid residue during the cleaning process.
- d) After cleaning the surface, if there are cracks on the surface, use Birla White CRACKEND Crack filler to fill the cracks up to 5-7mm cracks.
- e) If the cementitious substrate is weak, the surface must be removed and repaired using Birla White LEVELPLAST

Please note: Any moisture, leakage, dampness, seepage or water ingress issues on the site/surface must be treated prior to the application of SaltBlock Anti-Efflorescence putty.

For best surface condition, Birla White SEEPGUARD Waterproofing is recommended to treat moisture, leakage, dampness, seepage or water ingress issues.

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- c) After removing the efflorescence deposits, thoroughly rinse the area with clean water to eliminate any acid residue during the cleaning process.
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Please note: Any moisture, leakage, dampness, seepage or water ingress issues on the site/surface must be treated prior to the application of SaltBlock Anti-Efflorescence putty.

For best surface condition, Birla White SEEPGUARD Waterproofing is recommended to treat moisture, leakage, dampness, seepage or water ingress issues.

PRE-WETTING OF THE SUBSTRATE

Pre-wetting is important before application of “Saltblock Anti-Efflorescence putty” to get best smoothness, workability, coverage & higher bond strength with the applied substrate. Pre-wetting can be carried out by brush, hose pipe spray & also spreading the water by using a mug/cane. It is very important that the surface must be wet during the application.

MIXING OF SALTBLOCK ANTI-EFFLORESCENCE PUTTY

1. **Mixing ratio:** Slowly add 1 kg of SaltBlock Anti-Efflorescence putty with 36-38% clean water (1 kg putty + 360- 380 ml water) to make a paste (Don't add anti-efflorescence putty into water).
2. Mixing should be carried out preferably with a mechanical stirrer (3-5 minutes) to obtain a creamy consistency.
3. Leave the paste for 5 minutes after thorough mixing to get the best results. The prepared paste should be used within 3 to 3.5 hrs.

APPLICATION METHODS ON THE SUBSTRATE/SURFACE

1. After thorough mixing, apply Saltblock Anti-Efflorescence putty first coat on the pre-wetted wall/substrate surface uniformly with the help of a putty blade. Ensure that during application substrate surface temperature should not exceed above 40 degrees centigrade.
2. After drying of first coat of putty, rub the surface gently with the wet sponge. Or very gently with the putty blade to remove the loose particles.
3. Allow the surface to dry for at least 3-4 hours & then apply a second coat of Saltblock Anti-Efflorescence putty. Leave the surface to dry completely.
4. Leave the surface to dry, preferably 24 hours (ensure full drying of the surface that depends on climatic conditions) before application of Primer and topcoat paint/distemper.
5. It is not recommended to rub the putty surface of the final coat strongly with rough emery paper; this will break the efflorescence properties of Saltblock Anti-Efflorescence putty. However, if there is a need to remove unevenness/patches before applying any kind of primer/paint/distemper, gently level the surface with very fine emery paper of not less than 500 grit to get a glossy white surface.
6. The total thickness of both coats must be limited to a maximum of 1.5 mm.

Please note: After complete application of SaltBlock, there must not be any leakages from either side of the wall due to external factors.

PRECAUTIONS

1. Wear safety goggles during application. In case of contact with eyes immediately with plenty of water & seek medical advice.
2. It is recommended to wear suitable nose mask during sanding & surface preparation to avoid dust inhalation.
3. Harmful if swallowed. In case of ingestion seek immediate medical attention.
4. If irritation develops or persists with skin, immediately wash skin with plenty of water. Get medical attention immediately.
5. Birla white Saltblock Anti-Efflorescence putty should be kept out of reach of children.

DO'S & DON'TS

Do's:

1. Ensure a loosely adhered/dirt-free wall surface.
2. Ensure that during application, the substrate must be in a pre-wet/moist condition. Pre-wetting of the wall/surface is must for better bonding & coverage.
3. Mixing of Saltblock Anti-Efflorescence putty is very important & hence extreme care is to be taken for proper & thorough mixing with hand or mechanical stirrer to get the desired best results. Mixing is to be continued till a uniform paste is formed.
4. Only a required quantity of mix should be prepared, which can be used within three and a half hours.
5. Ensure that after the final coat application of Saltblock Anti-efflorescence putty, the primer and the topcoat paint/distemper must be applied within 30 days.
6. Store in a cool & dry place.

Don'ts:

1. Don't add more water than prescribed.
2. Don't apply Saltblock Anti-Efflorescence Putty on substrates with moisture, leakage, dampness, seepage, water ingress, rainwater exposure, or coastal moisture impact unless the surface has been pre-treated and dried.
3. Don't apply Saltblock Anti-Efflorescence putty when Surface moisture is greater than 12%.

WARRANTY LIABILITY

1. Over the warranty period of 12 months, the company will cover the 100% replacement cost of the Saltblock Anti-Efflorescence Putty product value.
2. The Company's responsibility will be limited to the purchase price of the product.
3. The Company will only replace the Saltblock Anti-Efflorescence putty where failure has occurred in accordance with the liability.
4. The Company will only provide a replacement product for re-application in the affected area only in accordance with the liability.
5. The Company will entertain the warranty claim only once during the warranty period for the area of application, i.e., if the warranty claim is registered again for a particular area of the site during the warranty period, no further claim will be entertained by the Company for that area.

WARRANTY EXCLUSIONS

1. The warranty shall be void/null in the following events:

- a) Water ingress from areas not coated with Saltblock Anti-Efflorescence putty.
- b) Any moisture, dampness, seepage or water ingress issues due to leakages from either side of the wall due to external factors.
- c) Any moisture, leakage, dampness, seepage or water ingress issues on the site/surface left untreated before the application of SaltBlock Anti-Efflorescence putty.
- d) Defects in the design of the building, inadequate drainage system, settlement, movement, or other structural defects.
- e) Intermittent dripping of water due to the proximity of vegetation or air-conditioning units or any other sources of water leakage like potted plants, plants, plumbing lines, broken waterspouts, or water flow from overhead tank, etc.
- f) Building or structural expansion or additions or reductions shifting, distortion, failure or cracking of building components. The warranty will not be valid in case of failure of the underlying plaster which in turn causes a failure of the Saltblock Anti-Efflorescence putty.
- g) Saltblock Anti-Efflorescence putty is not consumed within 30 days of the date of purchase or within twelve months starting from the date of manufacture of the product, whichever is earlier.

WARRANTY EXCLUSIONS

2. **The Warranty will not cover any defects arising out of factors out of control of the Company, including but not limited to:**
- a) Putty failures due to structural defects, moss and other vegetative growth, continuous dampness of the surface, staining due to plant pots, waterlogging/stagnant water.
 - b) There is a reduction of Gloss/Sheen/Ageing, which is part of the weathering process.
 - c) Natural calamities such as earthquakes, cyclones, and flooding.
 - d) Failure or defects in the structure or previous coating, or any repair work undertaken.
 - e) Vandalism, accidents and fire.
 - f) Abuse by customer.
 - g) Improper surface preparation.
 - h) Surface with contaminants.
 - i) Wilfully inflicted damage.
 - j) Any act or omission by the Painter/Contractor/Applicator caused the Saltblock putty Surfaces to be defective.

CLAIMS & REPAIRS

1. Any claims made in terms of this warranty shall be made within 30 days of the consumer discovering any defect, damage, or failure.
2. The consumer shall immediately apprise the Company of the claim through the Birla White Toll-Free Helpline (1800-111-717) by furnishing full details thereof and shall set out the basis on which they believe that the Company is liable with respect to the warranty offered.
3. The Company, at its own discretion, may appoint a technical person to inspect and validate the application process followed as per the directions specified.
4. On receipt of such information, the authorized officers/representatives of the Company will ensure an inspection of the site where the efflorescence problem has been reported and prepare an inspection report in the format prescribed by the Company. It shall be mandatory for the company's authorized representative and the customer to sign the inspection report. The authorized representative of the Company shall submit the inspection report to the Company. The quantity of the product to be given to the customer under the terms of the warranty for the area of the efflorescence problem as determined by the Inspecting team of the Company shall be final.
5. The Company, on receipt of the inspection report, may pass/reject the claim as per findings in the report and terms of the warranty.
6. The Company may conduct as many inspections by any of its officers/representatives as it may deem fit to settle the claim. Before such inspection or testing, the consumer shall not be entitled to perform any repairs or remove or tamper with any part of the system.
7. The customer or his employees/relatives, or any other person(s) relating to the customer or any third party, shall never restrain the authorized representatives of the company from entering the site and shall never indulge in any fight or quarrel or arguments with the authorized representatives of the Company visiting the site for any purpose.
8. The Company shall deploy its best endeavours to ensure that the product required for repair is made available as soon as possible at the site/place where the repair needs to be carried out, but does not assume any liability for delay in this respect.
9. The Company's liability concerning the warranty on the product shall be limited to making available the product at site only. It shall not include labour costs or other materials used for re-application.
10. The Company, in its sole discretion, shall be entitled to:
 - a) Ask Company technical representative to monitor the re-application, which is to be carried out in accordance with all its specifications and instructions.
 - b) The company recommends that the customer appoint the contractor.

TERMS & CONDITIONS

1. The warranty is applicable throughout India.
2. The product is to be purchased from authorized dealers/stockists of the company against sale bills as required under GST laws/other statutory laws. The customer must keep the original invoice(s) for registering claims in the future if needed.
3. The warranty must be registered by the customer with the Company as per the procedure mentioned in this document.
4. The product must be stored as specified in its packaging instructions and used within its shelf life.
5. Saltblock Anti-Efflorescence putty should be applied as per the application instructions given in this document's 'Application Process' section and with good working practice. Warranty is applicable only if the application is done as defined above in the document.
6. Warranty is applicable only if the product has been applied to the entire affected wall. It is not relevant for localized patch applications.
7. Regardless of anything stated in this clause, the customer's only recourse is this warranty; no other express or implied warranties are offered. It is expressly stated that the Company's liability shall be limited to the aforementioned obligations and that the Company shall not be liable for any incidental, indirect, or consequential damages or for any loss of revenue, profits, or contracts, whether resulting from contract violations, negligence, torts, or other causes.
8. If any dispute emerges between the Company and the customer regarding the above warranty, the arguments will be settled through mediation as per an alternate dispute resolution mechanism.
9. If for any reason, such dispute cannot be resolved amicably by the parties through a mediation process, then the same shall be referred to a sole arbitrator, to be appointed by mutual consent of both the parties, who shall resolve the dispute in accordance with the Arbitration and Conciliation Act, 1996 or any subsequent enactment or amendment thereto (the "Arbitration Act"). The decision of the arbitrator shall be final and binding upon the parties. The venue of the arbitration proceedings shall be Mumbai only. The language of the arbitration proceedings and the award shall be in English.
10. In case of any disputes, the same is subject to the exclusive jurisdiction of the courts of Mumbai.
11. Both the Customer and the Company will keep the facts and all things relating to any dispute confidential at all times.

PRODUCT DETAILS

Purchase Date _____

Purchase Invoice No. _____

Quantity in kgs _____

Mfg. Date _____

Application Completion Date _____

DEALER DETAILS

CONTRACTOR DETAILS

Name _____ Name _____

Phone No. _____ Phone No. _____

USER DETAILS

Name _____

Phone No. _____

Email id. _____

Site Address _____

State _____

City _____

Pincode _____



Birla White - A Unit of UltraTech Cement Limited

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Telephone Board Nos: 022-68540444 / 50365111

🌐 Website: www.birlawhite.com | 📞 Toll Free No.: 1800 11 1717

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✉ bw-consumercare@adityabirla.com