



**INNOVACHEMICAL**  
a green company for a better world

## **GUARANTEE**

Innova Chemical S.L.  
Rev 08-10-2020

Innova Chemical SL declares that its products are guaranteed for 1 year from the date of manufacture, following European regulations and the ISO9001: 2008 quality standard, relative to the characteristics required for interior and exterior coatings, according to current regulations, in the following situations, provided that the application rules are met and their technical sheets are followed without variations: If our product has manufacturing defects and INNOVA CHEMICAL SL is notified within a period of 15 days from the date the product was sent, INNOVA CHEMICAL SL will replace the defective product. Such replacement of the product will constitute the sole and exclusive method for any claim under this warranty.

Any application of our products that has been carried out without following our technical specifications or a bad installation of the product will void the warranty. Our guarantees do not cover the incorrect or defective installation of products that are not manufactured by INNOVA CHEMICAL SL, but have been applied together with INNOVA CHEMICAL SL products.

In the same way, applications that may be non-aesthetic (according to the customer's opinion), poor maintenance or furniture that damages our products, failure of the substrate that results in cracks or detachment of INNOVA CHEMICAL SL products are not included, and / or final installation failure; cracks that develop, after the application of INNOVA CHEMICAL SL products, in the supports, or movement of the building, finishing problems that have to do with color tone, tones in general, degrees of gloss of varnishes, marks of the trowel, etc

All our product demonstrations, videos, working methods, etc., are for illustrative purposes only and do not constitute any warranty. INNOVA CHEMICAL SL sells its products on the condition that customers always carry out tests to determine the suitability of the products for the customer's intended use. Under no circumstances INNOVA CHEMICAL SL will be responsible for economic damages or loss of materials, labor value, that are due to the use, the application, the storage conditions, the installation. This warranty specifically excludes any claims related to installation or application.

This guarantee does not cover structural movements or settlement of the building, which causes cracks, peeling or chipping of supports where it is applied, capillary humidity, blows, floods, furniture that damages the pavement or scratches or clefts on surface caused by incorrect furniture or furniture that causes damage to our products.

The Company that does the application will offer the final guarantee. This guaranty is governed by the law of the European Normative regarding decorative coatings.

Innova Chemical SL is a manufacturer and distributor of microcement and its derivatives, it is not a microcement application Company, therefore, it cannot be take responsible under any circumstances for applications made by professionals or outside companies that purchase our products.

The application of our products, by professionals, must be done without variation of our working methods. For more detailed information on our application systems, you can visit our website [www.innovachemical.es](http://www.innovachemical.es) and download the Technical sheets for each product.

### **Guarantee of the shipments**

Our products are not qualified as dangerous in transport area (except the SB varnish) in accordance with the directive 67/548 CE and the normative CE 1272/2008.

Innova Chemical hires external companies of transport and includes on such hiring an insurance for each shipment. In the same moment our products leave to be ship to the client, the responsibility of the acquired and shipped products is of the transportation company and the final customer.

### **Microcement guarantee applied on wet or capillary supports**

Microcement cannot be applied on substrates that:

- Have a humidity greater than 6%.
- Have capillary humidity or
- on freshly made plaster or cement substrates.

On any pavement or wall made with a cement-based product, gypsum, putties, adhesive cement, single coat mortar for facades, concrete, self-leveling cement, etc, you must wait enough time to harden and dry (usually 4 to 8 weeks, depending on the type of product, layer thickness, ventilation, humidity and ambient temperature).

Under any circumstances use microcement inside pools, tanks, jacuzzis (areas where the water is kept). Innova Chemical does not offer any guarantee in these cases, in which the sufficient time for the drying of supports has not been waited or the capillary humidity has not been adequately treated, prior to the application of the microcement. These areas with moisture substrates or capillary humidity cause: the microcement does not achieve the maximum hardening, stains come out, affect the finish of the varnishes, changes in colors and even peel off the microcement.

### **Waterproof guarantees**

In the case of areas that are exposed to water like showers, kitchen or bathroom counter-tops, baths, sinks, terraces, etc., make sure the inclinations are well made and that there aren't puddles or areas where the water sits.

Innova Chemical offers with 100% waterproof ready-to-use microcements line a total waterproof guaranty on areas that are expose to water (as the ones describe on the above paragraph).

The traditional bi-component micro-cement must no be use on these areas.

### **Anti-slip guarantee**

We guarantee that our systems are non-slip, reaching the C3 Certificate (the highest level of anti-slip) using the Innova Microspheres.

### **Antislip Certificate Innova**

### **Quality guarantee**

Innova Chemical has obtained the Quality Certificate based on the UNE-EN-ISO 9001 standards.

### **Quality Certificate 9001**

### **Guarantee of commitment to the environment**

Innova Chemical has obtained the Environmental Certificate based on the UNE-EN-ISO 14001 standards.

### **14001 Environmental Quality Certificate**

### **VOCs**

In Innova Chemical we are aware that we have to protect our planet. All our products are below the permitted emissions (Volatile Organic Compounds, or VOCs, responsible for the destruction of the ozone layer in the atmosphere) by the European Community Regulations.

Innova Chemical is not responsible for the alteration or breakage of the rules and the repair of any damage caused and the necessary material will be at the customer's expense.