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## PRODUCT INFORMATION

**Mirotone** develops, produces, sells and services surface coatings of a world class standard and considers itself a market leader in the provision of:

- Quality products.
- Support of its product and the users of the product when difficulties might be experienced, no matter what the cause.

### Sources of Information on Correct Product Usage

#### 1. The Label

On each container, valuable product information including Safety, Health and Welfare data is clearly printed.

It is most important that the label information be read as it will regularly be updated with improved advice and / or legal requirements warrant change.

#### 2. The Product Data Sheet

The Product Data Sheet contains further detail on product application. You **MUST** read the Data Sheet before applying the product. A Data Sheet on each product you use can be obtained from [www.polycure.com.au](http://www.polycure.com.au).

#### 3. The Material Safety Data Sheet

Provides significant information on Safety, Health & Welfare issues and supplements information on the product label. (e.g. product storage, usage, disposal, first aid, etc).

You **MUST** be in possession of an MSDS for the product before application. MSDS' are available from [www.polycure.com.au](http://www.polycure.com.au).

#### 4. The “Use by Date”

The ‘use by date’ indicates ‘best to use by’, and reflects a time after manufacture that the product should still be suitable for use, providing storage life has been in acceptable conditions.

The properties of all coatings will deteriorate with time. This change will be markedly affected by temperature in storage.

Accordingly,

- only carry your daily requirement with you
- store your base stock in cool conditions

## Obligations of the User of the Product

- Use products in strict accordance with manufacturer's instructions.
- Confirm any deviations from **Polycure** recommendations with Polycure prior to Starting a job.
- Read and understand labelling & Data Sheet instructions prior to product use. This information is subject to change in order to continually provide the latest advice to consumers.
- Record batch numbers and use by dates of products used to facilitate prompt Customer Concern processing.

## Obligations of Polycure

- Provide concise, meaningful, usage information consistent with knowledge that a user would be deemed to possess, via labelling, data sheets, etc.
- Provide an advisory service to the users of the product so as to ensure optimum product usage.
- Update labelling and other advice to product users in line with new knowledge that might become available.
- Investigate each and every complaint to assist in customer satisfaction and product improvement where required.

## Most Floor Surface Failures Are Not 'Coating Caused'

This would include conditions such as **rejection** (contamination from the floor or atmosphere), **orange peel** (thick coating, low temperature), **pimples** (roller fibre, sanding or atmospheric dust), **delamination** (coating peeling). These conditions are mostly caused by external factors.

Again, **Polycure** is available to assist in trouble-shooting the cause of these occurrences.

## Warranty Coverage

Polycure's liability is limited at it's discretion to the replacement of goods or to the supply of equivalent goods or to the refund of original purchase cost from Polycure. Polycure will offer **NO WARRANTY** if any of its products are used in a "mixed" system with other coatings manufacturers' products. Polycure can only warranty the use of its own range of coatings when used in accordance with all directions on the label and therefore when used with the recommended coatings systems and thinners as stated on the label.

## Polycure will at all times assist by providing:

- prompt and thorough concern investigation
- prompt resolution of concern issues

***PLEASE CONTACT POLYURE'S TECHNICAL SERVICE DEPARTMENT  
OR YOUR LOCAL POLYURE REPRESENTATIVE FOR FURTHER ADVICE.***

[www.polycure.com.au](http://www.polycure.com.au)