

Touch-Up Notice to Contractors and Consumers

NOTICE TO CONSUMERS REGARDING THIRD PARTY TOUCH-UP PAINT USE AND RELATED WARRANTY COVERAGE



James Hardie [JH] routinely receives inquiries from consumers and builders regarding the use of third party touch-up paint and use of paint as touch-up (referred herein as paint) on James Hardie products with ColorPlus® Technology (referred herein as ColorPlus products).

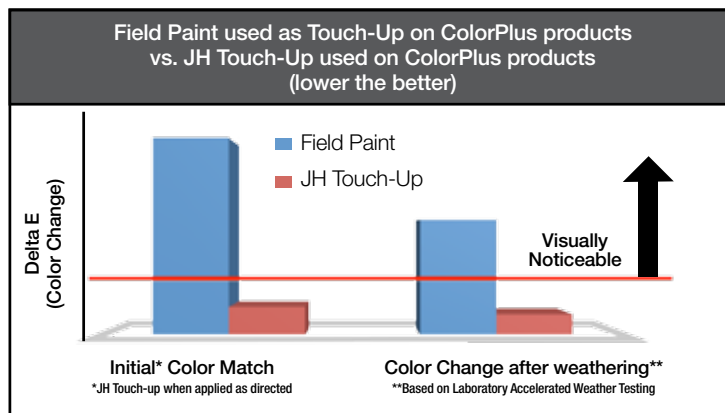
Using paint as touch-up on ColorPlus products can compromise the enduring beauty of a ColorPlus home. Two issues that may arise include:

- Initial color match of paint to ColorPlus products may not be as good as JH Touch-up match to JH ColorPlus products.
- Paint may age more rapidly from outdoor exposure than JH Touch-up and ColorPlus products. Paint may change color and chalk more rapidly than ColorPlus products in outdoor climates due to UV and moisture. (See chart below)

Poor color match at or shortly after install and heavy chalking are examples of issues caused by paint when used as touch-up on ColorPlus products. These factors may show at or very soon after install, even as short as one year after install.

The advantages of using JH Touch-up on ColorPlus products vs. paints are:

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| : JH Touch-up is specially formulated to match ColorPlus products colors and exhibits better resistance to outdoor aging, color change and chalking when used on JH ColorPlus products. | → | : Paints are not specially formulated for use on JH ColorPlus products and may not exhibit good resistance to outdoor aging, color change and chalking when used on JH ColorPlus products. | : |
| : JH Touch-up exhibits consistent application and drying capabilities when used on ColorPlus products in challenging low and high temperature drying or curing conditions. Proper curing of touch-up in challenging environmental conditions is important to long term weathering performance. | → | : Paints may not dry or cure to a durable coating when used on ColorPlus products in challenging low and high temperature drying or curing conditions. | : |



Therefore, using ColorPlus Touch-up on ColorPlus products is important to maintain the color consistency and durability that is delivered through a ColorPlus exterior.

James Hardie ColorPlus Touch-up is specially formulated to match ColorPlus Technology colors and offers better resistance to aging, color change and chalking when used on James Hardie products with ColorPlus Technology.

Touch-Up Notice to Contractors and Consumers

Use of JH Touch-up

- James Hardie ColorPlus Touch-up should be used sparingly on ColorPlus products.
- JH Edge Coaters or Touch-up Pens should not be used to touch-up any area that is larger than a dime.

Repair Patching

James Hardie [JH] does not approve use of JH approved color matched caulk, other caulking materials or cementitious patching compounds to touch up nail heads, nail holes, dents, chips, cracks or other minor surface blemishes on JH products with ColorPlus® Technology.

Warranty Coverage

James Hardie routinely receives inquiries from consumers and builders regarding the use of paint as touch-up on ColorPlus products. These inquiries sometimes include requests that James Hardie provide warranty coverage to remediate problems associated with paints, and other non-approved materials as touch-ups.

James Hardie's warranty provides coverage for defects in materials and workmanship on ColorPlus products and its Touch-up only. It does not warrant, in any respect, the appearance or performance of any third party coatings or finishes, including paint, used as touch-up and third party touch-up paints used on ColorPlus products.

James Hardie's warranty, at Section 3 (j), includes an express exclusion for problems related to use of paints which are not James Hardie products.

hurricanes, tornados, floods, earthquakes, severe weather or other natural phenomena, (including, but not limited to, unusual climate conditions); (j) efflorescence or performance of any paints and/or coatings which are not Hardie; (k) growth of mold,

Please be advised that James Hardie is not responsible for the appearance or performance of paints or other coatings used as touch-up on ColorPlus products. Problems with appearance or performance arising from use of third party touch-up paints or paint used as touch-up that are not James Hardie's Touch-up, will not be covered under the James Hardie ColorPlus® Limited Finish Warranty.

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IMPORTANT: PLEASE FOLLOW JAMES HARDIE WRITTEN APPLICATION INSTRUCTIONS WHEN USING COLORPLUS TOUCH-UP ON COLORPLUS PRODUCTS. FAILURE TO INSTALL AND FINISH THIS PRODUCT IN ACCORDANCE WITH APPLICABLE BUILDING CODES AND JAMES HARDIE WRITTEN APPLICATION INSTRUCTIONS MAY LEAD TO PERSONAL INJURY, AFFECT SYSTEM PERFORMANCE, VIOLATE LOCAL BUILDING CODES, AND VOID THE PRODUCT WARRANTY.

All national, state, and local building code requirements must be followed and where they are more stringent than James Hardie installation requirements the state or local requirements will take precedence.

DESIGN ADVICE: Any information or assistance provided by James Hardie in relation to specific projects must be approved by the relevant specialists engaged for the project eg. builder, architect or engineer. James Hardie will not be responsible in connection with any such information or assistance.



JamesHardie

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ColorPlus® Technology