



James Hardie routinely receives inquiries from consumers and builders regarding the application of coatings, including paints and stains, to James Hardie's fiber-cement products by third-party pre-finishers. These inquiries sometimes include requests that James Hardie provide warranty coverage to remediate problems associated with third-party pre-finishing. James Hardie's warranty provides coverage for defects in materials and workmanship to the fiber cement substrate. James Hardie does not warrant, in any respect, the appearance or durability of any coatings or finishes, including without limitation paints, coatings, semi-transparent stains or clear coats, applied by third-party pre-finishers.

James Hardie's warranty, at Section 4, includes an express exclusion for problems related to third-party applied paints and coatings. The warranty states in pertinent part:

- 4. WHAT IS NOT COVERED.** This Limited Warranty does not cover damage or defects resulting from or in any way attributable to . . .
- (i) Efflorescence, peeling or performance of any third party paints, stains and/or coatings . . .**

Dealers who experience problems with the appearance or performance of paints or other coatings applied by third-party pre-finishers may not look to James Hardie for warranty coverage.<sup>1</sup> Dealers should instead look to the workmanship warranty, if any, provided by the third-party pre-finisher. Dealers may also look to the finish warranty provided by the paint or coating manufacturer.

As an alternative to third-party pre-finishing, James Hardie offers ColorPlus® Technology. This proprietary process involves applying consistent, multiple coats of paint which are baked-on to provide maximum durability and eliminate problems associated with field-applied paint.

### WARRANTY INFORMATION

Please see the applicable James Hardie limited warranty for all James Hardie products. Go to [www.jameshardie.com](http://www.jameshardie.com) and select the applicable James Hardie product for more information.

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<sup>1</sup> Defects in materials and workmanship unrelated to the performance of the third-party applied paint or coating will still be covered by James Hardie's applicable warranty.


**IMPORTANT:** Failure to install and finish this product in accordance with applicable building codes and James Hardie written application instructions may affect system performance, violate local building codes, void the product-only warranty and lead to personal injury.

**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.

Additional Installation Information, Warranties, and Warning are available at [JamesHardie.com](http://JamesHardie.com)



1.866.442.7343 | [www.jameshardie.com](http://www.jameshardie.com)

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