Calzado system warranty

What this warranty covers

Commercial warranty on the material supplied. Terraludis supplies the material and its installation protocol; the installer carries out the works and is responsible for them. Without prejudice to statutory warranties.

Impact absorption

6 years

The system retains its impact-absorbing performance, provided the specified thicknesses, the binder ratio and all system components are used as specified.

Granule cohesion

5 years

Mechanical strength of the binder and the encapsulated granules, provided the installation protocol is followed.

Colour stability

5 years

Pigment stability under UV exposure. Applies to the four colours flagged on the Colours sheet, provided the aliphatic binder is used.

Appearance over time

Three distinct phenomena change the appearance of an outdoor wet-pour surface. They are not treated in the same way.

Fading

Slow loss of pigment under UV, more noticeable on light colours. Covered by the warranty.

Loss of sheen

The initial sheen softens during the first months, with no effect on colour or performance. Not covered by the warranty.

Soiling

Dust and pollen dull the surface. This is the most common reason a surface looks faded; cleaning restores its colour.

Before any colour-stability claim, the surface must be cleaned thoroughly: a dull surface is not necessarily a faded one.

Installation conditions

Installation by a contractor who has received the installation sheet and follows the protocol it describes: substrate and primer, temperature and humidity, specified thicknesses, binder ratio, use of all system components without substitution. See the Installation and mixing sheet.

What is not covered

Deliberate damage and vandalism.
Movement, settlement or cracking of the substrate.
Standing water caused by the substrate.
Machinery or vehicle traffic.
Use other than the intended use of the installation.
Cleaning with aggressive brushing or solvent-based products.
Use of components not part of the system.

Product storage

Granules: 4 years from invoice date, in a ventilated store, between 15 and 35 °C.
Binders: 6 months from the date shown on the container, in a ventilated store, between 15 and 25 °C.
An opened container deteriorates on contact with air humidity: avoid storing part-used drums for long periods.

Required maintenance

High-pressure washing with debris extraction, at least once a year.
Sweeping of leaves, sand and debris, at least once a quarter. Frequency to be adjusted to footfall.
Maintenance log, to be produced in the event of a warranty claim.

Making a claim

Notification within 30 days of the defect being identified.
Joint on-site inspection.
Remedy limited to the supply of material.

Circular end of life

At the end of its service life, the material can be collected, shredded and reused to manufacture technical surfaces or impact-absorbing base layers, with nothing sent to landfill.