

# Secure your home Australia,

with the most innovative, comprehensive  
and proven range of subterranean  
Termite Management Solutions ever.

**Eflex**™  
TOTAL TERMITE SECURITY



# Australia...

Who can help secure your home against the destructive force that causes more damage annually than all of our other natural disasters combined...

## Subterranean Termites?



# FMC ...that's who.

Since 1883, the world's leading companies and their customers have relied on FMC for the best agricultural and pest control solutions. In Australia, FMC has been providing quality pest and crop management products to home and industry since 1975.

In 1994 FMC developed Biflex, which has become Australia's most widely used and successful termite barrier product. Over one million Australian properties have been protected with Biflex.

Now FMC Australasia proudly sets new benchmarks with the Eflex range of responsible termite management products and the ultimate subterranean termite management commitment to the Australian consumer - **the FMC One Million Dollar Manufacturer's Warranty against subterranean termite damage.**

Combined with enhanced support and training to the Australian Professional Pest Manager with our **Eflex Accredited Operator programs**, our responsibilities don't end there. FMC Australasia are also committed to supporting the community and are proud to make financial contributions to four important charities.

*Ian Pegg  
Managing Director,  
FMC Australasia Pty Ltd*



“You can trust **FMC** and our Accredited Operators to be here for you today and tomorrow.”

**Australia the subterranean termite management revolution is here.**

**Help FMC support your Community** Join FMC in supporting your community, simply by acquiring your FMC Million Dollar Warranty! For every new warranty issued, we will make a \$2 donation to one of four important charities. Simply log on to our website when you receive your warranty certificate and rewards card, and nominate the organisation you would like us to support. Effective from May 2010. For further information go to [www.eflex.net.au](http://www.eflex.net.au)





## FMC Million Dollar Warranty

At FMC we wanted to make our commitment to the Australian homeowner absolute and transparent. Knowing that most general household insurance does not cover termite damage, we have introduced the ultimate subterranean termite secure warranty for Australian homeowners.

A no-nonsense, simple warranty covering all structural and decorative timbers that are protected by an Eflex subterranean termite barrier which has been installed by a FMC Eflex Accredited Operator.

The warranty is conditional on undertaking an annual inspection of the property, as detailed in the Australian Standard 4349.3, to be conducted by a FMC Eflex Accredited Operator at the home owner's expense. Other conditions apply.

## Eflex Accredited Operators

All licensed pest controllers can purchase Eflex products. However, only specially trained FMC Eflex Accredited Operators can arrange the FMC Million Dollar Warranty (to be issued by FMC when Eflex products have been used to the recommendations of all relevant Australian standards, registered label instructions and the Eflex Accredited Operators Training Manual).

For building pre-construction applications FMC has the subterranean termite management system HomeGuard. HomeGuard products must also be installed by a FMC HomeGuard Accredited Operator to qualify for the FMC Million Dollar Warranty.

## FMC Accreditation - Making you termite secure.



The most innovative, comprehensive and proven range of Termite Management Solutions ever.

[www.Eflex.net.au](http://www.Eflex.net.au)

E F L E X P R O D U C T R A N G E



THE MOST EXTENSIVELY USED  
TERMITE CONTROL AGENT JUST  
GOT BETTER



TERMITE BAIT FOR THE PROVEN  
ELIMINATION OF TERMITE COLONIES



A COMPREHENSIVE RANGE OF HIA GREENSMART  
ACCREDITED PRODUCTS FOR NEW BUILDING  
TERMITE PROTECTION



IN-GROUND TERMITE DETECTION STATIONS

# Australian Termites

• NORTH • SOUTH • EAST • WEST •

## Who's at Risk?

Whether it's single brick, double brick, steel roof, steel frame, concrete floor, timber stumps, old or new... any home is susceptible to termites. And statistics show that one in three buildings will be affected by subterranean termite damage in its lifetime.\*

Australia is home to some of the world's most destructive termites (also known as white ants, although not related to the ant family). Subterranean termites, the most common variety usually live in colonies in the soil. Each colony is built around a king and queen, with the queen living up to 25 years. A mature colony's population generally runs into the millions. Termites are social insects, with all members of the colony working in harmony as one extremely efficient operation. Their role in searching out and processing dead and decaying timber is vital in nature's scheme.

Unfortunately for our homes, they do not discriminate between dead or decaying timber and other cellulose-based building materials. Even electrical conduit is not exempt.



TERMITE ATTACK TO ROOF STRUCTURE (CEILING REMOVED) OF DOUBLE BRICK HOME

King and Queen



**The Queen** occupies a royal cell with the king. She may live up to 25 years, laying many thousands of eggs annually.

Supplementary Reproductives



### Supplementary Reproductives

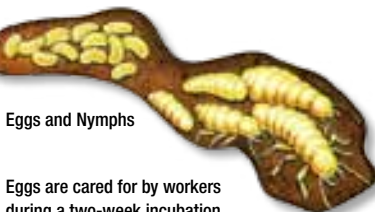
Act as replacements for the queen if she should die. Even if the queen is healthy, they may also produce eggs to help increase colony size.

Winged Reproductives



### Winged Reproductives

You may have seen these termites when they swarm, usually in Spring, signalling a well developed colony. After shedding their wings, reproductives pair off, burrow into the soil and begin a new colony.



Eggs and Nymphs

Eggs are cared for by workers during a two-week incubation period before passing into the nymph stage.

Nymphs mature into one of the four termite castes shown here.

Soldiers



### Workers

Workers represent most of the termites in the colony. Blind and sterile, they forage for the colony's food. Most damage is caused by worker termites.

### Soldiers

With their armoured heads and strong jaws, soldiers protect the colony from enemies, most commonly ants.

Workers



**Termites are random foragers and work twenty four hours-a-day, seven days-a-week and yes, even in Winter.**

Termites are very efficient in concealing their presence. They consume timbers from the inside out, leaving a paper-thin veneer of timber or timber product which is virtually undetectable until something gives way – why?

This is a defensive behaviour which protects the colony of basically blind termites from natural predators. It also assists in controlling the high humidity of their living environment.

\* Source: According to estimates by Archicentre; the building advisory service of the Royal Institute of Australian Architects.



TERMITE ATTACK TO SUB-FLOOR AREA



TERMITE DAMAGE TO FLOOR - CONCEALED BY CARPET



TERMITE DAMAGE TO ELECTRICAL CABLES

## Securing your home against subterranean termite attack

When there is *no known termite activity* in your home.



INSPECTING ROOF TIMBERS

You have security against other intruders in the form of electronic security systems, security doors, fences etc. **Complete your home security strategy NOW** with the Eflex product range, protecting against the silent, hidden subterranean home intruders – termites.

**Step 1:** Your Eflex Accredited Operator will perform a detailed assessment of your home's construction. They will recommend an appropriate protective strategy to apply the FMC Million Dollar Warranty.

**Step 2:** Once the specifications are established, they will arrange for your home to be fully inspected to Australian Standards, and your Biflex barrier will be installed.

**Step 3:** Your Eflex Accredited Operator will recommend re-treatment and inspection periods based on construction, environment and location. It is a condition of the FMC Million Dollar Warranty that your Eflex Accredited Operator conducts a full inspection of your home at least once every twelve months.



DRILLING AND INJECTING BARRIER



### A Word on Biflex



Having protected over one million Australian homes, Biflex is Australia's most trusted and proven termiticide. Unlike other termiticides, Biflex is a synthetic pyrethroid modelled on Mother Nature's very effective insecticide pyrethrum, which is extracted from the pyrethrum daisy. It's safer and more caring to your environment than other older technologies.

At the recommended dosage rate Biflex provides the longest protection period of any termiticide. Biflex is insoluble in water and binds very strongly to soil particles. So the barrier stays exactly where you need it and will not be leached away by rainfall or watering of lawns and gardens. Unlike some products, Biflex is non-systemic, which means garden plants and other vegetation will not translocate the barrier away from the treated area.

Biflex solves your termite problems in two ways; not only does it work quickly to **KILL AND REPEL FORAGING SUBTERRANEAN TERMITES**, it also creates an invisible protective barrier that surrounds your home for at least 10 years<sup>†</sup> - **LOCKING TERMITES OUT!**

Biflex is the most proven termiticide on the Australian market – in fact we're so confident of its effectiveness that we back it with the FMC Million Dollar Warranty.



TRENCHING BARRIER



FLOODING AROUND STUMPS

*take the worry out of subterranean termite protection with  
... a little help from mother nature!*

### Eflex Ambassador Rewards Club Card



When you receive your official warranty certificate, it will include directions for activating your Eflex Ambassador Rewards card. You can use your card to redeem rewards whenever you refer a friend who also secures the FMC Million Dollar Warranty. Typical rewards include special deals and savings with national and state retailers.

Please check our website for more details at [www.Eflex.net.au](http://www.Eflex.net.au)

<sup>†</sup> Dependent on mixture rate and area.

# Eflex™

TOTAL TERMITE SECURITY

Securing your home against subterranean termite attack

## When you *have* found termite activity in your home.



EXCEL TERMITE BAITING STATION COMPONENTS

Firstly, don't panic!

FMC's Eflex range can totally eliminate the subterranean termite colony (or colonies) attacking your home using our proven, documented process.



Secondly, don't be confused about which is the best product or method to use, for example, repellent vs. non-repellent barriers. The decision is not repellent vs. non-repellent, liquid application or dusting. When choosing the solution to active termites in your home, there is only one approach to consider and demand, **PROVABLE TOTAL TERMITE COLONY ELIMINATION** with an Australian Government registered elimination termite bait. At FMC we know you are about to make a very important decision to secure your home both now and for the future.

**There is only one approach to consider and that is Provable Total Termite Colony Elimination.**

If you don't eliminate the colony in a documented, proven way, you will have no proof of elimination, giving rise to a false sense of security. You could still be open to further attack and damage in the future from the same colony. If treated termites die too soon (before infecting the entire colony) they will block further access by ceasing activity in the treated area. A termite queen can live for up to 25 years and while she survives, a colony can regenerate. In time (perhaps six to twenty four months) they can unexpectedly return to forage in the same area.

Treatment does take time but with Eflex the result will be assured and proven.

**Step 1:** Your Eflex Accredited Operator will conduct a full inspection to ascertain all visible termite activity.

**Step 2:** They will then place an Excel termite bait station in an appropriate feeding site.

**Step 3:** The Excel bait matrix is the most proven and widely used in the world. Once feeding commences on the cellulose bait, the entire termite colony will be eliminated as bait is transferred throughout the termite population.

**Step 4:** Your Eflex Accredited Operator will check, recharge and add further bait (as required) every two – four weeks in order to minimise further damage and procure successful feeding. Depending on the time of year, geography, termite species and termite pressure, total colony elimination can, in most cases, be achieved and confirmed within two – six months.

**Step 5:** Once the colony is eliminated, your home will then be back in a neutral position and your Eflex Accredited Operator can install a Biflex barrier to defend against and repel future termite threats.

By installing your Biflex barrier as per Australian Standards and label recommendations, you will be eligible for your FMC Million Dollar Warranty. And you'll avoid the high annual maintenance costs often associated with other managed termite colony elimination systems!

**Biflex and Excel – the best of both worlds.**



MOUNTED EXCEL ABOVE GROUND STATION AFFIXED TO TERMITE ACTIVITY



INSPECTION OF EXCEL STATION BY EFLX ACCREDITED OPERATOR



BEFORE BAITING



APPROX 4 WEEKS

BAITED TERMITES WITH HIGH URIC ACID CONTENT IN THE GUT

# Compare Your Options



Termite Management Product	Provable Colony Elimination with Barrier Application	Maximum Registered Life of Barrier	Manufacturer's Warranty to Consumer	Initial Cost	Annual Cost
<b>BIFLEX</b>	<b>NO</b>	<b>10 Years*</b>	<b>\$1 Million</b>	\$	\$
<b>EXCEL</b>	<b>YES*</b>	<b>NONE</b>	<b>\$1 Million</b>	\$	\$
NOTES					

\* When used by an Eflex Accredited Operator in conjunction with Biflex barrier. \* Dependent on mixture rate and area.



## General Conditions applying to the **FMC MILLION DOLLAR WARRANTY**

### WARRANTY ACTIVATION:

In the event of a subterranean termite infestation of the Building as a result of the failure of the installed Eflex termite barrier which failure is directly caused by the failure of the Eflex Products and results in damage by termites being caused to structural and/or decorative timbers of the Protected Structure during the Warranty Period then, subject to these general conditions of Warranty, FMC Australasia Pty Ltd (FMC Australasia) will, up to a maximum amount of \$1,000,000 per Site:

- Procure the elimination of the active subterranean termites within the Protected Structure(s).
- Cause the repair or replacement of the Eflex barrier to the Building.
- Repair or replace all structural and decorative timbers damaged by Termites.

### WARRANTY EXCLUSIONS:

This warranty shall be void and have no effect if any of the following circumstances occur at any time:

- The Property Owner/s fail to carry out any of the owners responsibilities specified in this Warranty.
- The Property Owner/s fails to provide true and correct information to FMC Australasia or participates in misleading, deceptive or fraudulent conduct in connection with this Warranty.
- Termites enter the Eflex treated Building through any manner other than by a performance failure of the Eflex product.
- The Eflex product is installed by a person that is not an Eflex Accredited Operator.
- If no active termites are found in the Protected Structure at the time of inspection of reported damage by an Eflex Accredited Operator.

### WARRANTY LIMITATIONS:

The Eflex warranty DOES NOT cover:

- Any incidental damage not directly related to the effects of the Subterranean Termite activity (e.g., wood rot)
- Damage from pests other than the Subterranean Termite including without limitation Drywood or Dampwood Termites (Families: Kalotermitidae and Termopsidae)
- Damage to chattels of any nature (including without limitation carpets, floor coverings, antiques, heirlooms, artwork or paintings, furnishings and fittings.), any pergolas and timber decking, electrical wiring, outhouses (unless the Eflex system is applied as per a detailed plan), fences, gates and garden structures.
- Damage caused by any persons other than those authorised by FMC Australasia to investigate the presence of Subterranean Termites.
- Repair of any item that does not comply with the Building Code of Australia.
- Any damage the Home Owner or persons other than those

authorised by FMC Australasia may cause in investigating for the presence of Subterranean Termites.

- Any remedial treatments or repairs not authorised by FMC Australasia.

### RESPONSIBILITIES OF PROPERTY OWNER/S

During the warranty period the Property Owners must at their own expense arrange for thorough and regular inspection(s) of the property for the presence of termites at intervals recommended by their Eflex Accredited Operator, but at intervals not exceeding 12 months.

- Must not make any alterations, renovations or additions to the Building or disturb any garden beds, soils or lawns next to the protected structure(s) until you notify your Eflex Accredited Operator who will advise on any works as to their impact (if any) on your warranty.
- You must notify your Eflex Accredited Operator if you believe you have disturbed your Eflex barrier.
- You must immediately notify your Eflex Accredited Operator should you find active termites anywhere on the property – do not disturb any found termite activity or use any insecticides on the identified activity.
- You must comply with the Maintenance Program applicable to the Eflex Barrier, which shall apply from time to time during the Warranty Period.

### CONTINUATION OF YOUR WARRANTY:

Your FMC Million Dollar Warranty will continue to operate during the Warranty Period for so long as you comply with the owner's obligations contained in this Warranty. This is subject to your Eflex Accredited Operator conducting a minimum annual termite inspection of the property with report at your expense. Your Eflex Accredited Operator will then issue a further 12 month warranty certificate upon satisfaction of any recommendation/s (if any) in compliance with the maintenance program following the inspection being implemented at your expense.

### WARRANTY CLAIM DISPUTES:

In the event of any controversy or claim arising out of, or relating to this agreement it will be settled exclusively by arbitration, in the accordance with the rules of the institute of arbitrators Australia. Any judgment from such arbitration shall be binding upon both parties.

### DISCLAIMER AND RELEASE

a. The limited warranties provided herein are the exclusive warranties given by FMC Australasia and supersede any prior, contrary or additional representations, whether oral or written.  
b. TO THE EXTENT PERMITTED BY LAW ANY IMPLIED CONDITIONS OR WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE THAT APPLY TO THE EFLUX BARRIER OR ANY PART OF IT ARE

LIMITED IN DURATION TO THE WARRANTY PERIOD GIVEN IN THIS WARRANTY AND FMC AUSTRALASIA DISCLAIMS AND EXCLUDES THOSE WARRANTIES AFTER THE WARRANTY PERIOD.

c. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation might not apply. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

d. TO THE EXTENT PERMITTED BY LAW, FMC AUSTRALASIA DISCLAIMS AND EXCLUDES ALL OTHER OBLIGATIONS OR LIABILITIES, EXPRESS OR IMPLIED, ARISING BY LAW OR OTHERWISE, WITH RESPECT TO ANY NON-COMFORMANCE OR DEFECT IN THE EFLUX BARRIER OR ANY OTHER PRODUCT SUPPLIED BY FMC AUSTRALASIA, INCLUDING BUT NOT LIMITED TO: (A) ANY OBLIGATION, LIABILITY RIGHT, CLAIM OR REMEDY IN TORT, WHETHER OR NOT ARISING FROM THE NEGLIGENCE OF FMC AUSTRALASIA OR ITS SUPPLIERS (WHETHER ACTIVE, PASSIVE OR IMPUTED); AND (B) ANY OBLIGATION, LIABILITY, RIGHT, CLAIM, OR REMEDY FOR LOSS OF OR DAMAGE TO ANY EQUIPMENT. This disclaimer and release shall apply even if the express warranty set forth above fails of its essential purpose.

e. TO THE EXTENT PERMITTED BY LAW, FMC AUSTRALASIA AND OR ITS SUPPLIERS SHALL HAVE NO OBLIGATION OR LIABILITY, WHETHER ARISING IN CONTRACT (INCLUDING WARRANTY), TORT (INCLUDING ACTIVE, PASSIVE, OR IMPUTED NEGLIGENCE AND STRICT LIABILITY), OR OTHERWISE, FOR DAMAGE TO THE EFLUX BARRIER, PROPERTY DAMAGE, LOSS OF USE, REVENUE OR PROFIT, COST OF CAPITAL, COST OF SUBSTITUTE EQUIPMENT, ADDITIONAL COST INCURRED BY THE WARRANTY HOLDER (BY WAY OF CORRECTION OR OTHERWISE) OR ANY OTHER INCIDENTAL, SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES, WHETHER RESULTING FROM THE USE, MISUSE OR FAILURE OF THE EFLUX BARRIER EXCEPT AS EXPRESSLY CONTAINED IN THIS WARRANTY. This exclusion applies even if the above warranty fails of its essential purpose and regardless of whether such damages are sought for breach of warranty, breach of contract, negligence, or strict liability in tort or under any other legal theory.

### ASSIGNMENT

The Warranty Holder may assign the Warranty Holder's rights under this Warranty to another person provided that only if: the Warranty Holder sells all of its interest in the Site to such assignee; the Warranty Holder gives written notice of the sale of the Site and assignment of Warranty to FMC; and the assignee agrees with FMC to be bound by all terms and conditions of this Warranty.

### DEFINITIONS:

Buildings: The residential or commercial building(s) (as the context requires) where an Eflex product has been installed.  
Eflex: Specific range of Termite Solutions.

Eflex Products: those products sold by FMC Australasia used in Eflex termite barriers;

FMC Eflex Accredited Operator: Means an operator accredited annually by FMC Australasia Pty Ltd to issue the Eflex Million Dollar Warranty Program.

Property Owner: Means registered proprietor(s) of the building.  
Termites: Subterranean Termites (Drywood Family: Kalotermitidae and Dampwood Termites Family: Termopsidae) are specifically excluded from the terms of this warranty contract.

### PRIVACY STATEMENT

At all times, FMC Australasia will maintain your personal information in accordance with its then current Privacy Policy accessible at [www.milliondollarwarranty.com.au](http://www.milliondollarwarranty.com.au)

### MAKING A CLAIM:

You should first contact your Eflex Accredited Operator to inspect your problem, they will arrange any remedial action required minimizing the damage occurring.

If you require further advice or wish to make a claim, then you must contact FMC Australasia Pty Ltd within 14 days of you contacting your Eflex Accredited Operator.

**Address:** The Warranty Manager  
FMC Australasia Pty Ltd  
PO BOX 526  
Cannon Hill QLD 4170  
1800 066 355  
1800 355 896  
**Email:** [warranty@fmc.com](mailto:warranty@fmc.com)  
**Web:** [www.milliondollarwarranty.com.au](http://www.milliondollarwarranty.com.au)

Supply FMC Australasia Pty Ltd details of your Eflex Warranty, including your warranty contract number and the name of your Eflex Accredited Operator. Your full contact details including Phone, Email, Postal Address. FMC Australasia Pty Ltd will contact you within 48 hours of receiving your correspondence. Repairs and or treatments must be approved by FMC Australasia Pty Ltd in writing. Approved damaged timber repairs by an FMC Australasia Pty Ltd approved repairer will not commence until current reported termite activity is eliminated.



**Australia,  
the security of  
your home is now  
complete with**

**Eflex™**  
TOTAL TERMITE SECURITY

**and your local  
Accredited Operator**



Now, that's peace of mind and that's termite secure! Are you termite secure?