

## **“No-Hassle” Warranty**

### **DESCRIPTION**

#### **What is it?**

An all-inclusive, 100% non-regressing guarantee for the length of your warranty. This “Single Source” warranty policy offers to our clientele one vendor to call in the event there are any floor failures. Our activities to fix any problem that may be of a material nature will be transparent to our customer. There will be no “hidden” manufacturer's warranty that may fall well short of your performance requirements. We provide solutions, not excuses.

#### **Why Annual inspections?**

To ensure the long lasting performance of your flooring system, we reserve the right to perform annual inspections to locate potential problems and address them before they degrade into a repair issue. This inspection process will look for any premature wear in the system or client abuses that are outside the flooring tolerance limits. Our goal is to anticipate problems up-front so you will not have to utilize your SaniCrete warranty and disrupt your production environment. It's that simple.

#### **What is the true value of a warranty?**

Warranties can end up costing facilities large sums of money if a warranty needs to be acted upon. Downtime/lost production time quickly renders most warranties worthless if they need to be used. The most valuable warranty is the one you never need to use. SaniCrete's warranty is truly priceless because our “no hassle” warranty is rarely used. Normally the manufacturer's warranty speaks to material only and not the installation. If the materials are installed improperly, no matter how good those materials may be, they will fall short of your expectations.

#### **How does our “No Hassle Warranty” stack up to the competition?**

How important is a high quality, single source warranty to your organization? Does the prospect of having to deal with the on-going costs and hassles of limited or regressive warranties concern you? Our answer to these issues is to provide a simple warranty that covers not only the materials but the installation as well. Result? No finger pointing between manufacturer and installer. Ask our competition about their job warranties and see if they measure up.

Does our competition perform recurring site inspections for the purpose of preventative maintenance? We believe this is a key to ensuring long term, high quality flooring systems. We stand behind our work and don't disappear after the job is done. We strive to build long lasting relationships with our customers and our warranty policy helps facilitate this important goal.

Compare and contrast our competition, we think you will see a distinct difference in teaming with the professionals at SaniCrete.

## **Five (5) Year Limited – “No-Hassle” Warranty**

SaniCrete warrants to the owner of the premises at the time of installation that the “**SaniCrete Flooring System**” will remain free from workmanship and/or material defects for a period of **FIVE (5) years**. The warranty covers 100% of costs incurred to repair or replace the flooring system. Warranty exclusions are listed in the Terms and Conditions of this warranty.

Owner agrees, in consideration of SaniCrete agreeing to replace the flooring system under this agreement, to hold harmless SaniCrete from any loss or damage resulting from or arising out of operations necessary to remedy the flooring defect.

SaniCrete’s responsibility and obligation for repair shall become enforceable only upon full payment by owner for the original installation of the flooring system in accordance with the terms and conditions of both the warranty and installation agreement. This guarantee becomes null and void if any other party not expressly authorized by SaniCrete performs any of the covered repairs during the period of this guarantee. This guarantee may not be changed or extended except in writing and signed by an officer of SaniCrete.

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### **Expressed Five-Year Warranty To:**

**Location:**

**Project Description:**

**Completion Date:**

**Warranty Expiration Date:**

*SaniCrete Representative (Print):*

KEITH KWASNY

*Client Name:*

SANICRETE

*SaniCrete Representative (Sign):*

Keith Kwasny

*Project Address:*

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## **Five (5) Year Limited – “No-Hassle” Warranty**

### **TERMS & CONDITIONS**

#### **What your warranty covers:**

- Single source responsibility by SaniCrete for all labor and materials for the length of the warranty period. One point of contact - no finger pointing and no hassles.
- 100% replacement cost of flooring system for the length of your warranty due to any defect in materials and workmanship including floor delamination, cracking or degradation.
- Annual inspections a by SaniCrete project manager and written analysis of floor performance indicating any deficiencies and/or abuses by our client. This will be performed at our discretion.
- Effective date of warranty shall be upon completion of original scope of work. In the event that a project is phased over a substantial time frame, each phase will be issued a warranty reflecting completion date.
- Moisture vapor transmission up to 14lbs per 1000 SF in 24 hrs. Only the 3/8" systems can be warrantied.

#### **What your warranty doesn't cover?**

- Any change from the original conditions including moving of equipment, alterations to the area and/or a process change that exposes the flooring system to alternate conditions.
- Client abuse including high point loading, excessive heat exposure by water, oil or other heat sources such as welding.
- Any consequential loss that arises out of a repair including supervision furnished by client, costs associated with moving equipment or fixtures and downtime costs incurred during repair.
- Deficient substrate and damage or delamination caused by accidents, acts of God, inadequate or faulty structural design, structural defects, building alterations or cracks/ruptures caused by movement of the structural base slab.
- Normal “wear and tear” such as a reasonable degree of expected color fading, dulling, scratching, staining or UV degradation.

#### **What will we do?**

- Within two (2) weeks of written notice, or a reasonable period of time, SaniCrete will perform a site visit to analyze the reported failure. In lieu of a visit, SaniCrete may request photo documentation for evaluation.
- Provide written response with remedy and schedule for repair with 48 hours of site visit
- Accept financial responsibility for all necessary equipment, supervision, materials, manpower and containment of workspace to perform repair.

#### **What do we expect from our clients?**

- For our clients to disclose all information that could impact the performance and life of the flooring system including exposure to chemicals, heat, traffic and history of concrete.
- Notify us within fourteen (14) days of the first sign of a failure – 248.893.1000.
- In the event a failure occurs, provide ample time for a proper repair.
- Follow the maintenance instructions and if necessary pay for repairs caused by intentional abuse.
- Original installation must be paid in full.