

Residential Life Time Limited Warranty

1. We warranty that our Penntek Industrial Coatings products will not yellow or fade due to UV rays for a lifetime of the original purchaser and will not chip, peel, separate or delaminate from its properly installed and prepared, vertical or horizontal, interior or exterior surface for fifteen (15) years after installation to the original purchaser.
2. Penntek Industrial Coatings warrants that all PIC products will be free from defects under these conditions and will perform without failure for 15 years. Replacement is limited to original cost of materials or replacement, at the choice of Penntek Industrial Coatings (excluding shipping, taxes, and/or tariffs). Penntek Industrial Coatings sole responsibility under this warranty shall be the cost of replacement materials to fix or repair the failed areas only. A representative or original factory trained installer must be present to assess the failed areas and judge the cause and mode of failure prior to any fix or repairs being made. Installers shall make their best effort to repair any issues in a timely manner.

WARRANTY CONDITIONS

This warranty applies to the material at its original place or installation. The warranty will be void if the materials are installed in violation of applicable local codes or ordinances, or if installed in a particular situation not intended for product use.

WARRANTY EXCLUSIONS

1. Abuse, alterations, damage due to animal chewing or clawing, cutting, chipping, accident, fire, extreme heat damage (over 250 degrees F), smoke damage and the like.
2. Failure to properly prepare the substrate surface as per Penntek Industrial Coatings instructions or advisories, or if products are installed or applied on top of, or mixed with other products not approved within the supplied instructions such as mixing PIC products with unapproved solvents or thinners, or applying PIC products over existing inferior paints or coatings, or otherwise using the products for other than their approved intended use. Proper concrete surface preparation by mechanical grinding includes removing all previous coatings, sealers, laitance, efflorescence, water repellants, curing compounds, oils, grease, waxes, and any other impediments to adhesion. The required surface profile must have a minimum 50 to 100 grit, a neutral pH of 7 and a moisture vapor transmission not to exceed 3 pounds. Penntek Industrial Coatings is not responsible for determining if moisture transmission exists within the concrete substrate. Penntek Industrial Coatings warranty liability will not exceed the cost of replacement materials.

HOW TO MAKE A CLAIM

Promptly notify the Installer from whom the surface was installed and purchased, supply type of material, date of purchase and a description of the problem. The dealer should then contact Penntek Industrial Coatings. If the Installer for any reason is not available, call or write Penntek Industrial Coatings directly at the address on reverse, Attention: "Warranty Service". After notification, send coating samples and photos freight prepaid to the nearest Penntek Industrial Coatings distribution location (which may be the local installer).

Penntek Industrial Coatings reserves the right at all times to inspect the claimed defective material and verify warranty coverage at its factory laboratory. This warranty shall be limited to replacement materials to the original purchaser of the product cost as determined by the amount of replacement materials required to repair or replace the defective product. The customer shall be responsible for the remainder of any costs of installation or product price increase over and above the original purchase price.

Any surface can be slippery, especially when wet with any fluid. In no event shall Penntek Industrial Coatings be responsible for injury incurred by a slip or fall situation. It is the purchasers sole responsibility to provide for their own safety and the safety of their guests. While slip resistant additives assist slip/fall prevention, there is no guarantee that someone will not slip while walking on coated areas. Penntek Industrial Coatings assumes no responsibility for slip-fall accidents.

MISCELLANEOUS

No one is authorized to make any other warranties on our behalf, ANY IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXTEND BEYOND THE APPLICABLE WARRANTY PERIOD SPECIFIED ABOVE PENNTEK INDUSTRIAL COATINGS INC. SOLE LIABILITY WITH RESPECT TO ANY DEFECT SHALL BE AS SET FORTH IN THIS WARRANTY AND ANY CLAIMS FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING DAMAGE FROM WATER LEAKAGE) ARE EXCLUDED. Some states do not allow limitations on how long an implied warranty lasts, or for the exclusion of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

We suggest you print this certificate and complete the information on the reverse and retain this warranty certificate in the event this warranty information is needed. Reasonable proof of purchase and/or the effective date of the warranty must be presented and/or product batch numbers, otherwise the effective date will be based upon the date of the identified batch manufacture.



PENNTEK INDUSTRIAL COATINGS WARRANTY INFORMATION (TO BE COMPLETED BY INSTALLER)

Customer: _____

Address: _____

City: _____ State: _____ Zip: _____

Install Date: _____ Area coated: _____ Color/Chip: _____

Condition: _____

Total Sq. Ft.: _____ Verticals: _____ Stairs: _____

Batch#: _____ Batch #: _____ Batch #: _____

INSTALLER INFORMATION

Installer: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Email: _____

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