

WARRANTY COVERAGE

Novalis[®] Innovative Flooring installation adhesives are covered by a standard performance warranty, provided that current Novalis[®] Innovative Flooring and Product Data instructions have been followed, and that all substrate preparations, moisture and pH tests, and installation procedures comply with the standards set by Novalis[®] Innovative Flooring, applicable ASTM F-710, RFCI and the floor covering manufacturers' guidelines. Testing for concrete substrate moisture is required to be done in accordance with the latest edition of ASTM F2170, as described in the product specifications.

If these procedures and guidelines have been followed, and substrate moisture and pH test results fall into the specified ranges, a performance warranty shall apply and is as follows:

Novalis[®] Innovative Flooring Limited Warranty

If an installation failure occurs within 1 year from the date of installation as a direct result of the use of defective Novalis International adhesive, Novalis[®] Innovative Flooring will pay for equivalent floor covering and adhesive materials and for reasonable labor costs to repair or replace the failed portion of the installation as determined by Novalis[®] Innovative Flooring at its sole discretion. Novalis[®] Innovative Flooring specifically excludes any other warranty, express or implied, including merchantability and fitness for particular purpose extending beyond the term of this written warranty and is not liable for any other damages or losses including consequential or incidental damages. The Warranty covers only the adhesive bond and does not include responsibility for effects to the applied floor coverings due to exposure to conditions for which they were not designed.

For this warranty to be valid, Novalis[®] Innovative Flooring adhesive products should be used only for their stated purpose, only with products manufactured and branded by Novalis[®] Innovative Flooring, and within one year of their date of manufacture and be applied in accordance with Novalis[®] application instructions. Any other products used in conjunction with Novalis[®] Innovative Flooring products are required to be certified compatible with

Novalis[®] Innovative Flooring products. This warranty does not cover improper installation of the floor covering material or defective floor covering material; installation problems associated with: substrate imperfections; staining due to mold, mildew or bacterial growth, or any other discoloration of the flooring; excessive moisture or pH levels (be sure to perform tests first and take corrective measures before installation); improper maintenance; differences in color between flooring products and samples or photographs; indentation from improper loading including high heels, spiked shoes, rolling loads, chairs or other furniture not using floor protectors; failure of the flooring to adhere to the substrate due to, for example, moisture, alkaline or hydrostatic pressure from the substrate; or inappropriate end-user activities. Claimant is required to maintain written documentation of substrate moisture and pH testing.

Other Conditions and Exclusions Not Covered by this Warranty are:

- Installations on substrates that were not properly tested and prepared as instructed.
- Problems with installations due to the use of silicates or other unapproved sealers or curing additives on the substrate.
- Installations over substrates where hydrostatic pressure exists, or moisture readings are higher than specified for adhesive product.
- Installations over substrates with a surface pH test above that specified for the adhesive product.
- Failure of claimant to have records of moisture and alkalinity testing taken prior to the installation.
- Installation failures due to outside sources of water, such as where outside grade is above substrate, moisture or ground water intrusion caused by faulty (or lack of) a vapor retarder under the concrete per ASTM E1745, sprinklers soaking ground at the building foundation, overflow drains not directed away from the foundation, flooding or other natural disasters or weather conditions.
- Installations taken up or replaced prior to inspection by authorized Novalis[®] Innovative Flooring personnel.
- Problems with floor covering installations on chemically cleaned

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substrates, or from the use of improper cleaning methods.

- Failure of leveling or patch compounds of any kind.
- Damage caused by expansion joints or other structural areas.

Novalis® Innovative Flooring will not warranty adhesives on substrates where silicates have been applied or entrained or where adhesive cleaners or removers have been applied. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. To file a claim contact your retailer or for other information you may contact Novalis® Innovative Flooring toll free at 866-668-2547.