

“WATER REPELLENT” WARRANTY PROCEDURE

RUST-OLEUM offers a 5-year material-only extended warranty on Zinsser band Okon water-repellents for qualified projects. The attached sample document defines the terms of the warranty. In order for a project to qualify the following requirements and procedure should be followed:

- 1) **The correct product must be properly applied.** A written specification is recommended but not required. At a minimum, the product selection must correspond to recommendations made on Technical Data Bulletins.
 - a. The product must be matched to the type of substrate – examples; split-face block, cast-in-place concrete, etc.
 - b. The proper type application technique must be followed – example: flood coat, low-pressure, airless spray with large tip-.031” or larger.
 - c. The coverage rate and number of coats must be sufficient to pass a three minute RILEM tube test – zero water loss after three minutes. Multiple tests over a representative sample must be taken. By mutual agreement, the responsible Rust-Oleum representative and the property owner and the approval of the Rust-Oleum Product Support Group, may establish a slightly lower standard for a portion the test locations, provided the majority of the RILEM readings indicate zero water loss, and none exceed a loss of 0.5 milliliters.
- 2) **A test area must be applied.** The best way to ensure that step number one is accomplished is by applying a test-area prior to the job being bid. The coating system should be applied to a three foot-square test area selected by the property owner who should be present during application. Five days after applying the test, a RILEM tube test should be run on the test area to determine if the system applied was satisfactory. If not, an additional coat may need to be applied or an alternative water-repellent system selected.
- 3) **Contractor Verification** – Upon completion of the job, the contractor should forward a request for a **Post-Job Inspection** and a completed **Contractor Verification Form**. Forms and associated documents can be emailed to zwarranties@rustoleum.com or faxed to (866) 787-2145. Essential information required on the Contractor Verification form includes:
 - a. The square-feet of surface area covered.
 - b. Application method – Type of sprayer, pressure level and tip size used.
 - c. Number of gallons applied per coat. **Copies of invoices** for material purchased for the job, including any credits for any returns.
- 4) **A Rust-Oleum sales representative must approve the job.** A Rust-Oleum sales representative will inspect the job within two weeks after the request is submitted with the Field Inspection Report. Essential to this report will be the results of multiple RILEM tube tests compared to the ‘pre-job test area’ or to the ‘three-minute-zero-loss’ standard. **The contractor and property owner will be notified if the Field Inspection does not support issuance of the warranty.**
- 5) **Warranty issuance** – After receiving a satisfactory Field Inspection report and all other required documentation, the Warranty Document will be issued to the property owner or its designated representative.

WARRANTY LIMITATIONS AND EXCLUSIONS:

The following substrates are not eligible for an extended warranty: Fluted-block, masonry with raked joints. Some substrates may not qualify for extended warranty due to extreme porosity; example, light-weight block. The warranty is voided if the top and backside of parapet walls are not waterproofed with metal or similar impermeable, waterproofing material.

EXTENDED WATER REPELLENT WARRANTY

Date *(Issue Date)*

Subject to the provisions included in this statement, RUST-OLEUM CORPORATION hereby warrants that **OKON** *(insert product name)* Water Repellent will prevent damage from water penetration into the interior of the structure as applied to _____ *(name of property & address)* by *(insert name and address of applicator)*.

This warranty is effective for a **Five (5)** year period from date of application – *(insert date application completed)*. If moisture penetration or seepage causes enters the interiors of the building where OKON Water Repellent sealers have been applied, and this condition occurs within the warranty period, RUST-OLEUM CORPORATION will, at its option, either refund to the purchaser the amount paid for the product or furnish at its expense sufficient OKON Water Repellent product to restore a water repellent condition to affected areas provided that RUST-OLEUM CORPORATION is given the opportunity to inspect these areas when RUST-OLEUM CORPORATION deems it advisable.

Where moisture penetration and/or seepage results from the use of sub-standard construction materials, or is caused by poor design, faulty construction, movement of the structure as the result of settlement or expansion, cracks or defects in the structure, or any physical damage resulting from misuse, excessive wind, fire, or other unusual impact, RUST-OLEUM CORPORATION disclaims all liability, and therefore this guarantee and warranty does not apply. **The warranty is voided if the top and backside of parapet walls are not waterproofed with metal or similar impermeable, waterproofing material.**

RUST-OLEUM CORPORATION'S liability shall be limited to refunding the amount paid for the products or supplying a sufficient amount of the specific OKON products necessary to remedy the problem. RUST-OLEUM CORPORATION SHALL HAVE NO OTHER LIABILITY, INCLUDING LIABILITY FOR INCIDENTAL, CONSEQUENTIAL, OR RESULTANT DAMAGES, WHETHER DUE TO BREACH OF WARRANTY, EXPRESS OR IMPLIED, OR NEGLIGENCE, EXCEPT AS PROVIDED HEREIN. RUST-OLEUM CORPORATION MAKES NO WARRANTIES OR GUARANTEES, EXPRESS OR IMPLIED, WHETHER FOR MERCHANTABILITY, FITNESS FOR PURPOSE, OR OTHERWISE, WITH RESPECT TO THE OKON PRODUCTS.

RUST-OLEUM CORPORATION
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Vernon Hills, IL 60061
(847) 367-7700



WARRANTY REQUEST & CONTRACTOR VERIFICATION

This form must be completed and submitted along with copies of invoices for materials applied to a job before a Warranty application can be processed. Within two weeks after receiving this information a RUST-OLEUM sales representative will inspect the job. The Warranty Document will be issued to the property owner based on a satisfactory Inspection Report.

Upon completion of a job the Contractor should call 800-237-0565 to request a Field Inspection. At the same time, the completed Contractor Verification form and associated invoices should be forwarded to: zwarranties@rustoleum.com or faxed to (866) 787-2145.

PART 1 OF 2 – WARRANTY REQUEST, CONTACT INFORMATION

Project Description

Project Name and Location	
Property Owner or Manager Contact Information	
Other Contact Information (identify project role – Architect, GC, etc)	

Material Supplier

Supplier:	
Supplier Representative Name, Contact Information	

Coatings Contractor/Water Repellent Applicator (send approved warranty to):

Coatings Contactor:	
Contact Name:	
Phone:	
Address:	
Phone (land & cell):	
e-mail:	



WARRANTY REQUEST & CONTRACTOR VERIFICATION

PART 2 OF 2 – CONTRACTOR VERIFICATION

SUBSTRATE SURFACE

<u>Type of Surface Treated</u> (split-face block, smooth-face block, pre-cast, tilt-up, stucco, EIFS, etc).	<u>Material Applied</u> (Product Name and Number of Gallons)	<u>Surface Area (Sq Ft)</u>	<u># of Coats</u>	<u>Spray Tip Size</u>	<u>Pressure PSI</u>
Surface # 1					
Surface # 2					
Surface # 3					

MATERIAL PURCHASES

Attach sales receipts or invoices or list below (include credit memos for returned product.)

<u>Invoice or Receipt Number</u>	<u>Date</u>	<u>Product</u>	<u>Qty</u>

APPLICATOR’S ACKNOWLEDGEMENT

Applicator hereby verifies that the information recorded on this document is true and accurate, and that the invoices provided (including any credits for returned merchandise) represent the total amount of material purchased and applied to this project.

Date signed: _____

Applicator’s signature _____

Printed name: _____

Title: _____

Phone: _____