518 COATINGS

Don’t replace it, reface it.

Limited Lifetime Workmanship Warranty

Limited Warranty · Residential Coating Installations

At 518 Coatings, we prepare every surface properly before we coat it, and we stand behind that work for the life of the coating. This 518 Coatings Limited Lifetime Workmanship Warranty (this “Warranty”) explains what we cover, who is covered, and how to make a claim. Please keep it with your agreement and the 518 Coatings Care Instructions for your system, provided at the final walkthrough (the “Care Instructions”), which are based on the manufacturer’s published cure time and care guidance.

1. Who Is Covered and for How Long

This Warranty covers the customer named on the 518 Coatings agreement for the project (the “Owner”) at the home where the work was done (the “Property”). Interior surfaces are covered for the life of the coating. Exterior surfaces, such as decks, walkways, and asphalt, are covered for 1 year from the installation completion date.

This Warranty is **not transferable**. It ends if the Owner sells or transfers the Property.

2. What Is Covered

518 Coatings warrants that the coating system we installed will not peel, lift, delaminate, or bubble because of how 518 Coatings or its crew installed it, meaning our surface preparation, mixing, and application (a “Covered Defect”).

Coverage applies only to the surfaces listed in the agreement, in the locations where we installed them. Problems from any other cause are not covered.

3. When Coverage Starts

Coverage starts on the installation completion date, once the job is paid in full, as shown on the signed 518 Coatings agreement and the paid invoice. These documents are your proof of purchase. Keep them, and provide a copy with any claim.

Coverage applies to interior residential surfaces. Exterior surfaces are not covered by the Manufacturer-Backed Material Warranty. Workmanship coverage for exterior surfaces lasts 1 year from the installation completion date.

4. What We Will Do

If we confirm a Covered Defect, 518 Coatings will, at our choice, repair or recoat the **affected area** at no cost to you for labor or materials.

- We decide the method of repair, which may include spot repair, recoating a section, or recoating the full surface.
- Repaired areas are covered for the rest of the original coverage period.
- Coatings, especially decorative, flake, metallic, and stone-look finishes, are hand-applied, so a repaired area may not exactly match the color, pattern, or sheen around it. We aim for a close match, but an exact match is not guaranteed and is not a Covered Defect.
- Repair or recoat of the affected area is your only remedy under this Warranty.

5. Owner's Responsibilities

This Warranty works best as a partnership. To keep it in effect, the Owner agrees to:

- **Pay in full.** Pay for the work in full, as the agreement requires. Coverage starts only once the job is paid in full (Section 3).
- **Follow the Care Instructions.** Respect the cure times before walking on, placing items on, parking on, or using the coated surface, and follow the use limits in the Care Instructions.
- **Clean it the right way.** Clean with a soft broom, dust mop, soft cloth, or a mild pH-neutral cleaner, as the Care Instructions describe. Avoid harsh acids, solvents, and abrasive pads unless 518 Coatings has approved them. Clean up spills promptly.
- **Protect the surface.** Use pads under furniture and mats under kickstands, jack stands, and heavy equipment. Do not drag sharp or heavy items across the coated surface.
- **Report problems promptly.** Tell us in writing within 30 days of noticing a problem (Section 7), and stop using the affected area if continued use would make it worse.
- **Allow access.** Give us reasonable access to the Property to inspect, test, photograph, and repair.
- **Keep your proof of purchase.** Keep the signed agreement and paid invoice, and provide a copy with any claim.
- **Leave repairs to us.** Do not let anyone else alter, recoat, patch, or repair the coated surfaces.
- **Keep the home in reasonable condition.** Fix leaks, drainage problems, and other moisture sources promptly.

Not meeting these responsibilities may void coverage for the affected area (Section 6).

6. Exclusions and What Voids Coverage

Coverage is voided by area. If any of the following happens, coverage ends only for the **affected area**. The rest of the coated surfaces keep their coverage.

- **Changes to the surface.** Removing, replacing, relocating, or modifying the coated surface or what it is attached to, including cabinets, countertops, fixtures, sinks, and walls.
- **Work by others.** Coatings, paint, sealers, patching, or repairs applied by anyone other than 518 Coatings.
- **Damage and misuse.** Impacts, dropped objects, gouges, chips (including countertop edges), dragging heavy or sharp items, cutting directly on the surface, and tool damage.
- **Heat and chemicals.** Hot pans, baking sheets, open flame, welding, battery acid, paint strippers, solvents, and other harsh chemicals or cleaners not approved in the Care Instructions.
- **Early use, cure period, and Care Instructions.** Damage or marks during the cure period, or from not following the Care Instructions, including dust, debris, pets, insects, or children on the surface; foot, furniture, or vehicle traffic before the stated times; water or cleaning before the stated times; and heat beyond the stated limits.
- **The structure below.** Movement, settling, cracking, or heaving of the slab, subfloor, or structure; moisture vapor, water, or hydrostatic pressure coming from below; and freeze-thaw cracking. If testing showed elevated moisture and a recommended vapor barrier was declined, moisture-related failures are not covered.

Example: If the Owner remodels the kitchen and replaces the cabinets and countertops, the warranty on those countertops ends, but the warranty on a 518 Coatings floor or garage floor elsewhere in the home stays in effect.

New materials are new work. This Warranty covers only the surfaces 518 Coatings coated. It never covers coating over new materials installed after our work, such as replacement countertops, new cabinets, or a new slab. Coating new materials is new work with its own estimate and agreement, not a warranty claim.

This Warranty also does not cover:

- **Normal wear.** Gradual dulling, loss of gloss, light scratches, and wear patterns from everyday use.

- **Sun and UV exposure.** Fading, color shift, or yellowing ("ambering") from sunlight or UV light. These are material properties. Some systems carry fading and ambering coverage under the Manufacturer-Backed Material Warranty (Section 3 of that warranty).
- **Outgassing bubbles.** Cosmetic bubbles or pinholes from concrete outgassing that do not involve peeling or lifting.
- **Acts of nature.** Flood, fire, storm, earthquake, lightning, and similar events.
- **Commercial use.** Commercial or industrial use of a residential installation, unless the agreement says otherwise.
- **Outside causes.** Damage caused by other people, other trades, or anything outside our installation.

7. How to Make a Claim

1. **Tell us in writing** within 30 days of noticing the problem. Email info@518coatings.org with the subject line "Warranty Claim," or mail 518 Coatings, 245 Wire Road, Germantown, NY 12526.
2. **Include:** your name, the Property address, the date of the work, a copy of your signed agreement and paid invoice (your proof of purchase), a short description of the problem, and at least two clear photos of the affected area.
3. **Let us inspect.** We will reply within 5 business days to schedule an inspection. You agree to give us reasonable access to the Property to inspect, test, photograph, and, if approved, make the repair.
4. **Our decision.** After inspecting, we decide whether the problem is a Covered Defect or a material issue and tell you in writing what we will do. Material issues go under the Manufacturer-Backed Material Warranty (Section 7 of that warranty). If the problem is not covered, we will gladly give you an estimate.
5. **Repairs need time to cure.** Please follow the cure times we give you after a repair.

Do not attempt your own repair or hire someone else before we inspect. Work by others voids coverage for that area (Section 6).

8. Limits of This Warranty

- This is a limited warranty. It is the only workmanship warranty 518 Coatings gives for this project. No employee, installer, or sales representative may change it except in a signed writing from 518 Coatings. If any part of this Warranty is found unenforceable, the rest remains in effect.
- 518 Coatings is not responsible for incidental or consequential damages, such as loss of use of the space, moving or storing contents, lodging, lost time, or damage to other property. Our total responsibility under this Warranty will not exceed the amount paid to 518 Coatings for the affected area.
- To the extent allowed by law, any implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited to the period of coverage stated in this Warranty.
- Coating materials are covered separately by the Manufacturer-Backed Material Warranty, which 518 Coatings administers. For the Owner only, and only if the job was paid in full, labor on approved material claims is at no cost for 2 years after the installation completion date, then 50% off our then-current standard labor rates (Section 5 of that warranty).
- This Warranty gives you specific legal rights, and you may also have other rights that vary by state. Some states do not allow limits on implied warranties or on incidental or consequential damages, so these limits may not apply to you.

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