518 COATINGS

Don’t replace it, reface it.

Manufacturer-Backed Material Warranty

Lifetime Limited Material Warranty · Administered by 518 Coatings

518 Coatings installs professional-grade coating systems that carry a lifetime limited material warranty from the manufacturer. This document explains that coverage in plain language. The coverage is provided by the manufacturer. 518 Coatings administers it for you: we register your system, handle any claim, and do the repair work when a claim is approved, on the labor terms in Section 5.

1. How This Coverage Works

- This coverage is backed by the manufacturer of your coating system, not by 518 Coatings.
- 518 Coatings registers your installed system with the manufacturer and keeps your project records on file.
- If you have a problem, you contact 518 Coatings, not the manufacturer. We inspect, document, and submit the claim for you.
- After inspection, 518 Coatings decides whether a problem is a material issue or a workmanship issue. The manufacturer decides whether a material claim is approved. 518 Coatings does not add to or change the manufacturer’s coverage.

2. Which Products Are Covered

Lifetime material coverage applies to the manufacturer’s complete coating systems (kits) that the manufacturer identifies as carrying its lifetime warranty. Individual add-on products purchased separately may not carry this coverage. Your agreement or completion paperwork lists the system installed. Coverage for your system follows the manufacturer’s published warranty terms.

3. What Is Covered

When the system is installed according to the manufacturer’s required instructions, the manufacturer’s lifetime limited material warranty generally covers:

- **Delamination** (the coating peeling off) caused by the material.
- **Product breakdown** of the coating material.
- **Wearing through** the coating to the original surface underneath.
- **Color fading and ambering** of the manufacturer’s metallic and epoxy systems, **except white epoxy**. White epoxy naturally ambers over time from UV light, especially without a urethane topcoat, and that is not covered. Fading and ambering are material properties, so they are covered only under this warranty, not under the 518 Coatings Lifetime Transferable Workmanship Warranty.

4. Who Is Covered and for How Long

- Coverage lasts for the lifetime of the installed system, subject to the terms in this document.
- The manufacturer’s material warranty applies only to the original owner and is **not transferable** to another owner or another product. This differs from the 518 Coatings Lifetime Transferable Workmanship Warranty, which can be transferred one time (see Section 7 of that warranty).

- The 2-year labor period in Section 5 is counted from the installation completion date shown on your signed 518 Coatings agreement and paid invoice. Keep them as your proof of purchase.
- The labor terms in Section 5 apply to the original owner only. Because this warranty does not transfer, a later owner of the home does not receive them. A transfer of the workmanship warranty covers workmanship only.

5. What the Manufacturer Will Do

If the manufacturer verifies and approves a material claim, it will replace the coating kit originally purchased for the affected area. The manufacturer covers replacement material only. It does not cover tools, equipment, or labor.

518 Coatings provides the labor to repair or reinstall the affected area on these terms:

- **First 2 years.** For approved material claims within 2 years after the installation completion date, 518 Coatings performs the repair or reinstallation labor at no charge.
- **After 2 years.** The manufacturer supplies the replacement material under its warranty, and 518 Coatings performs the labor at 50% off its then-current standard labor rates. You pay the discounted labor charge before the work is scheduled.
- **Installation problems.** If our inspection shows the failure was caused by our installation, the repair is covered at no charge under the 518 Coatings Lifetime Transferable Workmanship Warranty instead (see Section 4 of that warranty).
- **Who qualifies.** These labor terms apply only to the original owner, and only if the original job was paid in full.
- **Who decides.** After inspection, 518 Coatings decides whether a failure is a material issue or a workmanship issue.

6. What Is Not Covered

The manufacturer's material warranty does not cover:

- Any epoxy installation **outdoors** or exposed to outside elements. (Exterior surfaces may still have 518 Coatings workmanship coverage; see Section 3 of the 518 Coatings Lifetime Transferable Workmanship Warranty.)
- Floor systems installed over a **wood subfloor**.
- **Scratches, burns, tool damage, chips, or impact damage** from dropped or heavy objects, including countertop edges.
- Damage from **above-average or extreme heat**, such as hot pans or baking sheets.
- Natural color change in **white epoxy** from UV exposure over time.
- Installations in **medium or heavy manufacturing or industrial** facilities.
- **Bubbles from concrete outgassing**, which are common when coating concrete.
- **Cracking from the concrete moving** over time, including freeze-thaw cycles.
- **Delamination caused by moisture** coming through the concrete.
- Delamination caused by an **improperly prepared or cleaned surface**. (Our surface preparation is covered under the 518 Coatings Lifetime Transferable Workmanship Warranty.)
- Marks from **pets, insects, dust, debris, or children** while the coating cures.
- Normal wear, abuse, and acts of nature.

The 518 Coatings Care Instructions for your system, provided at the final walkthrough, are based on the manufacturer's published cure time and care guidance. Following them, and the owner's responsibilities in Section 5 of the 518 Coatings Lifetime Transferable Workmanship Warranty (care, prompt reporting, access for inspection, and no outside repairs), helps protect both warranties.

The manufacturer's material warranty is also void if anyone changes or departs from the required preparation, mixing, or installation process, or if the materials were not stored and acclimated within the required temperature range before installation. Following those requirements is the responsibility of 518 Coatings on every job, and problems caused by our installation are handled under the 518 Coatings Lifetime Transferable Workmanship Warranty.

7. How to Make a Claim

1. Tell us in writing as soon as you notice the problem, and within 30 days so that any workmanship coverage is also preserved. Email info@518coatings.org with the subject line "Warranty Claim," or mail 518 Coatings, 245 Wire Road, Germantown, NY 12526. You do not need to know whether the problem is a material or workmanship issue. One claim covers both.
2. Include your name, the address where the work was done, the date of the work, a copy of your signed agreement and paid invoice (your proof of purchase), a written description of the problem, and at least two clear photos.
3. 518 Coatings will reply within 5 business days to schedule an inspection.
4. If, after inspection, 518 Coatings determines the problem is a material issue, we will submit the claim to the manufacturer with photos and project records. The manufacturer typically responds to claims within 2 business days of receiving them.
5. We will tell you the outcome in writing. If the problem is an installation issue, it will be repaired at no charge under the 518 Coatings Lifetime Transferable Workmanship Warranty instead.

8. Limits of This Warranty

- This document summarizes the manufacturer's material warranty. If anything here differs from the manufacturer's current published warranty terms in effect on the date of installation, the manufacturer's terms control. A copy is available from 518 Coatings on request.
- 518 Coatings does not separately warrant the coating materials. 518 Coatings' only obligations for materials are to administer the claim and, for approved claims, to provide labor on the terms described in Section 5.
- Neither the manufacturer nor 518 Coatings is responsible for incidental or consequential damages, such as loss of use, moving contents, or damage to other property, to the extent allowed by law.
- This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

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