



1-Year Commercial Limited Warranty

Commercial & Industrial Flooring Systems

Phoenix Concrete Coatings (“PHX”) warrants that its **commercial flooring systems**, when installed by PHX, will be free from **installation-related adhesion failure** for a period of **one (1) year** from the date of substantial completion, subject strictly to the terms, conditions, limitations, and exclusions set forth below.

This warranty applies only to **workmanship directly performed by Phoenix Concrete Coatings** and does not constitute a performance guarantee or design warranty.

What This Warranty Covers

For a period of One (1) year, PHX warrants that the installed flooring system will remain **bonded to the prepared concrete substrate** and will not experience **delamination caused solely by installation error**.



In the event of a covered failure verified by PHX, PHX's **sole obligation** shall be, at its exclusive discretion:

- Repair the affected area, or
- Replace the failed portion of the installed system

All warranty work shall be limited **only to the specific area of verified failure** and shall not include full-floor replacement unless deemed necessary by PHX.

What This Warranty Does *Not* Cover

This warranty expressly excludes and does not apply to any failure, damage, or condition caused by or related to:

- **Concrete cracking, joint movement, curling, settlement, or structural defects**



- **Moisture vapor transmission**, hydrostatic pressure, water intrusion, or vapor drive that was unknown, concealed, or develops after installation
- **Substrate conditions** not disclosed prior to installation, including lightweight concrete, contaminated slabs, or prior coatings not approved by PHX
- **Chemical exposure**, including acids, solvents, oils, fuels, cleaners, disinfectants, salts, or other corrosive materials
- **Thermal shock**, extreme temperature changes, steam cleaning, or pressure washing
- **Abuse, misuse, impact damage**, point loads, or exceeding designed load limits
- **Improper cleaning or maintenance**, including use of unapproved chemicals or methods
- **Unauthorized repairs, alterations, or additions** performed by others



- **Normal wear and tear**, including abrasion, gloss loss, staining, or cosmetic changes
- **Color variation, texture variation, or aesthetic appearance**

Commercial flooring systems are functional, industrial products.
Appearance-related changes do not constitute failure.

No Warranty for Design, Specification, or Performance PHX

does **not** warrant:

- Floor performance relative to slip resistance, coefficient of friction, chemical resistance, or impact resistance
- Fitness for a particular purpose
- Compliance with third-party specifications unless explicitly stated in writing



- Manufacturer material warranties (these remain the responsibility of the manufacturer)

All system recommendations are based on information provided by the client and observable site conditions at the time of installation.

Conditions of Warranty Validity This

warranty is valid only if:

- The floor was installed entirely by Phoenix Concrete Coatings
- The system is used for its **intended commercial purpose**
- The floor is maintained in accordance with PHX's written maintenance guidelines
- No modifications or repairs are made without written authorization from PHX



This warranty is **non-transferable** and applies only to the original client at the original installation location.

Limitation of Liability

PHX's total liability under this warranty shall be **strictly limited** to the original contract value of the installed flooring system.

Under no circumstances shall PHX be liable for:

- Removal or replacement of equipment, furnishings, or inventory
- Business interruption, loss of use, or lost revenue
- Delay damages or downtime costs
- Incidental, indirect, special, or consequential damages

No representative, employee, or subcontractor of PHX is authorized to modify or expand this warranty.



Warranty Claim Procedure

All warranty claims must be submitted in writing within the warranty period and must include:

- Proof of original installation
- Description of the alleged failure
- Access for inspection by PHX

PHX reserves the right to perform a site inspection and testing prior to approving any warranty work.

Entire Warranty Agreement

This document constitutes the **entire warranty agreement** between Phoenix Concrete Coatings and the client and supersedes all prior oral or written representations.

