



10-Year Residential Limited Warranty

Decorative Flake Floor Systems

Phoenix Concrete Coatings proudly warrants its professionally installed **residential decorative flake floor systems** against specific manufacturing and installation-related failures for a period of **ten (10) years** from the original date of installation, subject to the terms and conditions outlined below.

This warranty reflects our confidence in proper surface preparation, correct system design, and manufacturer-aligned installation standards.

What This Warranty Covers

For a period of ten (10) years, Phoenix Concrete Coatings warrants that the installed flake floor system will remain **securely bonded to the concrete substrate** and will not fail due to:



- **Delamination or loss of adhesion** caused by installation error
- **Peeling or flaking** resulting from improper surface preparation
- **Coating separation** directly attributable to material or workmanship defects

If a covered failure occurs during the warranty period, Phoenix Concrete Coatings will, at its discretion:

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

All repairs will be limited strictly to the affected area and performed using materials deemed appropriate by Phoenix Concrete Coatings.

What This Warranty Does *Not* Cover



This warranty does not cover failures, damage, or appearance changes caused by conditions outside of our control, including but not limited to:

- **Concrete movement**, cracking, heaving, settlement, or structural failure
- **Moisture vapor transmission** or hydrostatic pressure that develops after installation
- **Standing water**, flooding, plumbing leaks, or water intrusion
- **Chemical exposure**, including but not limited to acids, solvents, brake fluid, fertilizers, or salt
- **Improper use**, abuse, impact damage, or dragging heavy objects
- **Normal wear**, including surface scratches, gloss reduction, tire marking, or UV-related color variation
- **Failure to follow provided care and maintenance guidelines**



Decorative flake floors are functional, industrial-grade systems. Minor cosmetic changes over time are considered normal and do not constitute a warranty claim.

Warranty Conditions

This warranty applies only when:

- The floor is installed by **Phoenix Concrete Coatings**
- The floor is used in a **residential environment** (garages, patios, lanais, storage areas, etc.)
- The system is maintained in accordance with Phoenix Concrete Coatings' recommended care guidelines
- No unauthorized repairs, coatings, or alterations are applied to the floor

This warranty is **non-transferable** and applies only to the original property owner at the original installation address.



Limitations of Liability

Phoenix Concrete Coatings' responsibility under this warranty is limited strictly to the repair or replacement of the affected coating area.

This warranty does not cover and expressly excludes:

- Removal or replacement of personal property
- Loss of use, inconvenience, or downtime
- Incidental, indirect, or consequential damages

Under no circumstances shall Phoenix Concrete Coatings' liability exceed the original contract value of the installed flooring system.

How to Submit a Warranty Claim

All warranty claims must be submitted in writing and include:



- Proof of original installation
- Photos of the affected area
- A description of the issue

Phoenix Concrete Coatings reserves the right to inspect the floor prior to approving any warranty work.

Our Commitment

This warranty exists because **correct systems, proper preparation, and trained installers matter**. When installed and maintained as intended, our residential flake floor systems are built to perform for many years beyond the warranty period.