



## RE: Extended warranty program

The extended warranty program is designed to give a building owner / Architect / General Contractor the security of having a successful moisture free flooring installation. Concure Systems will provide a flooring and concrete technical representative to advise, train, supervise, and insure the selected flooring installation contractor is aware and certified in the installation of flooring on a sealed surface concrete slab.

Concure's technical representative will give clearance for the flooring contractor to move forward with their contracted responsibilities once the permeability (ASTM D 5084) tests are performed and deemed successful. This test is the full responsibility of Concure and shall be tested by an independent lab. The following are the responsibility of the flooring installation contractor and will be supervised by Concure's technical representative.

Concure's technical representative will advise and insure that all proper tools and procedures are followed according to flooring brand instructions.

1. Successful Pre installation material Bond test results
2. Ph test performed and recorded, if results are higher than recommended by the adhesive manufacturer, Concure's tech rep will insure proper steps are followed according to flooring brand mfg. instructions.
3. A Concure Systems representative will be present for the beginning of a project for a minimum of 1/3 of the total yards of each brand of flooring systems being installed.
4. The construction site meets the criteria set forth by the flooring manufacturers for installation. building enclosed, stabilized heat, clean environment, ect.
5. Paid invoice

### **Warranty**

Concure Systems will warrant the adhesion of flooring to the concrete substrate for a period of 5 years from the date of installation. If a failure due to moisture from the concrete slab occurs in the areas monitored by Concure Systems, Concure will replace the affected areas with same or equal materials and labor at a fair cost. If a bonding issue occurs in areas that were not supervised, Concure Systems reserves the right to investigate the installation process, and insure flooring brand manufacturer recommendations were followed as observed and directed by Concure's technical representative. A third party independent inspector is advised as well to confirm the problem cause. If it has been proven by a third party independent inspector that a problem has occurred due to moisture related issues from the concrete slab, Concure Systems will replace the affected areas with the same or equal product including materials and labor at a fair cost.