
Commercialon[®] Premium Modular Adhesive Limited Lifetime Warranty

Warranties

Pentz[®] Commercial Flooring Solutions (Pentz) warrants Commercialon[®] Premium Modular Adhesive against product failure for the lifetime of the installation.

Pentz[®] Commercial Flooring Solutions (Pentz) warrants that Commercialon Premium Modular Adhesive will bond the modular carpet tile to the properly prepared substrate for the life of the carpet installation. This warranty is contingent upon strict adherence to proper adhesive transfer and spread rates, and substrates conforming to specified porosity, moisture¹, and alkalinity² thresholds as published in the attached Technical Data Sheet.

In the event our Commercialon Premium Modular Adhesive product fails to perform to specified standards, Pentz[®] must be notified in writing within 15 calendar days of indication of failure. Included with that notification must be a copy of the invoice for the Commercialon Premium Modular Adhesive. Pentz[®] approved personnel will then inspect the installation.

Should it be determined from the inspection that our Commercialon product failed to perform as warranted above, Pentz[®] will resolve the deficiency at its discretion by one or more of the following methods at no charge for materials, freight, and labor: A) refund the full purchase price of the Commercialon product in the affected area, B) repair the affected area, or C) replace the affected area. Areas must be cleared at the customer's expense of all equipment, furnishings, partitions, and similar materials that may have been placed over the carpet subsequent to completion of the original installation. Pentz[®] is not responsible for damages caused by the improper use of this adhesive or failure to comply with the instructions accompanying this product.

Exclusions

This warranty is assigned to the original purchaser for the carpet installed in its original location, and is non-transferable.

1. Maximum pH reading is 9.0 using pH testing strips.
2. Maximum RH readings must not exceed 90%.
3. Failure to use recommended spread rate and to follow Pentz[®] Commercial Flooring Solutions published installation guidelines.
4. Unsatisfactory transit or improper storage.
5. Accidental flooding and act of God.