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# Commercialon<sup>®</sup> Premium Carpet Adhesive & Seam Sealer Lifetime Warranties

## Warranties

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Pentz<sup>®</sup> Commercial Flooring Solutions (Pentz) warrants Commercialon<sup>®</sup> Premium Carpet Adhesive and Commercialon<sup>®</sup> Premium Carpet Seam Sealer against product failure for the lifetime of the installation.

Pentz<sup>®</sup> warrants that Commercialon Premium Carpet Adhesive will bond the carpet 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, moisture<sup>1</sup>, and alkalinity<sup>2</sup> thresholds as published in the Technical Data Sheet.

Pentz<sup>®</sup> warrants that Commercialon Premium Carpet Seam Sealer will maintain a welded seam for the life of the carpet. This warranty is contingent upon proper application as specified in the Technical Data Sheet.

In the event a Commercialon product fails to perform to specified standards, Pentz<sup>®</sup> must be notified in writing within 15 calendar days of indication of failure, with a copy of the invoice for the Commercialon product used. Pentz<sup>®</sup> 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<sup>®</sup> 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<sup>®</sup> is not responsible for damages caused by the improper use of this adhesive or failure to comply with the instructions accompanying this product.

## Exclusions

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

1. Maximum pH reading is 9.0 using pH testing strips.
2. Maximum pH readings must not exceed 80%.
3. Failure to use recommended spread rate and to follow Pentz<sup>®</sup> Commercial Flooring Solutions published installation guidelines.
4. Unsatisfactory transit or improper storage.
5. Accidental flooding and acts of God.