

# StoneCrete Tekniques

## Limited 1 Year Labor Warranty

THIS WARRANTY WAS LAST UPDATED: SEPTEMBER. REVISION 9.27.10

**STONECRETE TEKNIQUES RESERVES THE RIGHT TO MAKE CHANGES TO THE WARRANTY WITHOUT NOTICE.  
PLEASE NOTE REVISION # ABOVE WHEN COMPARING OLD AND NEW WARRANTY POLICYS**

**ALL SERVICES AND PRODUCTS PREVIOUSLY WARRANTED UNDER INNOVATION LANDSCAPING WILL CONTINUE TO BE HONORED FOR THE WARRANTY PERIOD AND PREVIOUS WARRANTY POLICYS UNDER INNOVATION LANDSCAPING WILL NOW BE IMMEDIATELY REPLACED WITH THIS WARRANTY BY STONECRETE TEKNIQUES.**

Please check on your contract to understand which product(s) are tied to the type of warranty.

Thank you for giving us the opportunity to serve you. We are giving you a Limited Warranty which covers general workmanship. This limited warranty starts from the closure date of the contract and ends after 365 calendar days after which, you will no longer have any coverage. StoneCrete Tekniques will not provide free repair services after 365 days from the closure date.

**AGREEMENT:** WHEN SIGNING OUR CONTRACTS YOU AGREE TO OUR WARRANTY TERMS AND CONDITIONS

**CLAIMS:** IF YOU NEED TO SUBMIT A WARRANTY CLAIM OR IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT OUR OFFICE FIRST NO LATER THAN 365 DAYS FROM THE CLOSURE DATE OF THE CONTRACT. AN INSPECTION BY STONECRETE TEKNIQUES IS NECESSARY FOR APPROVAL OF ALL WARRANTY CLAIMS

**StoneCrete Tekniques Office**  
**Monday – Friday: 9:00am – 5:00pm**  
(978) 480-0104  
StoneCreteTek@Gmail.com

**Warranty Claim Form**  
<http://www.Stoneteknh.com/warranty-claim-form.htm>

### **WARRANTY COVERAGE**

- a. Damages such as, chipping or flaking, to the concrete structure covering more than 20% of the surface caused by an internally compromised portion of the concrete during the construction process.
- b. Effloresce. This is a white powder that can show up on the outside surface of a concrete structure if there is excessive moisture or surface cracking. Effloresce is normal but can sometimes be controlled. Effloresce sometimes can not be eliminated. We will attempt to control or eliminate effloresce up to 3 times within the warranty period.
- c. Cracks with a separation or step of 3/8" or more.
- d. Sealer bubbling, peeling, drying issues, touch up.
- e. All labor needed for repair and up to \$100 in materials

### **NOT COVERED by WARRANTY**

- a. Damages by salt use or during freeze / thaw cycles during cold months. We take precautions to allow the concrete to resist freeze and thaw cycles. Any and all damages caused by the use of salts and freeze / thaw cycles will not be covered under this warranty.
- b. Damages caused by snow removal utilities and street maintenance utilities.
- c. Damages caused by general wear and tear from traffic either from walking traffic or vehicle traffic.
- d. Cracks. We can not guarantee concrete to be crack free. We take precautions to allow the concrete to crack in controlled areas. Sometimes, cracks appear in areas where they are not wanted. We also add internal reinforcement to add additional strength, if the concrete does crack, the crack should stay minimal.
- e. Damages caused by the acts of nature.
- f. Integral concrete coloring fading
- g. Warn coloring on all flat concrete slab surfaces. We explain the issues about some coloring on traffic surfaces wearing off over time.
- h. Unwanted Vegetation growth on concrete surfaces are not covered
- i. Seasonal heaving. Any heaving resulting from freeze and thaw cycles.
- j. Settling. Settling is normal for any soil. We do our best to prevent settling but the soil settling under the base material is out of our control.
- k. Damages caused by human or animal acts after installation. We do not cover any damages caused by any actions from humans, animals, vehicles and anything relating.
- l. Sealer effectiveness, failure, or if the sealer is glossy when supposed to be non-glossy or visa-versa. We use specific types of sealer when non-glossy sealer is requested but sometimes the sealer may still be glossy or appear glossy. High Gloss sealers do not hold their gloss for long and many factors play a role in its gloss retention. All gloss sealers turning to a flat, non glossy appearance is not covered.
- m. General Wear of sealer. Reapplication of sealer not covered.
- n. Damages caused by fluids such as but not limited to; gas, diesel, oils, paints, stains, antifreeze/coolant, iron stains or any other liquid.
- o. Damages caused by acidic substances such as but not limited to; lemon juices, all acids, hairsprays.
- p. Any damages caused by a bad concrete mix. We are not responsible for bad mixes produced at the concrete plant.
- q. Damages caused by fire / heat / freezing / thaw conditions
- r. ALL Cement/Concrete Overlays and repairs
- s. Any pre-existing issues
- t. All other situations not listed under "Warranty Coverage"
- u. Any damages or issues caused by other contractors.

**IMPORTANT:** Submitting false claims for any reason or claiming unwarranted situations could result in a termination of your limited warranty. Before filling a claim, please read what situations are covered or call us with any questions.