Epoxy Flooring Terms & Limited Warranty

Epoxy Coating Systems

Epoxy floor coatings are engineered from industrial-grade epoxy resins. When applied to properly prepared concrete it creates a seamless, chemical-resistant, and aesthetically pleasing floor. Achieving a maintenance free finish requires specific site conditions, mechanical surface profiling, and moisture control.

Terms & Conditions

Customer Responsibilities & Site Access

- **Area Clearance:** The customer must completely clear the job site of all vehicles, furniture, items, and storage prior to technician arrival. Machinery and equipment require at least 4 feet of overhead clearance for access.
- **Climate & Temperature Control:** Ambient room temperature must be maintained between 55°F and 85°F for 24 hours prior to installation and throughout the complete chemical cure cycle. If needed Cornerstone will supply the heater, it is the homeowners responsibility to keep it running and maintain the temperature.
- **Cure Time Compliance:** The coated area must remain entirely undisturbed during curing. No foot traffic is permitted for 24 hours post-application. No vehicular traffic, heavy tools, or furniture placement is permitted for 72 hours.

Surface Preparation & Substrate Requirements

- **Mechanical Surface Prep:** All concrete substrates are mechanically prepared using industrial diamond grinding or shot blasting to achieve and ensure mechanical adhesion.
- **Crack, Joint, & Spall Repair:** Pre-existing concrete cracks, pits, and damaged expansion joints will be filled with rigid epoxy or flexible polyurea

fillers prior to coating. However, movement in underlying concrete expansion joints or structural slab settling may reflect through the finished coating system over time.
- **Outgassing & Micro-Pinholes:** Porous, air-entrained, or aged concrete may release trapped air during the liquid resin phase (outgassing). While primers are formulated to seal the slab, occasional micro-pinholes or minor surface air bubbles may occur and do not constitute a material defect.

Cleanliness, Dust, & Aesthetics

- **Dust Containment:** Surface preparation utilizes HEPA-filtered dust containment equipment. However, airborne concrete micro-dust may settle on adjacent walls, ledges, or overhead structures. Final dusting of non-floor surfaces is the responsibility of the customer.
- **Decorative Flake & Quartz Variance:** Color flake and quartz aggregate broadcasts are applied by hand to full saturation. Minor variations in texture, sheen, and distribution are inherent to decorative hand-applied resinous flooring systems.
- **Touch ups:** Epoxy is an extremely fast curing product, making it impossible to be applied with perfect precision. Some over application is to be expected. There may be areas on edges, corners, or hard to reach areas that will need minor touch up painting. Any minor over application that requires touch up painting will be the homeowners responsibility

Limited Warranty Coverage

Every epoxy high-performance flooring installation is backed by a 15-Year Limited Warranty starting from the date of application completion.

Payment & Warranty Terms

- Prior to the initiation of any warranty service, the initial project installation invoice must be paid in full.
- Any invoice remaining unpaid past 60 days will automatically void all warranty protection.

- Warranties are non-transferable and apply exclusively to the original purchaser.

What is Covered

- **Delamination & Peeling:** Warranty covers coating separation or peeling from the concrete substrate resulting from defective material or installation workmanship.

How a warranty is fixed

- **Delamination or Peeling:** Any area that delaminates under the warranty guidelines will get a spot treatment **NOT A COMPLETE REPLACEMENT OF THE ENTIRE FLOOR.**

What is NOT Covered

- **Substrate Cracking & Slab Movement:** Reflection cracking, concrete slab displacement, or damage caused by ground settling, frost heaving, or concrete failure.
- **Physical Abuse & Mechanical Damage:** Scratches, gouges, or impact damage caused by dragging metal equipment, snowplow blades, snowmobiles, snowblowers, ice chippers, or heavy industrial machinery.
- **Chemical Exposure:** Damage caused by severe chemicals outside specified chemical-resistance guidelines (e.g., concentrated battery acid, brake fluid left uncleaned).
- **Maintenance & Staining:** Staining caused by uncleaned chemical spills, tire plasticizer transfer, or improper maintenance using abrasive cleaners.
- **Discoloration & Yellowing:** Discoloration or yellowing resulting from extreme UV exposure or non-UV-stable epoxy topcoat formulations, unless specified otherwise.
  Any metal tool left on the surface that rusts and stains the epoxy.