



Spray-Lock

Customer Welcome Packet



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Welcome and Congratulations!



Fred Land - *President, Spray-Lock, Inc.*

Welcome to Spray-Lock, Inc., inventor, owner, and producer of the revolutionary line of Premium Eco-Adhesives. Congratulations on becoming part of the world's most advanced and earth-friendly adhesive technology. As part of the Spray-Lock family, you are joining the ranks of some of the most influential companies in the construction industry. For your commitment to excellence, I thank you!

The true innovation behind our products is being able to perform BETTER than most current construction adhesives while simultaneously using up to 80% less adhesive. What a positive impact to the environment!

And even though this product is valuable from its environmental impact alone, we know that productivity and performance are king in construction. That is why Spray-Lock Adhesives give you immediate shear strength upon application and thus immediate access to all traffic, including heavy weight-bearing loads. Plus, Spray-Lock Adhesives have the highest moisture and pH resistance in the industry.

Simplicity - to help you get on your way.

Again, I thank you for choosing Spray-Lock, Inc. Please take advantage of the enclosed information; then fill out the included forms and either give them to your Spray-Lock sales representative or fax them to the number listed in our directory on the next page.

Every day we strive to maintain the highest standards of excellence and integrity. I hope this Spray-Lock ethic will be evident as we continue to service your company's needs.

Sincerely,

A handwritten signature in black ink, appearing to read 'FL' with a stylized flourish.

Fred Land, President

Directory

Spray-Lock, Inc.

5959 Shallowford Rd., Suite 405
Chattanooga, TN 37421
Phone: (423) 305-6151
Fax: (423) 305-6150
www.spraylock.com

Fred Land, President
fmland@spraylock.com

Michael Land, Senior VP of R&D and Technical Services
miland@spraylock.com

Doug Schmidt, Senior VP of Finance and Operations
pdschmidt@spraylock.com

Olivier LeMaitre, Senior VP of Sales
olemaitre@spraylock.com

David Blanks, VP of International Sales
david@spraylock.com

Donald Hamm, Senior VP of Marketing and Business Development
dhamm@spraylock.com

Cory Thomas, Director of Technical Services
cjthomas@spraylock.com

Debbie Malchesky, Operations Coordinator
djmalchesky@spraylock.com

Tamara Slocum, Creative Director
tslocum@spraylock.com

Kim Archer, Customer Service Coordinator
karcher@spraylock.com

Mark Crosby, Eastern Regional Sales Manager
mcrosby@spraylock.com

Jon Bouffleur, Western Regional Sales Manager
jbouffleur@spraylock.com

Larry Moore, Sales Representative
ldmoore@spraylock.com

Wayne Laforet, Sales Representative - Canada
wplafort@spraylock.com

Getting Started: Spray-Lock Adhesives

Spray-Lock is a full line of Premium Eco-Adhesives, individually designed to provide maximum adhesion and immediate access after installation. From resilient sheet flooring, LVT and VCT, to carpet tile, wall coverings and ceramic tile, our spray adhesives are engineered for a wide variety of applications in the construction industry. Please refer to the adhesive guide below to determine which adhesives best suit your company's needs.

* Green Seal Certified: This product meets Green Seal™ Standard GS-36 based on effective performance and protective limits on VOCs and human and environmental toxicity. GreenSeal.org. Selected products: 3100, 6200, 6500, 6500 Platinum, 6500 Platinum Elite, 9500, 9500 Platinum, 9500 Platinum Elite, and FRP.

** According to EPA document: "National Volatile Organic Compound Emission Standards For Consumer Products" for aerosol adhesives (0.020 g/ml VOC Content).



3100 - Approved Sheet Flooring 8 lbs MVER, 90% RH, 11 pH

Water-based, 0.020 g/ml VOC content, 22 oz aerosol adhesive used for approved resilient sheet flooring. Allows for heat welding 1 hour after installation and all traffic immediately.

IL-3100-22-UD

Coverage per single 22 oz can: 150 - 185 ft²
Coverage per case of six cans: 900 - 1,110 ft²



3500 - Approved Sheet Flooring 8 lbs MVER, 90% RH, 11 pH

Water-based, 0.020 g/ml VOC content, 22 oz aerosol adhesive used for approved resilient sheet flooring. Allows for heat welding 1 hour after installation and all traffic immediately.

IL-3500-22-UD

Coverage per single 22 oz can: 150 - 185 ft²
Coverage per case of six cans: 900 - 1,110 ft²



6100 - Approved Carpet Pad 8 lbs MVER, 90% RH, 11 pH

Water-based, 0.020 g/ml VOC content, 22 oz aerosol adhesive used for approved carpet pad. Allows for carpet installation immediately.

IL-6100-22-UD

Coverage per single 22 oz can: 150 - 185 ft²
Coverage per case of six cans: 900 - 1,110 ft²



6200 - Approved Carpet Tile 8 lbs MVER, 90% RH, 11 pH

Water-based, 0.020 g/ml VOC content, 22 oz aerosol adhesive used for approved carpet tile. Allows all traffic immediately after installation.

IL-6200-22-UD

Coverage per single 22 oz can: 150 - 185 ft²
Coverage per case of six cans: 900 - 1,110 ft²



6500 - Approved Luxury Vinyl 8 lbs MVER, 90% RH, 11 pH

Water-based, 0.020 g/ml VOC content, 22 oz aerosol adhesive used for approved carpet tile and LVT. Allows for immediate traffic after installation.

IL-6500-22-UD

Coverage per single 22 oz can: 150 - 185 ft²
Coverage per case of six cans: 900 - 1,110 ft²



9500 - Approved VCT 8 lbs MVER, 90% RH, 11 pH

Water-based, 0.020 g/ml VOC content, 22 oz aerosol adhesive used only for VCT. Allows for floor finish and traffic immediately.

IL-9500-22-UD

Coverage per single 22 oz can: 170 - 200 ft²
Coverage per case of six cans: 1,020 - 1,200 ft²



6500 Platinum - Approved Luxury Vinyl 10 lbs MVER, 95% RH, 12 pH

Water-based, 0.020 g/ml VOC content, 22 oz aerosol adhesive used for approved LVT. Allows for immediate traffic after installation.

IL-6500P-22-UD

Coverage per single 22 oz can: 100 - 125 ft²
Coverage per case of six cans: 600 - 750 ft²



9500 Platinum - Approved VCT 10 lbs MVER, 95% RH, 12 pH

Water-based, 0.020 g/ml VOC content, 22 oz aerosol adhesive used only for VCT. Allows for floor finish and traffic immediately.

IL-9500P-22-UD

Coverage per single 22 oz can: 170 - 200 ft²
Coverage per case of six cans: 1,020 - 1,200 ft²



6500 Platinum Elite - Approved Luxury Vinyl 10 lbs MVER, 95.1% - 98% RH, 12 pH

Water-based, 0.020 g/ml VOC content, 22 oz aerosol adhesive used for approved LVT. Allows for immediate traffic after installation.

IL-6500EP-22-UD

Coverage per single 22 oz can: 100 - 125 ft²
Coverage per case of six cans: 600 - 750 ft²



9500 Platinum Elite - Approved VCT 10 lbs MVER, 95.1% - 98% RH, 12 pH

Water-based, 0.020 g/ml VOC content, 22 oz aerosol adhesive used only for VCT. Allows for floor finish and traffic immediately.

IL-9500EP-22-UD

Coverage per single 22 oz can: 170 - 200 ft²
Coverage per case of six cans: 1,020 - 1,200 ft²



ESD 1005 - Conductive Spray Adhesive 7 lbs MVER, 85% RH, 11 pH

Water-based, 0.020 g/ml VOC content, 22 oz aerosol adhesive used for approved conductive & dissipative flooring systems. Allows for immediate traffic after installation.

IL-ESD-1005-22-UD

Coverage per single 22 oz can: 100 ft²
Coverage per case of six cans: 600 ft²



FRP & Other Approved Wall Covering Adhesive

Water-based, 0.020 g/ml VOC content, 22 oz aerosol adhesive used for approved FRP coverings. Allows for easy spray application.

IL-FRP-22

Coverage per single 22 oz can: 70 ft²
(2-8'x4' Sheets)
Coverage per case of six cans: 420 ft²



Wall Tile Adhesive

Water-based, 0.020 g/ml VOC content, 22 oz aerosol adhesive used for approved wall tiles and mosaics. Allows for grouting 1 hour after installation.

IL-WTA-22

Coverage per single 22 oz can: 40 - 50 ft²
Coverage per case of six cans: 240 - 300 ft²



RugLock

Water-based, 0.020 g/ml VOC content, 16 oz or 10 oz aerosol coating used as a permanent non-slip rug backing.

IL-RUGLOCK-16

Coverage per single 16 oz can: 25 - 50 ft²
Coverage per case of six cans: 150 - 300 ft²

IL-RUGLOCK-10

Coverage per single 10 oz can: 15 - 30 ft²
Coverage per case of six cans: 90 - 180 ft²

Product Information

Spray-Lock offers spray adhesives in 22 oz recyclable aluminum aerosol cans. All Spray-Lock products are packaged and sold in 6-packs. Our package has a strong outer layer with a double-wall corrugated top, bottom and side insert, along with a divider to protect the aerosol containers and labels from damage.

Protection from Freezing

Our adhesives are water based and **WILL FREEZE** in cold temperatures (40F or lower). Spray-Lock **IS NOT** responsible for product that is not stored, handled, or shipped properly and is subsequently damaged due to freezing. When shipping during winter months, Spray-Lock uses the following packaging methods specially designed to insulate our products:

- **6-Pack Winterpack*** - Used for all Fedex Ground and air shipments of single cases.
- **20" Multi-Winterpack** - Used for air shipments of 2 - 5 cases.
- **Pallet Quilts** - Used for shipping pallets. Pallet shipments start at 18 cases.

Please contact your Sales Representative or Customer Service for more information and pricing.

Product Weight | 22 oz Aerosol Can (6 per case)

CAN	1.65 lbs / 0.75 kg
CASE	11.5 lbs / 5.22 kg
CASE + WINTERPACK	13.5 lbs / 6.12 kg

Product Dimensions | 22 oz Aerosol Can (6 per case)

	HEIGHT	DIAMETER
CAN	11.76 in / 29.87 cm	2.75 in / 6.98 cm

	HEIGHT	LENGTH	WIDTH
CASE	12 in / 30.48 cm	8.5 in / 21.59 cm	5.5 in / 13.97 cm

Pallet Weight | Truck Load

CASE QTY = 130	1480 lbs / 671 kg
CASE QTY = 48 (winterpacked)	680 lbs / 308 kg

Pallet Dimensions | Truck Load

	HEIGHT	LENGTH	WIDTH
CASE QTY = 130	54 in / 137.16 cm	40 in / 101.6 cm	48 in / 121.9 cm
CASE QTY = 48 (winterpacked)	70 in / 177.8 cm	40 in / 101.6 cm	48 in / 121.9 cm

*Winterpacks are Styrofoam coolers used for freeze protection.

Technical Support

Along with the most advanced adhesive technology in the resilient flooring industry, Spray-Lock provides technical support that is second to none. Our team of Technical Services experts will work closely with you to ensure your team is equipped to handle any situation that may present itself. From simply being able to explain features and benefits to breaking down complex characteristics of the adhesive's performance, it is our goal to ensure you fully understand everything that sets Spray-Lock Adhesives apart from the competition. To contact Technical Services, call or email:

Cory Thomas | Director of Technical Services

P: 1-423-305-6151 ext. 133

E: cjthomas@spraylock.com

Ordering and Shipments

Order Fulfillment

Our Shipping Office is open 8:00 am - 4:30 pm ET Monday through Thursday and 8:00 am - 12:00 pm on Friday. Our standard shipping turnaround is within 1-2 business days. This policy pertains to Spray-Lock products available at the time an order is placed. Spray-Lock places no guarantee on availability, and all products are subject to backorder. Please contact Customer Service for current availability.

Freight Policies

Spray-Lock product is always provided FOB from our docks (Zip Code 30705). If you have a specific carrier you would like us to use, please list the carrier and your account number on the customer information form. **NOTE: Dangerous Goods shipping training is required in order to be able to ship aerosol products by air or ocean freight. Contact Customer Service for more information.**

Export Shipments

Spray-Lock, Inc. is experienced in dangerous goods shipping for both air and sea shipments. All export shipments must be pre-arranged and paid for by the customer. A Spray-Lock Customer Service Representative will assist you with an exporter if needed.

Freight Claims (Damaged or Lost Product)

For quality assurance, Spray-Lock, Inc. keeps a photograph record of every pallet shipped from our facility after carrier loading. This ensures the quantity and quality of our customer's product being shipped. Once the product ships from our facility, the title to this product passes to the freight carrier and to the customer. Please inspect your freight immediately upon arrival. If there are any issues, you should immediately file a claim with the carrier. If you would like photos of the product as shipped, please contact Customer Service.

Distributors

Order Minimums

The minimum initial order for new Distributors is 1 pallet (130 cases). Any subsequent minimum order for Distributors is a ½ pallet (65 cases).

Shipping

Spray-Lock will get shipping quotes and arrange shipping. The Distributor will be charged actual cost of freight. Any shipment from Spray-Lock to the Distributor during the winter will be shipped with freeze protection, and the Distributor is responsible to make sure that Spray-Lock products are distributed using proper freeze protection. For shipping pallet quantities, a pallet blanket will be used for freeze protection. If the order is equal to or greater than the minimum, pallet blankets will be included at no charge. For less-than-pallet quantities, "Winterpacks" are used for freeze protection at the rate of one per case of adhesive.

Special Handling

If the customer is a Distributor, but from time to time requires Spray-Lock to ship "job" quantities of product (less than 65 cases), Spray-Lock will charge a special handling fee at the rate of \$10 per case plus shipping cost for performing the distribution function on the Distributor's behalf.



Spray-Lock, Inc.
5959 Shallowford Road, Suite 405
Chattanooga, TN 37421
Phone: 423-305-6151
Fax: 423-305-6150

Please fill out the attached forms completely to expedite and open your account in an accurate and timely manner.

1. On the credit application, please note the request for a copy of your Sales Tax Exemption Certificate. We cannot process your application without a hard copy for our files.
2. At least one Bank Reference and at least three Trade/Vendor References are required.
3. Authorization to Release Information and Credit Application must contain customer signature for processing.

Authorization to Release Information

I hereby authorize our bank(s) to release information necessary to assist in establishing a line of credit with Spray-Lock, Inc.

Signature _____
Title _____
Company _____
Date _____



Spray-Lock, Inc.
5959 Shallowford Rd. Suite 405
Chattanooga, TN 37421
tel. 423.305.6151
fax. 423.305.6150
www.spraylock.com

Credit Application

FOR OFFICIAL USE ONLY: All information will be held in strict confidence. Please type or print legibly. The process of reviewing this application will take about one week. Any jobs you receive before approval will be on a prepaid basis.

NAME OF BUSINESS: _____

Corporation Sole Proprietor Partnership Number of Years in Business: _____ Year Established: _____

BUSINESS TELEPHONE NUMBER: _____ FAX NUMBER: _____

Billing Address: _____

CITY: _____ COUNTY: _____ STATE: _____ ZIP: _____

Shipping Address: _____

CITY: _____ COUNTY: _____ STATE: _____ ZIP: _____

Accounts Payable E-mail: _____ @ _____ DUNS# _____

SALES TAX INFORMATION: If the Company is exempt from sales tax, a copy of the sales tax exempt certificate must be faxed along with completed credit application.

OWNERS/CORPORATE OFFICERS

Name: _____ Title: _____ Telephone# (_____) _____

Home Address: _____

CITY: _____ COUNTY: _____ STATE: _____ ZIP: _____

Name: _____ Title: _____ Telephone# (_____) _____

Home Address: _____

CITY: _____ COUNTY: _____ STATE: _____ ZIP: _____

Are purchase orders required for payment? Yes No

Purchasing Contact: _____ Telephone# (_____) _____

Billing Contact: _____ Telephone# (_____) _____

BANK REFERENCES

Bank: _____ Contact Name/Title: _____ Telephone# (_____) _____

Account Number: _____ Fax# (_____) _____

Bank: _____ Contact Name/Title: _____ Telephone# (_____) _____

Account Number: _____ Fax# (_____) _____

TRADE/VENDOR REFERENCES

Company: _____ Telephone# (_____) _____ Fax # (_____) _____

ADDRESS: _____ CITY: _____

COUNTY: _____ STATE: _____ ZIP: _____

Company: _____ Telephone# (_____) _____ Fax # (_____) _____

ADDRESS: _____ CITY: _____

COUNTY: _____ STATE: _____ ZIP: _____

Company: _____ Telephone# (_____) _____ Fax # (_____) _____

ADDRESS: _____ CITY: _____

COUNTY: _____ STATE: _____ ZIP: _____

REMIT PAYMENT TO: Spray-Lock, Inc. 5959 Shallowford Rd., Suite 405 Chattanooga, TN 37421

Please enter the name of your Spray-Lock Salesperson here:

TERMS & GUARANTEES: By submitting this application the entity identified above ("Customer") is applying to Spray-Lock and its subsidiaries (collectively, "Vendor") to obtain trade credit. By the signature below, the Undersigned represents that Customer is a valid business entity and that the Undersigned is an authorized representative of Customer with authority to enter into contractual agreements. On behalf of Customer, the undersigned certifies that all information provided in connection with this application is, and that all information subsequently provided to Vendor in connection with this application or the credit extended to Customer by Vendor shall be, true and correct in all material respects and the undersigned acknowledges that Vendor will be relying on such information with respect to making decisions regarding Customer's terms and credit. The undersigned hereby consents to Vendor obtaining information about the Customer from credit reporting agencies and other sources Vendor deems appropriate in considering this application and subsequently for purposes of updates, renewals, or extensions of credit granted as a result of this application or in reviewing or collecting Customer's account. Please refer to www.spraylock.com Customer Sale Order Terms and Conditions for a comprehensive statement of Spray-Lock's policies. Customer agrees to be bound by the terms and conditions for any and all sales transactions.

Signed: _____ Title: _____ Date: _____

Spray-Lock, Inc.® Limited Warranty Standard Flooring Adhesives Limited Warranty Coverage



Claims must be submitted within thirty (30) days of the discovery of the potential breach of this Warranty.

Spray-Lock® Standard limited warranty. Replaces all previous versions. Rev A 4/30/14

Spray-Lock® Standard Flooring Adhesive Limited Warranty Coverage

Subject to the conditions and limitations stated below, SPRAY-LOCK, INC.® (“Spray-Lock”) warrants that Spray-Lock® Standard Flooring Adhesive will be free from Manufacturing Defects and will not break down, deteriorate or delaminate due to adhesive bond failure under normal usage for a period of five (5) years when applied as specified in Spray-Lock’s most current printed literature, installation guidelines, instructions and any other technical information (which can be found at www.spraylock.com) PROVIDED that the substrate upon which the adhesive is applied complies with all of the following conditions at the time of installation and for the entire term of the Warranty:

1. Does not exceed a Relative Humidity (RH%) of 90% when tested in accordance with the most current ASTM F2170; AND
2. Moisture vapor emissions (MVER) do not exceed 8 lbs/1000 square feet per 24 hours when tested with prepackaged Calcium Chloride crystal tests in accordance with the most current ASTM F1869; AND
3. The pH does not exceed 11 when tested in accordance with the most current ASTM F710; AND
4. If the substrate fails to meet the moisture and pH requirements as stated above, at any time during the Warranty period, the Warranty shall be void.

Remember moisture and pH testing can only indicate the conditions present at the time of the test, and cannot predict any future changes. Spray-Lock does not monitor conditions at the location where its products are used and has no control over any future fluctuations of the environment where the adhesive is used; therefore, Spray-Lock cannot be responsible for failures or delamination due to future changes in moisture and pH.

Disclaimer

THIS LIMITED WARRANTY IS GIVEN IN LIEU OF ANY OTHER WARRANTY, EXPRESS OR IMPLIED. THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES BASED ON SAMPLES OR ORAL STATEMENTS, WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE OF THIS DOCUMENT. IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE ARE EXCLUDED.

LIABILITY FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGE OR LOSS IS **SPECIFICALLY EXCLUDED** AT ALL TIMES. THERE ARE NO WARRANTIES BEYOND THIS EXPRESS WARRANTY. SPRAY-LOCK EXCLUDES ANY LIABILITY FOR LOST PROFITS OR ANY OTHER INDIRECT SPECIAL OR CONSEQUENTIAL DAMAGES.

THE REMEDIES CONTAINED HEREIN ARE THE ONLY REMEDIES AVAILABLE FOR BREACH OF THIS WARRANTY.

Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied Warranty lasts, so the above limitations or exclusions may not apply to you. These limited warranties give you specific legal rights and you may also have other rights, which vary from state to state. Except for these other rights, the remedies provided in the above warranties state the limit of Spray-Lock’s responsibility. No representative, employee, or agent of Spray-Lock is authorized to modify or change the limited warranties as stated herein. Spray-Lock excludes and will not pay consequential or incidental damages under these limited warranties. By this we mean that Spray-Lock will not cover or pay for any loss, expense, or damage other than to the floor covering itself that may result from a defect in the adhesive. Some examples of consequential or incidental damages are: replacement of the substrate, trim moldings, disconnecting/reconnecting appliances or fixtures, or moving of furniture. If the adhesive was installed in a commercial application, this means that Spray-Lock will not cover or pay for any loss, expense, damage, or loss of profit arising from inability to use the premises because of defect in the adhesive.

Performance

Spray-Lock Standard Flooring Adhesive will not delaminate due to adhesive bond failure when used in strict compliance with the latest instructions and guidelines produced and provided by Spray-Lock regarding the

Spray-Lock[®] Standard Flooring Adhesive Limited Warranty Coverage (cont.)

Product's suitability, use of materials in conjunction with the Product, including but not limited to the substrate and/or any other materials which could affect performance of the product, and preparation and installation procedures. Failure to follow those guidelines and specification or failure to comply with any usual and customary building standards, local, state or federal laws and/or any applicable building or construction codes will void this Warranty.

Spray-Lock[®] Standard Flooring Adhesives are warranted from Relative Humidity (RH%) up to 90 % when tested in accordance with the most current ASTM F2170; and moisture vapor emissions (MVER) up to 8 lb per 1,000 sq ft per 24 hours when tested with a prepackaged calcium chloride crystal kit performed in accordance with the most current ASTM F 1869; and not exceeding a pH of 11 when tested in accordance with the most current ASTM F710. Moisture testing can only indicate conditions at the time of the test and cannot predict any future changes in moisture levels. Spray-Lock cannot be responsible if moisture levels change in the future. If moisture levels during the course of the Warranty period exceed those listed above, the Warranty is void.

Exclusions

This Warranty shall not cover installations that do not meet common & customary structural and industry standards of substrate preparation for flooring application. If the areas to which the products are applied now or in the future fail to meet these standards, this Warranty shall be void. Spray-Lock shall not be responsible for delamination which results from the failure of any another component of the installation which results in the delamination of the Product.

Spray-Lock shall NOT be responsible for delamination due to any of the following:

- (a) Structural failure, seismic action, dimensional instability of floor covering material, discoloration, caustic solutions entering the system topically through the joints, voids, water leakage; AND/OR
- (b) Failure caused by the use of incompatible curing compounds, mold release agents, non-portland cement based leveling or patching compounds of any kind (unless specifically approved in writing by Spray-Lock); AND/OR
- (c) The area of installation is subject to water damage, flooding or immersion in water due to any cause, such as plumbing failures or roof leaks AND/OR
- (d) Product was allowed to freeze prior to use; AND/OR
- (e) Cracking due to structural movement, excessive deflection or other failure in the substrate; AND/OR
- (f) Use of Spray-Lock's adhesives that appear to be defective or do not meet normal expectations for use or appearance or is obviously defective in some way if a normal user of the product would have determined that the adhesive was defective (See Workmanship Section below); AND/OR
- (g) Improper preparation or installation or maintenance procedures, and any other condition beyond the control of Spray-Lock; AND/OR
- (h) Failure caused by the use of oil or wax-based floor sweeping compounds AND/OR
- (i) Failure caused by the use of flooring strippers (especially those containing benzyl alcohol); AND/OR
- (j) Failure caused by the use of asbestos abatement chemicals.

Workmanship

While Spray-Lock provides information and training as to the use of the Product to installers, Spray-Lock does not warrant the installer's workmanship. Workmanship errors, like poor floor preparation or poor material installation, should be addressed to the contractor who installed the surface. Installer/Applicator must perform installation with skilled, experienced and trained workmen supervised by properly trained personnel who have demonstrated expertise in installations of similar size and scope. Spray-Lock does not cover losses which result from the use of the Product if the Installer or contractor knew or should have known that the Product suffered from a manufacturers defect and was not suitable for use. Spray-Lock does not have an employee or contractual relationship with contractors and does not supervise, direct or in any other way control the performance of the contractors or subcontractors used during installation.

Shelf Life

The Product may be stored for a period of up to 3 years from date of manufacture prior to use. During that time, the Product is warranted to be free from defects in material and workmanship when handled, stored, and transported as specified by Spray-Lock.

Notice: Product should be stored at a minimum of 50°F and a maximum of 120°F at all times. Product should

Spray-Lock® Standard Flooring Adhesive Limited Warranty Coverage (cont.)

not be exposed to freezing temperatures. Adhesive must be maintained at a minimum temperature of 68°F for a period of 24 hours prior to use. Allowing the Product to freeze will void this Warranty. Please see the complete Product information for details on storing and handling the Product prior to use.

Claims & Remedies

Contact Spray-Lock immediately upon the discovery of any situation which may give rise to a claim under this Warranty. Repairs or replacements made without an approved claim, in writing, from Spray-Lock will not be reimbursed and the Warranty shall be void. While it is possible for Spray-Lock to approve a claim for breach of this Warranty without actually physically inspecting the areas affected, Spray-Lock reserves the right to inspect any and all areas which the Customer claims adhesive failure in breach of this Warranty. Failure to provide not less than 14 days access to inspect any area which is the subject of a potential Warranty claim shall void this Warranty. Initiating repairs and/or replacements of affected areas by the Customer prior to Notice and Access of the area to Spray-Lock shall void the Warranty and the Customer shall not be reimbursed for repairs.

In order to file a claim, written notice shall be submitted to:

Spray-Lock, Inc.
Attn: Customer Service
5959 Shallowford Road
Suite 405
Chattanooga, TN 37421

Claims must be submitted within thirty (30) days of the discovery of the potential breach of this Warranty. The following information, along with all of the following supporting data, must be included in any claim for breach of this Warranty:

- a) environmental conditions at time of testing;
- b) substrate prep data;
- c) pictures of the installation;
- d) specific installation procedures employed;
- e) type of floor covering material, Spray-Lock adhesive used, and
- f) Spray-Lock lot number of adhesive used and any claimed defect.

Remedies

The Sole Remedies available for adhesive failure which may give rise to a potential claim under this Limited Warranty shall be as follows:

The Warrantor may request additional information and has the right to inspect the installation prior to remedy actions. Warrantor may request that the Customer provide a minimum of two written estimates from professional installation contractors regarding the costs of repairs. All repairs or replacements must be approved in writing prior to any repairs taking place. Warrantor reserves the right to qualify acceptable contractors and refuse any estimate. Warrantor reserves the right to recover costs, including but not limited to labor and travel, associated with investigating claims shown not to be valid. All areas which are to be repaired/replaced under the terms of this Warranty must be cleared, at the end-user's expense, of all equipment, furnishings, partitions, and the like, that may interfere with the investigation of the claim or the installation or repair of the area.

Repair and/or Replacement

1. Upon the submission and approval of a claim under this Warranty, Spray-Lock may provide for the reasonable costs or labor and materials to replace or repair the affected areas only.

a) Spray-Lock (the Warrantor) may reimburse the Customer for reasonable costs of labor and materials to either repair or replace the affected area(s) only. OR

b) Spray-Lock may also choose to undertake the repair or replacement of the affected areas using labor and materials obtained through its own source(s) of installers and suppliers.

Spray-Lock® Standard Flooring Adhesive Limited Warranty Coverage (cont.)

Maximum Allowable Claim

If Spray-Lock agrees to the aforementioned replacement or repairs, the Maximum Amount which it may be liable for in ANY event shall be calculated as follows:

- a) Spray-Lock will pay for the labor & materials used in the replacement or repair of the affected areas up to an amount which, when calculated on a per square foot basis does, not exceed the price which the customer paid for labor and materials to have the original material installed.
- b) Spray-Lock will not pay more, calculated on a square-foot basis, for the repair or replacement of the affected area than was paid in the original purchase price for material, glue, and installation. THEREFORE, THE CUSTOMER MUST MAINTAIN ORIGINAL DOCUMENTS WHICH PROVIDE THIS INFORMATION IN ORDER TO MAKE A CLAIM. Failure to provide adequate documentation as to the cost per square foot of materials and glue will have to be calculated using the prevailing minimum wage at the time of the original install. Materials will be calculated using Spray-Lock's pricing at the time of installation. Material price shall be calculated using the lowest published price at the time of the original installation for similar material to be replaced.
- c) Spray-Lock will not pay for replacement of materials in areas that are not proven to be defective. Spray-Lock will pay for replacement of materials only in affected areas, which shall be exclusively determined by Spray-Lock.

In the event that the sole and exclusive remedy described above fails of its essential purpose, the liability of Spray-Lock is limited to the dollar value, on a square-foot basis, of the original purchase price of the portion being replaced.

Spray-Lock, Inc.[®] Limited Warranty Platinum Flooring Adhesives Limited Warranty Coverage



Claims must be submitted within thirty (30) days of the discovery of the potential breach of this Warranty.

Spray-Lock[®] Platinum limited warranty. Replaces all previous versions. Rev B 10/6/14

Spray-Lock[®] Platinum Flooring Adhesive Limited Warranty Coverage

Subject to the conditions and limitations stated below, SPRAY-LOCK, INC.[®] (“Spray-Lock”) warrants that Spray-Lock[®] Platinum Flooring Adhesive will be free from Manufacturing Defects and will not break down, deteriorate or delaminate due to adhesive bond failure under normal usage for a period of five (5) years when applied as specified in Spray-Lock’s most current printed literature, installation guidelines, instructions and any other technical information (which can be found at www.spraylock.com) PROVIDED that the substrate upon which the adhesive is applied complies with all of the following conditions at the time of installation and for the entire term of the Warranty:

1. Does not exceed a Relative Humidity (RH%) of 95% when tested in accordance with the most current ASTM F2170; AND
2. Moisture vapor emissions (MVER) do not exceed 10 lbs/1000 square feet per 24 hours when tested with prepackaged Calcium Chloride crystal tests in accordance with the most current ASTM F1869; AND
3. The pH does not exceed 12 when tested in accordance with the most current ASTM F710; AND
4. If the substrate fails to meet the moisture and pH requirements as stated above, at any time during the Warranty period, the Warranty shall be void.

Remember moisture and pH testing can only indicate the conditions present at the time of the test, and cannot predict any future changes. Spray-Lock does not monitor conditions at the location where its products are used and has no control over any future fluctuations of the environment where the adhesive is used; therefore, Spray-Lock cannot be responsible for failures or delamination due to future changes in moisture and pH.

Disclaimer

THIS LIMITED WARRANTY IS GIVEN IN LIEU OF ANY OTHER WARRANTY, EXPRESS OR IMPLIED. THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES BASED ON SAMPLES OR ORAL STATEMENTS, WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE OF THIS DOCUMENT. IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE ARE EXCLUDED.

LIABILITY FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGE OR LOSS IS **SPECIFICALLY EXCLUDED** AT ALL TIMES. THERE ARE NO WARRANTIES BEYOND THIS EXPRESS WARRANTY. SPRAY-LOCK EXCLUDES ANY LIABILITY FOR LOST PROFITS OR ANY OTHER INDIRECT SPECIAL OR CONSEQUENTIAL DAMAGES.

THE REMEDIES CONTAINED HEREIN ARE THE ONLY REMEDIES AVAILABLE FOR BREACH OF THIS WARRANTY.

Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied Warranty lasts, so the above limitations or exclusions may not apply to you. These limited warranties give you specific legal rights and you may also have other rights, which vary from state to state. Except for these other rights, the remedies provided in the above warranties state the limit of Spray-Lock’s responsibility. No representative, employee, or agent of Spray-Lock is authorized to modify or change the limited warranties as stated herein. Spray-Lock excludes and will not pay consequential or incidental damages under these limited warranties. By this we mean that Spray-Lock will not cover or pay for any loss, expense, or damage other than to the floor covering itself that may result from a defect in the adhesive. Some examples of consequential or incidental damages are: replacement of the substrate, trim moldings, disconnecting/reconnecting appliances or fixtures, or moving of furniture. If the adhesive was installed in a commercial application, this means that Spray-Lock will not cover or pay for any loss, expense, damage, or loss of profit arising from inability to use the premises because of defect in the adhesive.

Performance

Spray-Lock Platinum Flooring Adhesive will not delaminate due to adhesive bond failure when used in strict compliance with the latest instructions and guidelines produced and provided by Spray-Lock regarding the

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Product's suitability, use of materials in conjunction with the Product, including but not limited to the substrate and/or any other materials which could affect performance of the product; and preparation and installation procedures. Failure to follow those guidelines and specification or failure to comply with any usual and customary building standards, local, state or federal laws and/or any applicable building or construction codes will void this Warranty.

Spray-Lock® Platinum Flooring Adhesives are warranted from Relative Humidity (RH%) up to 95% when tested in accordance with the most current ASTM F2170; and moisture vapor emissions (MVER) up to 10 lb per 1,000 sq ft per 24 hours when tested with a prepackaged calcium chloride crystal kit performed in accordance with the most current ASTM F 1869; and not exceeding a pH of 12 when tested in accordance with the most current ASTM F710. Moisture testing can only indicate conditions at the time of the test and cannot predict any future changes in moisture levels. Spray-Lock cannot be responsible if moisture levels change in the future. If moisture levels during the course of the Warranty period exceed those listed above, the Warranty is void.

Exclusions

This Warranty shall not cover installations that do not meet common & customary structural and industry standards of substrate preparation for flooring application. If the areas to which the products are applied now or in the future fail to meet these standards, this Warranty shall be void. Spray-Lock shall not be responsible for delamination which results from the failure of any another component of the installation which results in the delamination of the Product.

Spray-Lock shall NOT be responsible for delamination due to any of the following:

- (a) Structural failure, seismic action, dimensional instability of floor covering material, discoloration, caustic solutions entering the system topically through the joints, voids, water leakage; AND/OR
- (b) Failure caused by the use of incompatible curing compounds, mold release agents, non-portland cement based leveling or patching compounds of any kind (unless specifically approved in writing by Spray-Lock); AND/OR
- (c) The area of installation is subject to water damage, flooding or immersion in water due to any cause, such as plumbing failures or roof leaks AND/OR
- (d) Product was allowed to freeze prior to use; AND/OR
- (e) Cracking due to structural movement, excessive deflection or other failure in the substrate; AND/OR
- (f) Use of Spray-Lock's adhesives that appear to be defective or do not meet normal expectations for use or appearance or is obviously defective in some way if a normal user of the product would have determined that the adhesive was defective (See Workmanship Section below); AND/OR
- (g) Improper preparation or installation or maintenance procedures, and any other condition beyond the control of Spray-Lock; AND/OR
- (h) Failure caused by the use of oil or wax-based floor sweeping compounds AND/OR
- (i) Failure caused by the use of flooring strippers (especially those containing benzyl alcohol); AND/OR
- (j) Failure caused by the use of asbestos abatement chemicals.

Workmanship

While Spray-Lock provides information and training as to the use of the Product to installers, Spray-Lock does not warrant the installer's workmanship. Workmanship errors, like poor floor preparation or poor material installation, should be addressed to the contractor who installed the surface. Installer/Applicator must perform installation with skilled, experienced and trained workmen supervised by properly trained personnel who have demonstrated expertise in installations of similar size and scope. Spray-Lock does not cover losses which result from the use of the Product if the Installer or contractor knew or should have known that the Product suffered from a manufacturers defect and was not suitable for use. Spray-Lock does not have an employee or contractual relationship with contractors and does not supervise, direct or in any other way control the performance of the contractors or subcontractors used during installation.

Shelf Life

The Product may be stored for a period of up to 3 years from date of manufacture prior to use. During that time, the Product is warranted to be free from defects in material and workmanship when handled, stored and transported as specified by Spray-Lock.

Notice: Product should be stored at a minimum of 50°F and a maximum

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of 120°F at all times. Product should not be exposed to freezing temperatures. Adhesive must be maintained at a minimum temperature of 68°F for a period of 24 hours prior to use. Allowing the Product to freeze will void this Warranty. Please see the complete Product information for details on storing and handling the Product prior to use.

Claims & Remedies

Contact Spray-Lock immediately upon the discovery of any situation which may give rise to a claim under this Warranty. Repairs or replacements made without an approved claim, in writing, from Spray-Lock will not be reimbursed and the Warranty shall be void. While it is possible for Spray-Lock to approve a claim for breach of this Warranty without actually physically inspecting the areas affected, Spray-Lock reserves the right to inspect any and all areas which the Customer claims adhesive failure in breach of this Warranty. Failure to provide not less than 14 days access to inspect any area which is the subject of a potential Warranty claim shall void this Warranty. Initiating repairs and/or replacements of affected areas by the Customer prior to Notice and Access of the area to Spray-Lock shall void the Warranty and the Customer shall not be reimbursed for repairs.

In order to file a claim, written notice shall be submitted to:

Spray-Lock, Inc.
Attn: Customer Service
5959 Shallowford Road
Suite 405
Chattanooga, TN 37421

Claims must be submitted within thirty (30) days of the discovery of the potential breach of this Warranty. The following information, along with all of the following supporting data, must be included in any claim for breach of this Warranty:

- a) environmental conditions at time of testing;
- b) substrate prep data;
- c) pictures of the installation;
- d) specific installation procedures employed;
- e) type of floor covering material, Spray-Lock adhesive used, and
- f) Spray-Lock lot number of adhesive used and any claimed defect.

Remedies

The Sole Remedies available for adhesive failure which may give rise to a potential claim under this Limited Warranty shall be as follows:

The Warrantor may request additional information and has the right to inspect the installation prior to remedy actions. Warrantor may request that the Customer provide a minimum of two written estimates from professional installation contractors regarding the costs of repairs. All repairs or replacements must be approved in writing prior to any repairs taking place. Warrantor reserves the right to qualify acceptable contractors and refuse any estimate. Warrantor reserves the right to recover costs, including but not limited to labor and travel, associated with investigating claims shown not to be valid. All areas which are to be repaired/replaced under the terms of this Warranty must be cleared at the end-user's expense of all equipment, furnishings, partitions, and the like, that may interfere with the investigation of the claim or the installation or repair of the area.

Repair and/or Replacement

1. Upon the submission and approval of a claim under this Warranty, Spray-Lock may provide for the reasonable costs of labor and materials to replace or repair the affected areas only.

a) Spray-Lock (the Warrantor) may reimburse the Customer for reasonable costs of labor and materials to either repair or replace the affected area(s) only. OR

b) Spray-Lock may also choose to undertake the repair or replacement of the affected areas using labor and materials obtained through its own source(s) of installers and suppliers.

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Maximum Allowable Claim

If Spray-Lock agrees to the aforementioned replacement or repairs, the Maximum Amount which it may be liable for in ANY event shall be calculated as follows:

- a) Spray-Lock will pay for the labor & materials used in the replacement or repair of the affected areas up to an amount, which when calculated on a per square foot basis, does not exceed the price which the customer paid for labor and materials to have the original material installed.
- b) Spray-Lock will not pay more, calculated on a square-foot basis, for the repair or replacement of the affected area than was paid in the original purchase price for material, glue, and installation. THEREFORE, THE CUSTOMER MUST MAINTAIN ORIGINAL DOCUMENTS WHICH PROVIDE THIS INFORMATION IN ORDER TO MAKE A CLAIM. Failure to provide adequate documentation as to the cost per square foot of materials and glue will have to be calculated using the prevailing minimum wage at the time of the original install and materials will be calculated using Spray-Lock's pricing at the time of installation. Material price shall be calculated using the lowest published price at the time of the original installation for similar material to be replaced.
- c) Spray-Lock will not pay for replacement of materials in areas that are not proven to be defective. Spray-Lock will pay for replacement of materials only in affected areas, which shall be exclusively determined by Spray-Lock.

In the event that the sole and exclusive remedy described above fails of its essential purpose, the liability of Spray-Lock is limited to the dollar value, on a square-foot basis, of the original purchase price of the portion being replaced.



5959 Shallowford Rd., Suite 405, Chattanooga, TN 37421
Phone: (423) 305-6151 | Fax: (423) 305-6150

www.spraylock.com

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