



Southern Epoxy Flooring – Limited 5-Year Warranty

Limited Warranty

Southern Epoxy Flooring warrants that floor coating systems installed by its authorised applicators will remain free from delamination, peeling and blistering resulting from defective workmanship or material failure for a period of **five (5) years** from the date of the original invoice, provided the invoice has been paid in full and all payment terms have been met.

Southern Epoxy Flooring warrants that all materials supplied and installed are free from manufacturing defects at the time of installation and have been applied in accordance with the manufacturer's specifications and accepted industry practices.

Should a defect covered by this warranty occur during the warranty period, Southern Epoxy Flooring will, at its sole discretion, repair, recoat or replace the affected area. This warranty is limited solely to the repair or replacement of the defective coating and does not extend to any consequential or incidental losses.

Warranty Conditions

This warranty applies only where:

- The installation has been completed by Southern Epoxy Flooring.
- The invoice has been paid in full.
- The floor has been maintained in accordance with the care and maintenance recommendations provided by Southern Epoxy Flooring.
- The coating has been allowed to cure before use:
 - Light foot traffic – Minimum 24 hours
 - Vehicle traffic – Minimum 5–7 days
 - Full chemical resistance – 7 days

Failure to follow these requirements may void this warranty.

Owner Maintenance Responsibilities

To maintain this warranty, the owner must:

- Regularly sweep and clean the floor using a pH-neutral cleaner.

- Promptly clean chemical, oil and fuel spills.
- Avoid dragging heavy steel objects or machinery across the coating.
- Use protective pads beneath heavy equipment where practical.
- Avoid abrasive cleaning pads, wire brushes, grinding equipment and harsh acids or solvents.
- Avoid pressure washing at excessive pressure or with rotary turbo nozzles.

Failure to adequately maintain the floor may void this warranty.

Warranty Exclusions

This warranty does not cover damage or failure resulting from:

- Physical abuse, misuse or neglect.
- Impact damage, gouging, scratching or abrasion beyond the intended use of the coating.
- Dragging heavy equipment, machinery or sharp objects across the floor.
- Fire, excessive heat, welding, grinding or flame exposure.
- Exposure to aggressive chemicals, solvents, concentrated acids or other substances beyond the coating's intended resistance.
- Vandalism, accidental damage or abuse by the owner or third parties.
- Damage caused by other trades or contractors after installation.
- Flooding, storm damage, lightning, earthquakes or other acts of God.
- Animal damage, plant growth or environmental contamination.

Concrete & Substrate Conditions

Epoxy floor coatings rely on the integrity of the existing concrete substrate.

Southern Epoxy Flooring cannot warrant against:

- Existing concrete defects.
- Weak, contaminated or previously coated concrete.
- Internal concrete failure.
- Improper slab construction.
- Concrete movement.
- Concrete shrinkage.
- Concrete expansion or contraction.
- Settlement of the slab.

- Structural movement.
- Future cracking.

Minor cracks repaired during installation are cosmetic repairs only and are not warranted against future movement or reopening.

Southern Epoxy Flooring cannot guarantee adhesion to existing coatings or surfaces not installed by Southern Epoxy Flooring.

Moisture Exclusion

This warranty does not cover failures caused by:

- Hydrostatic pressure.
- Moisture vapour transmission.
- Rising damp.
- Water migration through or beneath the concrete slab.
- Moisture conditions developing after installation.

These conditions are outside the control of Southern Epoxy Flooring.

UV Exposure & Colour Variation

Epoxy coatings may naturally amber or yellow when exposed to prolonged ultraviolet (UV) light. This is a normal characteristic of epoxy resins and is not considered a product defect.

Where UV-stable topcoats are installed, slight colour changes may still occur over time due to weathering.

Repairs completed under this warranty may vary slightly in colour, gloss or texture from the original installation due to ageing, wear and batch variations.

Vehicle Tyres

Tyre staining, tyre plasticiser migration and hot tyre pickup may occur depending on tyre compound, vehicle weight and operating conditions. These are recognised characteristics of epoxy flooring systems and are not covered under this warranty.

Battery acid, brake fluid and other aggressive automotive chemicals are excluded from warranty coverage.

Slip Resistance

Slip-resistant coatings significantly improve traction but cannot eliminate the risk of slips or falls.

Floors may become slippery when wet, oily, greasy or contaminated.

Southern Epoxy Flooring accepts no liability for injuries arising from slip or fall incidents. It is the owner's responsibility to maintain safe conditions for occupants and visitors.

Warranty Claims

To make a warranty claim, the owner must:

- Notify Southern Epoxy Flooring in writing within 30 days of becoming aware of the alleged defect.
- Provide photographs if requested.
- Allow Southern Epoxy Flooring reasonable access to inspect the floor before any repairs are undertaken.

Unauthorised repairs or alterations carried out by others may void this warranty.

Limitations of Liability

Southern Epoxy Flooring's sole obligation under this warranty is limited to repairing or recoating the affected area at its discretion.

Under no circumstances shall Southern Epoxy Flooring be liable for:

- Loss of profits.
 - Loss of use.
 - Business interruption.
 - Damage to vehicles or stored items.
 - Accommodation costs.
 - Personal injury.
 - Consequential or incidental damages.
 - Any amount exceeding the original contract price.
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Events That Void This Warranty

This warranty becomes void if:

- The floor coating is altered, repaired or modified by anyone other than Southern Epoxy Flooring.
- The coating is mechanically ground, sanded or removed.
- Additional coatings are applied without written approval.
- The floor is used outside its intended purpose.

- The owner fails to properly maintain the floor.
 - Payment has not been made in full.
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Business Operations

This warranty applies only while Southern Epoxy Flooring remains in operation and is able to perform warranty services. If Southern Epoxy Flooring permanently ceases trading, this warranty will terminate from the date business operations cease.

General

This warranty is provided to the original purchaser only and is not transferable without the written consent of Southern Epoxy Flooring.

Acceptance of the quotation and payment of the invoice constitutes acceptance of this warranty and Southern Epoxy Flooring's Terms and Conditions.

The latest Terms and Conditions can be viewed at:

www.southernepoxyflooring.com.au

Southern Epoxy Flooring

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