



SYSTEM WARRANTY REQUEST FORM

WARRANTY WILL BE PROCESSED AFTER REQUEST FORM IS FILLED OUT COMPLETELY AND ACCURATELY

Procedure:

- 1.) Attach photos of the project to your warranty request email; at least one before and one after photo. (Installation photos are a plus!)
- 2.) Submit your completed Warranty Request Form (pages 3 and 4) with the required attachments for processing to QCA@westcoat.com.

System must be installed per current system specifications and in accordance with all applicable building codes.

Westcoat reserves the right to request additional information including, but not limited to, proof of purchase.

WARRANTY OPTIONS ON NEXT PAGE

WARRANTY OPTIONS AVAILABLE TO WESTCOAT QCAS

	SYSTEM	SYSTEM SPECIFICATION	REQUIREMENTS IN ADDITION TO APPLICATION PER CURRENT SPECIFICATION SHEET		WARRANTY LENGTH		
	Sheet Membrane, Plywood Thickness, Etc.						
PLYWOOD	ALX PRO FULL MEMBRANE	<u>STANDARD / SR FINISH</u>	FULL MEMBRANE	3/4" Min. T&G Plywood	STAINLESS STEEL	20 YEARS	
		<u>CUSTOM</u>	FULL MEMBRANE	3/4" Min. T&G Plywood		10 YEARS	
		<u>STANDARD / SR FINISH</u>	FULL MEMBRANE	5/8" Min. T&G Plywood		15 YEARS	
		<u>CUSTOM</u>	FULL MEMBRANE	5/8" Min. T&G Plywood		5 YEARS	
	ALX PRO SEAMS ONLY	<u>STANDARD / SR FINISH</u>	SEAMS ONLY	3/4" Min. T&G Plywood		15 YEARS	
		<u>CUSTOM</u>	SEAMS ONLY	3/4" Min. T&G Plywood		10 YEARS	
		<u>STANDARD / SR FINISH</u>	SEAMS ONLY	5/8" Min. T&G Plywood		10 YEARS	
		<u>CUSTOM</u>	SEAMS ONLY	5/8" Min. T&G Plywood		5 YEARS	
	ALX FULL MEMBRANE	<u>STANDARD / SR FINISH</u>	FULL MEMBRANE	3/4" Min. T&G Plywood		10 YEARS	
		<u>CUSTOM</u>	FULL MEMBRANE	3/4" Min. T&G Plywood		10 YEARS	
		<u>STANDARD / SR FINISH</u>	FULL MEMBRANE	5/8" Min. T&G Plywood		5 YEARS	
		<u>CUSTOM</u>	FULL MEMBRANE	5/8" Min. T&G Plywood		5 YEARS	
	ALX SEAMS ONLY	<u>STANDARD / SR FINISH</u>	SEAMS ONLY	5/8" Min. T&G Plywood		5 YEARS	
		<u>CUSTOM</u>	SEAMS ONLY	5/8" Min. T&G Plywood		5 YEARS	
	UNDERLAYMENT	<u>ALX PRO UNDERLAYMENT</u>	FULL MEMBRANE	1" Min. T&G Plywood	STAINLESS STEEL	20 YEARS	
		<u>ALX UNDERLAYMENT</u>	FULL MEMBRANE	1" Min. T&G Plywood		10 YEARS	
	CONCRETE	MACOAT	<u>STANDARD / SR FINISH</u>	<u>WP-91 IN BASECOAT</u>	Excludes Over Existing Coating		15 YEARS
			<u>CUSTOM</u>	<u>WP-91 IN BASECOAT</u>	Excludes Over Existing Coating		10 YEARS
			<u>STANDARD / SR FINISH</u>		Excludes Over Existing Coating		5 YEARS
			<u>CUSTOM</u>		Excludes Over Existing Coating		5 YEARS
<u>UNDERLAYMENT</u>				Excludes Over Existing Coating		10 YEARS	
EC SYSTEMS		<u>TEMPER-CRETE</u>					1-5 YEARS
		<u>EPOXY MORTAR</u>					5 YEARS
		<u>DOUBLE BROADCAST (DUBRO)</u>					2 YEARS
		<u>EPOXY SLURRY</u>					2 YEARS
		<u>*ALL OTHER EC SYSTEMS</u>					1 YEAR
SC SYSTEMS		<u>11-10 SYSTEM</u>					1 YEAR
		<u>ACID STAIN</u>					1 YEAR
		<u>FAST STAIN</u>					1 YEAR
		<u>GRIND AND SEAL</u>					1 YEAR
		<u>NANO STAIN</u>					1 YEAR
		<u>WATER-BASED STAIN</u>					1 YEAR
TC SYSTEMS		<u>LEVEL-IT</u>					5 YEARS
		<u>STAMP-IT</u>					5 YEARS
		<u>TC INTERIOR</u>					5 YEARS
		<u>TEXTURE CRETE</u>					5 YEARS



FOR OFFICE USE ONLY	
DATE RECEIVED:	_____
PROCESSED BY:	_____
QCA STATUS CONFIRMED:	_____
REP APPROVAL / DATE:	_____
MGR APPROVAL / DATE:	_____
RELEASED TO:	_____

WESTCOAT QCA WARRANTY REQUEST FORM

DATE: _____

WARRANTY WILL BE PROCESSED WITHIN 3 BUSINESS DAYS AFTER REQUEST FORM IS FILLED OUT COMPLETELY AND ACCURATELY

QCA

Company Name _____
 Address _____
 City / Zip _____
 Email _____

DISTRIBUTOR

Company Name _____
 Contact _____
 Phone _____

JOB SITE

Name _____
 Address _____
 City / Zip _____
 Phone _____

JOB SITE CONTACT

Name _____
 Relationship to Job Site _____
 Phone _____
 Email _____

SYSTEM APPLICATION

Westcoat System(s) Installed: _____ Length of Warranty Request (In Years): _____
 Installation Start Date: _____ Date of Completion: _____
 Area(s) Contracted? _____ Square Footage: _____

What preparation did you do before the installation? _____

DESCRIPTION OF APPLICATION

	Name or mix of each coat applied?	Coverage Rates (Sq. Ft. Per Mix)
1 st Coat	_____	_____
2 nd Coat	_____	_____
3 rd Coat	_____	_____
4 th Coat	_____	_____
5 th Coat	_____	_____
Additional Coats	_____	_____

Describe pattern, texture, and/or color if applicable: _____

To the best of your knowledge, was the existing surface (and adjoining areas that may affect warranty) built to local building codes? YES NO

If no, explain:

YES NO

Were there any deviations from the Westcoat specifications?

If yes, explain:

What are the names of the primary applicators and the supervisor of this project?

How long of a labor warranty are you offering your customer for this project?

YES NO

Are there any exclusions in your labor warranty?

If yes, explain:

WESTCOAT REQUIRES BEFORE AND AFTER PHOTOS OF THE PROJECT (INSTALLATION PHOTOS ARE A PLUS)!

Is this project okay to use as a reference? YES NO Is this project easily accessible? YES NO

PLEASE ANSWER AND INITIAL NEXT TO THE FOLLOWING QUESTIONS. BY INITIALLING, YOU ARE ACKNOWLEDGING THE FOLLOWING TO BE TRUE:

I acknowledge that this project may be used by Westcoat for marketing purposes. YES NO

At any point, did a Westcoat representative visit the site? YES NO

If so, whom / date?

I certify that to the best of my knowledge, the materials used on this project were Westcoat materials purchased via a Westcoat approved distributor. YES

I certify that these materials have been paid for in full. YES

Disclaimer and Signature

I certify that the answers above are true and complete to the best of my knowledge.

If there is a warranty claim filed for this project, I understand that I will have to provide detailed proof of purchase and any other information requested to support the information reported above.

Name: _____ Title: _____

Signature: _____ Date: _____