



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



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WARRANTY OPTIONS AVAILABLE TO WESTCOAT QCA'S

WP	SYSTEM	SPECIFICATION TYPE	REQUIREMENTS (IN ADDITION TO APPLICATION PER CURRENT SPECIFICATION SHEET)		WARRANTY LENGTH
			ADDITIONAL REQUIREMENTS	PLYWOOD THICKNESS	
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>	ADDITIONAL SLURRY COAT, TEXTURE COAT WITH WP-81, & WP WRAP	Excludes Over Existing Coating	15 YEARS
		<u>CUSTOM</u>	ADDITIONAL SLURRY COAT & WP WRAP	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	*ALL EC SYSTEMS			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	*ALL TC SYSTEMS			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

Name _____
Contact _____
Phone _____
Branch _____

JOB SITE

Name _____
Address _____
City / Zip _____
Phone _____

JOB SITE CONTACT

Name _____
Relationship _____
Phone _____
Email _____

SPECIFICATION TYPE:

Westcoat Specified
Substituted Westcoat

If substituted, list original
specified manufacturer:

**OTHER
INVOLVED
PARTIES:**

(NAME/COMPANY)

Architect: _____
GC: _____
Other: _____

SYSTEM APPLICATION

Westcoat System Installed: _____

Installation Start Date: _____

Area(s) Contracted? _____

What preparation did you
do before the installation?

Substrate/

Plywood Thickness:

Length of Warranty
Request (In Years): _____

Date of Completion: _____

Square Footage: _____

List each step/mix/or product used: (ex: Base Coat w/ TC1 & WP81 or Primer Coat EC12)

Coverage Rates (Sq. Ft.per mix/product)

1. _____
2. _____
3. _____
4. _____
5. _____

Additional
Coats

List the Top Coat, pattern, texture, 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:

Were there any deviations from the Westcoat specifications? YES NO

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?

Are there any exclusions in your labor warranty? YES NO

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

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

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

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: _____