



## ROBERTS® SURFACE PREP PRODUCTS WARRANTY PROGRAM – NORTH AMERICA

Limited Coverage*	Certified Installer**	Non-Certified Installer
Replacement ROBERTS product(s)	Limited-Lifetime Warranty	Limited 10-Year Warranty
Replacement floor covering material		
Labor costs to repair/replace		

Description of Use	Products
Surface Preparation	Primer: FS400
	Encapsulator: FS410
	Moisture Vapor Barrier: FS420

Please print and fill out this warranty, identify each product used, attach the proof of purchase, note the Batch Code per product and email all documents to [warranties@gep.com](mailto:warranties@gep.com). Keep these documents in your files for future reference.

\* **LIMITED COVERAGE:** ROBERTS Consolidated Industries, Inc., subject to the terms and conditions set forth below, warrants the Product(s) shown above will be free from manufacturing defects, provided that the Product was properly applied within its applicable shelf life and in accordance with (a) ROBERTS' Product Data Sheets and Specifications (b) governmental regulations, codes and standard industry practices, and (c) and flooring product manufacturers' guidelines for the specific floor covering installed. Please visit [robertsconsolidated.com](http://robertsconsolidated.com) for Product specific information. Surface Prep products are designed and warranted for use only in conjunction with adhesives manufactured by ROBERTS Consolidated Industries, Inc

\*\***LIMITED LIFETIME COVERAGE:** ROBERTS Surface Prep Products listed in this document qualify for lifetime coverage only when installation is performed by an Industry Certified Installer\*\* provided that the Product was properly applied within its applicable shelf life and in accordance with (a) ROBERTS' Product Data Sheets and Specifications and (b) governmental regulations, codes and standard industry practices, and (c) flooring product manufacturers' guidelines for the specific floor covering installed. For purposes of this warranty, "lifetime" means for so long as the job installation remains unchanged, within the stated flooring manufacturer's performance warranty period for the flooring product installed, and is properly maintained according to written manufacturer's instructions.

**EXCLUSIVE REMEDIES\*:** If a ROBERTS Product(s) is shown to be used in the installation and the Product is proven defective within the applicable warranty period stated in this warranty, ROBERTS' sole remedy will be to offer ROBERTS replacement Product(s), pay reasonable and substantiated material and labor costs for only that specific portion of the original installation requiring replacement, including flooring, not to exceed the per square foot cost of the original installation, as determined by ROBERTS, in its sole discretion. The determination of whether the Product is suitable for its intended use is solely the responsibility of the user of the Product.

**EXCLUSIONS AND DISCLAIMER OF WARRANTIES:** This warranty excludes, but is not limited to, structural failure, inadequate subflooring, or improper subfloor preparation, improper workmanship, improper storage, defective products other than ROBERTS, products not sold as first quality, substrate irregularities or contamination, excessive moisture or water damage, excess alkali, improper maintenance, damages caused by Acts of God, including, but not limited to hurricane, flooding, earthquake or other types of natural disasters, or as a result of unforeseen circumstances; acts of negligence, or Product misuse or abuse; failure to comply with ROBERTS' Product Data Sheets and Specifications, applicable building codes and regulations, and standard industry practices, normal wear and tear resulting from usage; and cracking due to structural movement, excessive deflection or other failure of the substrate, including but not limited to substrate failures caused by Alkali Silica Reaction (ASR) or Near Surface Alkali Reaction (NSAR); damage or other harm that is not the result of the acts or omissions of ROBERTS. This warranty is non-transferrable and is the only remedy offered. ROBERTS assumes no responsibility for loss of use or any incidental or consequential damages. It is expressly understood that your purchase of ROBERTS products acknowledges that ROBERTS is not responsible or liable under any circumstances for determining the suitability or compatibility of our products for the user's intended purpose. Warranty does not apply to products purchased from unauthorized dealers.

**RIGHT TO KNOW:** This constitutes your entire express warranty for the Product/s purchased. To the extent permitted by law, THERE ARE NO IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. ANY IMPLIED WARRANTIES ARISING BY OPERATION OF LAW ARE LIMITED IN DURATION TO THE TERM OF THIS WARRANTY. SOME STATES DO NOT ALLOW EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. NO REPRESENTATION, PROMISE, AFFIRMATION OR STATEMENT BY ANY EMPLOYEE OR AGENT OF ROBERTS WILL BE ENFORCEABLE AGAINST ROBERTS UNLESS IT IS SPECIFICALLY INCLUDED IN THIS WARRANTY. This Warranty: (a) shall commence on the date of manufacture of our Products and shall end as specified in this warranty; and (b) is limited to the original purchaser and is non-transferable; and (c) applies only to purchases and installations of the Products within the United States.

**WARRANTY CLAIM PROCEDURES:** To qualify for the remedies described above, before the expiration of the warranty period shown, ROBERTS must be notified in writing and be provided with proof of purchase for the Product alleged to be defective. To qualify for the warranty, the batch number/code of the must be supplied to ROBERTS. This limited warranty becomes null and void if the user does not provide ROBERTS written notice within thirty (30) days of the discovery of any alleged deficiency. ROBERTS reserves the right to be provided samples of the flooring, and surface preparation material and reserves the right to inspect any floor covering installation that is alleged to be defective prior to authorizing any claim. ROBERTS has the right, without any obligation, to physically inspect, perform testing, and obtain samples at the site where the warranty claim occurred, or to engage an independent third party for those services before determining the validity of the claim. In order to perform (or have performed) any discovery services described in the prior sentence, the owner of the site consents to total access for such services and agrees to pay for those services and all related costs of ROBERTS if the claim is invalid under this warranty. All claim documentation must be received and evaluated by ROBERTS before any repair work is performed; otherwise, this warranty will be null and void. Any claim repaired or replaced without written authorization from ROBERTS will void the warranty. ROBERTS is not responsible for determining the compatibility between the Product, flooring and subfloor / subfloor preparation material beyond what is stated in ROBERTS' written literature.

**SUBMIT CLAIMS TO:**  
ROBERTS Consolidated Industries, Inc.  
Attn: Technical Services Department  
300 Cross Plains Boulevard  
Dalton, GA 30722  
(706) 277-5294 U.S.A./ (905) 791-8665 Canada

*For Lifetime coverage the Industry Certified Installer must hold a certification or membership number at the time of installation from a recognized training organization, including, but not limited to:			
CFI	Certified Flooring Installers	NAFCT	National Association of Floor Covering Technicians
NFIC	Natural Fiber Installers Certification	IUPAT	International Union of Painters and Allied Trades
NWFA	National Wood Flooring Association	AFT	Advanced Flooring Technology
INSTALL	International Standards & Training Alliance	CCAIE	CCA Installation Excellence Program)

*Effective March 1, 2025 - Supersedes all previous warranties*

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## Warranty Submission Form

Warranty Submission Date

Project Installation Date

## Installer Information

Installer Name

Address

City

State.

ZIP Code

Home Phone

Cell Phone

Email Address

ROBERTS Products Used (must include batch codes)

Installer Company

Trowel Notch(es) Used

Certification Affiliation

Company ROBERTS Products was Purchased From

Certification Number

Address

Certification Date

Phone Number

## Customer/Project Information

Customer / Company Name

Address

City

State.

ZIP Code

Home Phone

Cell Phone

Email Address

Residential or Commercial Project