

Warranty Information

Florida Paver Solutions LLC.
Support: (941) 548-9898
Account Management: (941) 218-0074

WARRANTY LENGTH: 36 MONTHS - STARTS AT TIME OF COMPLETION

Warranty Code :: **CSS1** :: The most important thing that could be warranted on any paver or travertine sealing job is the bond of the sealer to the stone/brick. If this bond fails, then a whitening issue will occur as the sealer delaminates. This is where our "Whiting Issue Warranty" comes in. We cover whitening, peeling, cracking, and/or flaking. This warranty applies as long as the root cause of the "whiting" isn't a natural/environmental issue such as is common in areas where natural moisture is a consistent problem. We warranty against improper application (workmanship) and the quality of the sealer.

Warranty Code :: **CSS1B** :: If the surface has previously been sealed but shows no signs of whitening/failure and the customer opts to seal over the original coating then the "Whiting Issue Warranty" is not applicable. This is because we do not know if the previous company prepped and installed the original sealer correctly, even if it was a similar product to ours.

Warranty Code :: **CSS2** :: Our "Rain Warranty" is especially valuable in the state of Florida where mother nature operates on her own schedule. This warranty ensures that if the sealer gets rained on during or shortly after sealing before the sealer has achieved water repellency, then we will re-seal the job at no extra cost to you. Usually our sealer is ready for rain within 1-2 hours after the completion of the last coat. Additionally, because our sealer is water-based it is less likely to fail when rain hits it. Water is used as the carrying agent for the core product that forms the protective layer of the sealer.

Warranty Code :: **CSS2B** :: Our warranty does not cover the resurgence of mold, algae, mildew, weeds, and/or ants/ant hills. It also does not cover the washout of sand or the weakening of sand between joints. It does not cover the rate at which the enhancement of the sealer fades. It does not cover movement of the pavers (sinking, settling, or movement due to tree roots or other structural causes like broken/insufficient footer.

Warranty Code :: **SCSS1** :: Jobs where stripping is suggested by a specialist (meaning that we either agreed on stripping or the customer disregarded our recommendation to strip) will not be covered under our warranty. We cannot guarantee any work that has already failed or any area that has been substantially damaged by improper sealer application or the application of polymeric sand (hazing, cracks, joint issues, etc.) by another company or contractor. **This is why it is critical that you have your pavers sealed by skilled and seasoned technicians.**

Warranty Code :: **SCSS1B** :: It's completely normal that some sealer may not come off during the stripping process. We aim to remove at least 90% of the old sealer off. In very rare cases we will not be able to strip effectively. In this case, the customer will be made aware and can opt to either stop the project or continue. If the project is stopped by the customer before we seal, the customer is responsible for paying 75% of the agreed price. If the project is stopped once our sealer has already been mixed then the customer is responsible for paying 100% of the agreed price. Stripping/Restoration is a very intensive process and we have the trained professionals and necessary equipment to carry it out successfully in the majority of cases.

Warranty Code :: **SSD1** :: We do not guarantee an exact level of "sheen"/"shine"/"gloss" or depth of color enhancement. These aesthetic elements are very dependent on the type of pavers/travertine and is not solely dependent on the qualities of the sealer. In some instances, even inconsistencies on the same surface can occur from one paver to the next depending on the type of color, level of wear, amount of aggregate in the brick, etc. In addition, due to Florida conditions, it's especially difficult to guarantee an exact length of aesthetic durability. We estimate between two to four years of general sealer performance.

Warranty Code :: **SEC1** :: During pool cage cleanings, the low-pressure chemical application is designed to kill off the plant life growing on the surface; it will not remove oxidation or scuff marks on the aluminum railings or screens. In some instances, screens can be very damaged by the natural erosion of plant life growing which eats away at the structure of the screens and the thin rubber seams. If during our cleaning process, damages occur to the screens, we are not responsible for those damages.

****Warranties are subject to change at any time without notice as industry products and processes change throughout time. IT IS STRONGLY SUGGESTED that customers print the current warranty of time of services rendered to ensure they receive proper coverage.****

This is the only warranty given by the warrantor.
Last revision to warranty made 05/06/2022