

## MoistureShield™ For New Concrete 15 YEAR Commercial LIMITED WARRANTY

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TO VALIDATE THE WARRANTY, THE WARRANTY MUST BE REGISTERED AND A SIGNED COPY MUST BE KEPT BY THE COMPANY. TO REGISTER THE WARRANTY, COMPLETE THE LAST PAGE AND RETURN A SIGNED COPY TO THE COMPANY.

SHAW MoistureShield™ provides a permanent protective membrane for new concrete. MoistureShield chemically modifies concrete to create a permanent dynamic barrier beneath the surface to prevent flooring products from separating from the concrete due to remediation chemical transmission, water migration or moisture vapor transmission through the concrete in areas where MoistureShield has been applied. MoistureShield can be applied to concrete with a pH of up to 14.

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The following is the Commercial Limited Warranty issued by Shaw Industries, Inc ("the Company") for MoistureShield when used for indoor concrete applications. This warranty begins when the MoistureShield is purchased and extends for the time period above. This chemical must be stored under proper conditions and must be protected from freezing. MoistureShield must be applied in accordance with the Company's installation guidelines and specifications and must be applied within the shelf-life as outlined in the Technical Data Sheet (TDS). The warranty is further limited to the period of time the installation is owned and maintained by the original end-use purchaser. The basis of any warranty related claim is the original invoice or authorized dealer invoice.

It is the sole responsibility of the installer, general contractor, architect of record or owner to first determine the suitability and compatibility of this product for the user's intended use. Damage resulting from the purchaser's failure to follow the Company's installation guidelines and specifications will not be covered by this warranty.

Installation guidelines and specifications can be obtained from your dealer. For additional information, please see the bottom of this page.

### WHAT THE WARRANTY COVERS

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The Company, subject to the terms and conditions set forth below, warrants that:

- MoistureShield™ will be free from manufacturing defects.
- MoistureShield™ will not allow permeation of vapor that will damage adhesives, floorcoverings, or items stored on top of concrete when MoistureShield is used in concrete only applications.

## WHAT CONDITIONS APPLY

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To maintain the warranty, the following is required:

- The warranty must be registered and a signed copy must be kept by the Company. To register the warranty, complete the last page and return a signed copy to the Company.
- The product must be applied in strict accordance with MoistureShield™ explicit use instructions. Application records must be kept by the applicator or contractor and made available to the Company upon request.
- MoistureShield must be applied on structurally sound and clean areas in which the concrete is suitable for application and meets acceptable industry standards as defined in the current editions of ACI 318 and 201. The warranty will not cover areas which fail to meet these requirements.
- Do not use waterproofing admixture or moisture vapor reducing admixture (MVRA) in the concrete or another moisture remediation products prior to the use of MoistureShield.
- There should be no signs of a cohesive substrate failure at the concrete surface.
- There should be no treatment of concrete of any kind with waterproofing, penetrating, and/or topical surface sealer or curing compound prior to the use of MoistureShield.
- There should be no alkali-aggregate reaction (AAR) conditions present, surface scaling, and/or bond-inhibiting contaminants used during or prior to use of the MoistureShield application.
- Substrate concrete should meet project specifications or engineer-approved mix design in any required constituent percentage within the tolerances allowed by ASTM C94 (for ready mixed concrete) or applicable ASTM/PCI for precast concrete.
- MoistureShield must be properly applied by the applicator.
- The Company is not responsible for substandard slab preparation and/or flooring installation.
- The product must be stored under proper conditions and be protected from freezing.
- The product must be used within two years of the manufacturing date listed on the pail.
- Surface must be prepared to a CSP of 2 to 3, free of all defects, liquid adhesive removers, contaminants such as oil, densifiers and hardeners.
- The product must be applied within standard industry practice and applicable building codes.
- The Company shall be entitled to legal fees, costs, and expenses, in defending and enforcing this warranty against the purchaser, end-user, and others, regardless of local law or ordinance that prohibits such entitlements.

## THIS WARRANTY DOES NOT APPLY TO

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- Moisture from a topical surface intrusion, transfer and/or migration from an untreated external source such as flooding, hydrostatic water pressure due to broken pipes, roof drainage or poor slope to the building, including seepage through concrete via untreated joints, wall joints, structural cracks, and/or other contiguous untreated areas of the project.
- Any repair or replacement performed prior to the inspection and approval by an authorized Company representative (or Company's designated representative).
- Costs, repairs or services for delamination, bubbles or blisters that may form or any other failure that is considered to be covered by this warranty due to hydrostatic pressure, force majeure, osmosis through the air or any other physical impacts such as punctures.

- Delamination that shows any concrete adhering to the primer; that is considered a failure of the concrete.
- Damage resulting from the failure to follow Company's instructions.
- Failures due to sub-floors with extreme damage, delamination, spalling\*, pits or excessive cracks through the substrate.
- Cracks/joints
- Concrete is found through independent forensic examination to have not met the project specifications or engineer-approved mix design in any required constituent percentage within the tolerances allowed by ASTM C94 (for ready mixed concrete) or applicable ASTM/PCI for precast concrete.
- Concrete where MoistureShield was improperly applied.
- Unapproved subfloor materials.
- Damage to the moisture vapor barrier, adhesive or flooring caused by the introduction of excessive water from such causes as broken water pipes in foundation or below substrate plumbing, flooding, sub-floor cracking, or improper maintenance.

## WHAT IF YOU NEED WARRANTY SERVICE

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You, the original purchaser, will contact your authorized dealer or Company sales representative for claim service. Please provide a valid proof of purchase and a detailed description of the issue, along with photographs showing the concern. Samples should be submitted for review/testing when available. The dealer or Company sales representative will file a claim via [www.ShawNow.com](http://www.ShawNow.com) and submit the information you provided. A Company claims representative will thoroughly evaluate your claim. If you have questions, you can contact Shaw Industries Financial Services, PO Box 2128, Dalton, GA 30722, 1-800-257-7429.

## WHAT SHAW WILL DO

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Should MoistureShield fail due to excess water migration or alkalinity (up to pH 14), the Company will repair and/or replace, at its expense, materials affected by the MoistureShield. Proposed costs for materials shall be submitted and approved by the Company prior to work being done. This warranty only applies to the MoistureShield as originally applied and only to that portion of installation which is affected by the defect between closest transitions. The Company will not be responsible for the replacement of any portion of the installation that is not defective, regardless of whether such non-defective portions are replaced for cosmetic or other such reasons.

**NOTE:** The warranty is not transferable. It extends only to the original retail purchaser. Shaw Industries Inc. does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Shaw shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability).

All implied warranties, including an implied warranty of merchantability or fitness for a particular purpose, are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations

or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights; such rights may vary from State to State.

\*Spalling means breaking into smaller pieces

MOISTURE WARRANTY REGISTRATION

CONTACT INFORMATION

Warranty Owner

Project Name

Project Address

Owner Email

Owner Phone

PRODUCTS

What Moisture Products Did You Use?

MoistureShield™	<input type="checkbox"/> Yes	<input type="checkbox"/> No
MoistureTek™	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Shaw Approved Patch / Skim Coat	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Shaw 4151 Adhesive	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Shaw Quikfill	<input type="checkbox"/> Yes	<input type="checkbox"/> No

What Flooring Products Did You Use?

Style Name \_\_\_\_\_ Style Number \_\_\_\_\_ Invoice Number \_\_\_\_\_ Quantity \_\_\_\_\_ Circle SF or SY

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INSTALLATION

Certified Testing Company or ICRI Grade 1 Certified Moisture Technician  
(print) \_\_\_\_\_

Attach Test Results for:    MVER        RH        pH

Date of Install \_\_\_\_\_

ShawContract®

Warranty

(Shaw Moisture-Trained) Installation Company \_\_\_\_\_  
Installation Approved by (Printed Name) \_\_\_\_\_  
Installer’s Signature \_\_\_\_\_  
Phone Number \_\_\_\_\_ Email \_\_\_\_\_

Approved by Authorized Dealer (Print Name) \_\_\_\_\_  
Signature \_\_\_\_\_

Issued by Shaw Representative (Print Name) \_\_\_\_\_  
Signature \_\_\_\_\_

Warranty is not valid until this form is signed and returned to the following:

Shaw Contract Customers: [inforum@shawcontract.com](mailto:inforum@shawcontract.com). Call 800.257.7429 press 7 if you need assistance.