



## CONPROCO WARRANTY PROCESS

- 1) Complete and return the 'Application for Warranty' form to Conproco before your project begins. Conproco will review your application. If your project meets our requirements, we will mail you an 'Intent to Warrant' letter. Conproco will not consider any applications received after a project has begun. If you do not have an 'Intent to Warrant' letter, Conproco is either unaware of your warranty request or has not received your application.
- \*2) Construct a mock-up. The minimum mock-up size is 4' X 4'. The mock-up must remain on-site and available for inspection throughout your project.
- 3) Contact your local Conproco representative to schedule your first site inspection. Your regional representative's name and phone number are located on the 'Conproco Warranty Inspection Form'. The first site inspection must take place before your project begins.
- 4) Once you begin construction, be sure to save all invoices relating to Conproco purchases. All products and Product Batch Numbers (batch numbers are on every bag/container) must be recorded on the warranty inspection form.
- 5) Complete applicable items on the 'Conproco Warranty Inspection Form' as construction progresses.
- \*6) Contact your Conproco representative to schedule the second inspection at approximately mid-point of the application.
- 7) After project completion, contact your Conproco representative to schedule the final inspection. After the Conproco representative has completed their portion of the inspection form, send your completed form and copies of all invoices to Conproco. Conproco will not consider incomplete forms.
- 8) Once Conproco has reviewed the material; we will contact your local distributor to confirm that your account is in good standing. When confirmed, the appropriate warranty will be issued. The warranty is not valid until signed by the party seeking warranty.

**\* Indicated items are not required for 3 year product warranties.**

603 743 5744 fax

COMPLETE AND RETURN THIS PAGE TO CONPROCO BEFORE PROJECT START DATE



Mail Completed Form To: Conproco Corporation  
Attn: Warranty Dept  
17 Production Drive  
Dover, NH 03820

Warranty Application # \_\_\_\_\_  
Regional Conproco Rep Don Michaud  
Regional Rep Phone # 603 781 6113

APPLICATION FOR WARRANTY

Project Name \_\_\_\_\_

Project Address \_\_\_\_\_

Owner \_\_\_\_\_

Anticipated Project Start Date \_\_\_\_\_

Area Conproco Distributor \_\_\_\_\_

Applicator/Contractor Name & Phone \_\_\_\_\_

Applicator Address \_\_\_\_\_

Applicator e-mail address \_\_\_\_\_ Fax # \_\_\_\_\_

Estimated Area of Conproco Product Application \_\_\_\_\_

Conproco Products to be Applied \_\_\_\_\_

Substrate (ex. new concrete, old CMU, stone, etc.) \_\_\_\_\_

By signing below, you certify that you have reviewed and understand the following conditions. In order for any Conproco product to be covered by our extended Materials Limited Warranty, the following conditions must be fulfilled:

- 1) All products must be used in accordance with the most current published technical bulletins, guidelines and specifications. Any product used for an unintended purpose (contrary to those recommended by Conproco) will not be warranted.
- 2) All Conproco products must be installed using appropriate techniques, as determined by current printed specifications and technical data bulletins. Any product installed incorrectly will not be covered by Conproco's warranty. This provision includes, but is not limited to: proper curing conditions, coverage rates, surface preparation.
- 3) If a variance from the published instructions is needed for a sound reason, it may be covered if the variance is listed below, and Conproco issues a written approval prior to the start of the project.

Variance \_\_\_\_\_

Reason for Variance \_\_\_\_\_

Applicator's Signature \_\_\_\_\_ Date \_\_\_\_\_

See reverse side for a description of the warranty process.

Conproco Warranty Inspection Form

**CONPROCO PRODUCTS USED**

LIST EACH PRODUCT SEPARATELY, CONTINUE ON ADDITIONAL SHEETS IF NECESSARY

Warranty Application # 20060605  
Regional Conproco Rep Barry Colten  
Regional Rep Phone # 508-561-0837

**\*\*\*KEEP ALL INVOICES/RECEIPTS AS PROOF OF PURCHASE\*\*\***

Conproco Product Name \_\_\_\_\_ Batch # on Packaging \_\_\_\_\_  
Conproco Product Name \_\_\_\_\_ Batch # on Packaging \_\_\_\_\_  
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Conproco Product Name \_\_\_\_\_ Batch # on Packaging \_\_\_\_\_

**INSPECTION #1 - SURFACE PREPARATION & MOCK UP**  
CONTACT YOUR REGIONAL CONPROCO REP TO SCHEDULE INSPECTION #1

**Coatings:**

Cleaned \_\_\_\_\_ Power Washed \_\_\_\_\_ Sandblast \_\_\_\_\_ Chemical \_\_\_\_\_ Scabber \_\_\_\_\_ Water Blast (psi) \_\_\_\_\_ Other \_\_\_\_\_  
Date Completed \_\_\_\_\_ ASTM D3359 Adhesion Test \_\_\_\_\_ % remaining \_\_\_\_\_ Date Tested \_\_\_\_\_  
Primer Used \_\_\_\_\_ Cure Time Before Test \_\_\_\_\_ Mil Thickness \_\_\_\_\_

**Concrete & Stone Repair:**

Describe Method of Preparation \_\_\_\_\_  
Describe Method of Priming \_\_\_\_\_

**Horizontal Surfaces:**

Describe Method of Preparation \_\_\_\_\_  
Describe Method of Priming \_\_\_\_\_ ICRI CSP # \_\_\_\_\_

**Water Repellents:** Rilem Test Results (Minimum Requirement is Five Areas)

Area #1 \_\_\_\_\_ Area #2 \_\_\_\_\_ Area #3 \_\_\_\_\_ Area #4 \_\_\_\_\_ Area #5 \_\_\_\_\_

**Mock Up** (Must Remain On Site Throughout The Project, minimum size 4' X 4'): (This section will be completed by a Conproco representative.)

Date Completed \_\_\_\_\_

Comments: \_\_\_\_\_

Conproco Representative Signature: \_\_\_\_\_

**INSPECTION #2 - APPLICATION**  
CONTACT YOUR REGIONAL CONPROCO REP TO SCHEDULE INSPECTION #2

**Coatings:**

Mix Times \_\_\_\_\_  
Wet mil Thickness \_\_\_\_\_  
Method of Application \_\_\_\_\_  
If Pump or Sprayer Used, Provide Manufacturer and Model \_\_\_\_\_

ONCE ALL SITE INSPECTIONS HAVE BEEN COMPLETED, MAIL THIS FORM AND PROOF OF PURCHASES (INVOICES OR RECEIPTS) TO:  
CONPROCO CORPORATION ATTN: WARRANTY DEPARTMENT 17 PRODUCTION DRIVE DOVER, NH 03820

Conproco Warranty Inspection Form

**Concrete & Stone:**

Mixing Time per Batch \_\_\_\_\_

Minimum Depth of Repair \_\_\_\_\_

Maximum Depth of Repair \_\_\_\_\_

Average Depth of Repair \_\_\_\_\_

Method of Application \_\_\_\_\_

If Pump or Sprayer Used, Provide Manufacturer and Model \_\_\_\_\_

Curing Method \_\_\_\_\_

**Horizontal Surfaces:**

Mixing Time per Batch \_\_\_\_\_

Average Depth \_\_\_\_\_

Largest Area Applied Within Control or Expansion Gas \_\_\_\_\_

Curing Procedure \_\_\_\_\_

**Water Repellents:**

Coverage Per Gallon \_\_\_\_\_ Minimum Temp During Application \_\_\_\_\_

Maximum Temp During Application \_\_\_\_\_ Minimum Temp During Curing \_\_\_\_\_

Conproco Representatives Signature \_\_\_\_\_ Date \_\_\_\_\_

**INSPECTION #3 – PROJECT COMPLETION**  
*CONTACT YOUR REGIONAL CONPROCO REP TO SCHEDULE INSPECTION #3*

**Coatings**(5 Readings for Dry mil Thickness): (This section will be completed by a Conproco representative.)

Area #1 \_\_\_\_\_ Area #2 \_\_\_\_\_ Area #3 \_\_\_\_\_ Area #4 \_\_\_\_\_ Area #5 \_\_\_\_\_

Visual (Comments) \_\_\_\_\_

Uniform Coverage? \_\_\_\_\_

Uniform Texture? \_\_\_\_\_

Uniform Color(if applicable)? \_\_\_\_\_

**Concrete & Stone:**

Sound 10% of Repairs and Comment \_\_\_\_\_

% of Repairs Not Sq. Edge \_\_\_\_\_

Cracking Observed? \_\_\_\_\_

**Horizontal:**

Pull Test? \_\_\_\_\_ Results \_\_\_\_\_

Sound 10% of Area and Comment \_\_\_\_\_

Cracking Observed? \_\_\_\_\_

**Water Repellents:** Rilem Test Results (Minimum Requirement is Five Areas)

Area #1 \_\_\_\_\_ Area #2 \_\_\_\_\_ Area #3 \_\_\_\_\_ Area #4 \_\_\_\_\_ Area #5 \_\_\_\_\_

Conproco Representative Signature \_\_\_\_\_ Date \_\_\_\_\_

**ONCE ALL SITE INSPECTIONS HAVE BEEN COMPLETED, MAIL THIS FORM AND PROOF OF PURCHASES (INVOICES OR RECEIPTS) TO:  
 CONPROCO CORPORATION ATTN: WARRANTY DEPARTMENT 17 PRODUCTION DRIVE DOVER, NH 03820**

**Extended Product Warranty Schedule**

	3 Year	5 Year	10 Year*
<b>CONCRETE REPAIR &amp; PRESERVATION</b>			
<b>Corrosion Protection &amp; Surface Preparation</b>			
ECB	X	X	
Conpro Start	X	S	
Conpro Primer	X	S	
Conpro Weld	X		
<b>Repair Mortars<sup>1</sup></b>			
Conpro Set	X	S	
Forment	X	S	
Gunshot LPS	X	S	
Gunshot	X	S	
One Shot Ag	X	S	
Express Set	X	S	
<b>Cement Finish &amp; Resurfacing</b>			
One Shot 2C	X	S	
One Shot	X	S	
Plastermix	X	S	
<b>Additional Products</b>			
C/G Grout	X		
<b>STONE REPAIR &amp; PRESERVATION</b>			
<b>Repair Mortars</b>			
MIMIC	X	X	
MIMIC TR	X	X	
Matrix	X	X	
<b>Stains &amp; Finishes</b>			
M3P, M3P Stain	X	X	X
Terracotta Gloss, Terracotta Matte Finish	X	X	
<b>PROTECTIVE COATINGS<sup>2</sup></b>			
<b>Vertical Application</b>			
M3P, M3P Stain	X	X	X
Conpro Lastic	X	X	
Color Coat	X		
Super Color Stain VO	X	S	
<b>Horizontal Applications</b>			
Elastideck	X		
Top Coat	X		
Super Color Stain HR	X	S	
<b>EXTERIOR WALL SYSTEMS</b>			
<b>Base Coats</b>			
Structural Skin	X	X	X
Conpro One Coat <sup>2</sup>	X	S	
<b>Finishes</b>			
Conpro Flex	X	S	
Conpro Stucco	X	S	
<b>WATER REPELLENTS</b>			
Conpro Shield MX	X	X	X
Conpro Shield W	X		
Conpro Shield W20	X	X	
Conpro Shield QS2	X		
<b>BELOW-GRADE WATERPROOFING</b>			
<b>Positive Side</b>			
Foundation Coat	X		
F/C Membrane	X		
<b>Negative Side</b>			
Super Seal	X	X	
Conpro Seal	X		
Conpro Plug	S		
Conpro Stop	S		

**X= Will warrant product**  
**S= Will warrant product as part of a system**

<sup>1</sup> A five-year warranty for repair mortars requires a protective coating or water repellent to be applied

<sup>2</sup> A five-year warranty requires the decorative/protective coatings and base coat to be Conproco products

**Minimum project size= 20,000 sq. ft.**

Exceptions:

Coatings/Repellents

3 yr warranty= 10,000 ft<sup>2</sup>  
 5 yr warranty= 20,000 ft<sup>2</sup>

Repair Mortars/Grout

3 yr warranty= 1,000 ft<sup>3</sup>  
 5 yr warranty= 2,000 ft<sup>3</sup> (not avail. for grout)

**\* 10 year warranties are prorated**

Years 1-5=100% coverage  
 Year 6= 50% coverage  
 Year 7= 40% coverage  
 Year 8= 30% coverage  
 Year 9= 20% coverage  
 Year 10= 10% coverage

**All Conproco products are covered by a one-year warranty, which is stated on our product packaging. Conproco does not supply warranty certificates for one-year warranties.**