



## **SYSTEM WARRANTY REQUEST FORM**

**\*PLEASE READ IN FULL BEFORE SUBMITTING YOUR REQUEST\***

**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, one after and one substrate photo. **\*REQUIRED FOR 10, 15 & 20 YEAR REQUESTS\***  
(Installation photos are a plus!)

2.) Submit your completed Warranty Request Form (pages 3 and 4) signed and dated for processing to [QCA@westcoat.com](mailto: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\***



## WARRANTY OPTIONS AVAILABLE TO WESTCOAT QCA'S

| WP      | SYSTEM                       | SPECIFICATION TYPE   | REQUIREMENTS<br>(IN ADDITION TO APPLICATION PER CURRENT SPECIFICATION SHEET) |                       |                 | WARRANTY LENGTH |
|---------|------------------------------|----------------------|------------------------------------------------------------------------------|-----------------------|-----------------|-----------------|
|         |                              |                      | ADDITIONAL REQUIREMENTS PLYWOOD THICKNESS                                    |                       |                 |                 |
|         |                              |                      |                                                                              |                       |                 |                 |
| SYSTEMS | ALX PRO<br><br>FULL MEMBRANE | STANDARD / SR FINISH | FULL MEMBRANE                                                                | 3/4" Min. T&G Plywood | STAINLESS STEEL | 20 YEARS        |
|         |                              | CUSTOM               | FULL MEMBRANE                                                                | 3/4" Min. T&G Plywood |                 | 10 YEARS        |
|         |                              | STANDARD / SR FINISH | FULL MEMBRANE                                                                | 5/8" Min. T&G Plywood |                 | 15 YEARS        |
|         |                              | CUSTOM               | FULL MEMBRANE                                                                | 5/8" Min. T&G Plywood |                 | 5 YEARS         |
| PLYWOOD | ALX PRO<br><br>SEAMS ONLY    | STANDARD / SR FINISH | SEAMS ONLY                                                                   | 3/4" Min. T&G Plywood |                 | 15 YEARS        |
|         |                              | CUSTOM               | SEAMS ONLY                                                                   | 3/4" Min. T&G Plywood |                 | 10 YEARS        |
|         |                              | STANDARD / SR FINISH | SEAMS ONLY                                                                   | 5/8" Min. T&G Plywood |                 | 10 YEARS        |
|         |                              | CUSTOM               | SEAMS ONLY                                                                   | 5/8" Min. T&G Plywood |                 | 5 YEARS         |
|         | ALX<br><br>FULL MEMBRANE     | STANDARD / SR FINISH | FULL MEMBRANE                                                                | 3/4" Min. T&G Plywood |                 | 10 YEARS        |
|         |                              | CUSTOM               | FULL MEMBRANE                                                                | 3/4" Min. T&G Plywood |                 | 10 YEARS        |
|         |                              | STANDARD / SR FINISH | FULL MEMBRANE                                                                | 5/8" Min. T&G Plywood |                 | 5 YEARS         |
|         |                              | CUSTOM               | FULL MEMBRANE                                                                | 5/8" Min. T&G Plywood |                 | 5 YEARS         |
|         | ALX<br><br>SEAMS ONLY        | STANDARD / SR FINISH | SEAMS ONLY                                                                   | 5/8" Min. T&G Plywood |                 | 5 YEARS         |
|         |                              | CUSTOM               | SEAMS ONLY                                                                   | 5/8" Min. T&G Plywood |                 | 5 YEARS         |
|         | UNDERLAYMENT                 | ALX PRO UNDERLAYMENT | FULL MEMBRANE                                                                | 1" Min. T&G Plywood   | STAINLESS STEEL | 20 YEARS        |
|         |                              | ALX UNDERLAYMENT     | FULL MEMBRANE                                                                | 1" Min. T&G Plywood   |                 | 10 YEARS        |
|         | SHUR DECK                    |                      |                                                                              |                       |                 | 5 YEARS         |
|         | SHUR DECK PRO                |                      |                                                                              |                       |                 | 10 YEARS        |
|         | MER-KO SYSTEM                |                      |                                                                              |                       |                 | 5 YEARS         |

**\*WARRANTY OPTIONS CONTINUED ON NEXT PAGE\***



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## WARRANTY OPTIONS CONTINUED:

|                                                         |                            |                             |                                                                  |                                   |          |
|---------------------------------------------------------|----------------------------|-----------------------------|------------------------------------------------------------------|-----------------------------------|----------|
| <div>WP<br/>SYSTEMS<br/>CONT.</div> <div>CONCRETE</div> | MACOAT                     | <u>STANDARD / SR FINISH</u> | ADDITIONAL SLURRY COAT,<br>TEXTURE COAT WITH WP-81, &<br>WP WRAP | Excludes Over Existing<br>Coating | 15 YEARS |
|                                                         |                            | <u>CUSTOM</u>               | ADDITIONAL SLURRY COAT & WP<br>WRAP                              | Excludes Over Existing<br>Coating | 10 YEARS |
|                                                         |                            | <u>STANDARD / SR FINISH</u> |                                                                  | Excludes Over Existing<br>Coating | 5 YEARS  |
|                                                         |                            | <u>CUSTOM</u>               |                                                                  | Excludes Over Existing<br>Coating | 5 YEARS  |
|                                                         |                            | <u>UNDERLAYMENT</u>         |                                                                  | Excludes Over Existing<br>Coating | 10 YEARS |
|                                                         | SHUR DECK OVER<br>CONCRETE |                             |                                                                  |                                   | 5 YEARS  |
|                                                         | MER-KO SYSTEM              |                             |                                                                  |                                   | 5 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  |

WARRANTY APPLICATION ON NEXT PAGE

**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

☐If substituted, list original  
specified manufacturer:

Substituted Westcoat

☐**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:

**(OSB is not a warranted substrate)**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: