FLOOR CARE & WARRANTY

A COMPLETE GUIDE

A NOTE:

THANK YOU for trusting us to help bring your flooring needs to life! We strive to provide the best experience during every installation and we thank you for your support.

- THE RYAN RESIN TEAM

TABLE OF CONTENTS

FLOOR CARE GUIDE	3
WARRANTY INFORMATION	4-5

FLOOR CARE:

Cleaning and General Care

Due to the outstanding durability and characteristics of the coating technologies we utilize, Very minimal maintenance is required. Your new floor is mold and bacteria resistant, UV resistant, chemical resistant, and lastly scratch and abrasion resistant. With this being said, there are always preventative measures and tips that we recommend.

- BASIC CLEANING: Use warm water mixed with a small dose of soap or a mild purpose cleaner, lightly mop the surface and proceed to dry the floor with a dry mop or towel. We do not recommend allowing water and moisture to rest on the surface for long periods of time. Basic cleaning should be performed as often as possible to prevent rocks and dirt from embedding into the floor and to keep the floor looking brand new. We also recommend, on a weekly basis, to blow off the surface with a leaf blower to prevent rocks and hard debris from getting underneath vehicle tires.

- TOUGH SPILLS: Quickly wipe the spill with a dry paper towel and then proceed to use warm water and soap to clean any remaining residue. Wipe area dry with towel. If this does not work, try scrubbing the area with a medium duty cleaner such as simple green. Pressure washing should be a last resort. If pressure washing, USE A LOW PRESSURE SETTING.

- PREVENTATIVE MEASURES: We always recommend utilizing a rug, a mat, cardboard, or felt furniture pads when moving or storing heavy objects on the floor. We also recommend taking the necessary precaution to keep sharp objects away from the floor and to ALWAYS BE MINDFUL when moving heavy items on the floor. Lastly, Epoxy Flooring can be slippery when wet, always keep a dry mop or towel nearby to soak up any moisture that could lead to unwanted slips. If for any reason your floor is flooded, please dry the surface as soon as possible and utilize a dehumidifier to remove excess moisture in the space.

WARRANTY:

Coverage:

Ryan Resin Epoxy Flooring warrants that its Premium Epoxy Flake Flooring System will remain free from de-lamination and adhesion failure for the lifetime of property ownership, subject to the terms, conditions, and limitations outlined herein.

This warranty applies exclusively to:

- Loss of adhesion between the epoxy system and the prepared concrete substrate
- Peeling, lifting, or delamination of the installed coating caused by failure of bond

Ryan Resin guarantees that all materials used during installation, are of the highest quality and exceed industry standards. Ryan Resin also guarantees that installation will be completed to the highest standards of workmanship and professionalism. If any issues were to arise during the installation process, Ryan Resin, along with the manufacturer of the coating used, will make all reasonable efforts to remedy the installation issue and complete the job. After completion of the floor, Ryan Resin guarantees quality and longevity of the floor system installed.

Ryan Resin Epoxy Flooring of SWFL represents and warrants that the materials have been cured and tested in accordance with the standard ISO 9001:2015 quality control standards.

Duration:

This is a **limited lifetime warranty**, valid only for as long as the original purchaser owns and resides in the property where the System was installed. The expected lifetime of any given epoxy system depends on a a mixture of factors that we can control, and factors that we cannot control. Here at Ryan Resin, we follow all industry

standards to negate issues arising from our doing. General lifetime expectancy of a professionally installed epoxy flake system can range anywhere from 5-25 years.

This warranty is **non-transferable** and automatically terminates upon sale, transfer, or lease of the property.

Eligibility Requirements:

This warranty is valid only if all of the following conditions are met:

- Full payment for the installation has been made
- The System was installed by Ryan Resin Epoxy Flooring
- The surface has been properly maintained in accordance with the floor care guide provided here.

Limitations:

Warranty limitations include damage resulting from misuse, neglect, accidents, or natural disasters. Ryan Resin reserves the right to honor any requested repair work based upon proper documentation and judgement of said defect. While we are fully committed to standing by our end product, we also understand the importance of protecting ourselves from warranty abuse.

This warranty strictly covers adhesion-related failures only. The following are **not covered** under any circumstances:

Surface & Cosmetic Issues

- Scratches, scuffs, or wear from normal or improper use.
- Fading, discoloration, or discoloration from fluids left sitting.
- Loss of gloss or aesthetic changes from normal wear.

Physical & Structural Damage

- Cracks in concrete due to settling, expansion, or structural movement.
- Damage caused by impact, heavy loads, or sharp objects.
- Tire marks or staining from leaving dirty vehicles parked on surface for abnormally long periods of time.

Environmental & External Factors

- Moisture vapor transmission or hydrostatic pressure originating beneath the slab. While we do test for this prior to every install, moisture levels in concrete fluctuate with the water table. It is the owners responsibility to monitor proper drainage away from the slab.
- Flooding, water intrusion, or natural disasters
- Exposure to chemicals, solvents, or corrosive substances

Improper Use or Maintenance

- Neglect, abuse, or misuse of the surface
- Failure to follow recommended cleaning and maintenance procedures
- Modifications, repairs, or alterations by third parties

Pre-Existing or Hidden Conditions

- Existing concrete defects not visible at the time of installation
- Contaminants within the slab that interfere with adhesion

IMPORTANT NOTE:

If you experienced an issue not covered under this warranty, please do not hesitate to reach out. We are open to helping remediate any and all flooring related issues.

Claim Procedure:

In the event that you need to make a claim under this warranty, please contact us immediately. We will help assess the situation and take appropriate action.

Final Note:

Longevity of epoxy flooring depends on a multitude of factors such as the quality of the substrate in which the coating is being applied to, the preparation method used, the coatings utilized, the installation methods, and of course, the amount of traffic and the responsibility of adequate care. Here at Ryan Resin, we document and follow all of the best industry practices and utilize the best coating technologies to provide you with a floor that is designed and installed with the intention of lasting longer than you own your property. We have also provided a care and maintenance manual to help customers care for their new floor.