

## **Limited Warranty: SparkleTuff™ Anti-Slip Floor Coating**

**Warrantor:** Sotter Engineering Corporation dba Safety Direct America

**Effective Date:** December 31, 2025

### **1. Scope of Coverage**

Sotter Engineering Corporation warrants that **SparkleTuff™ Anti-Slip Floor Coating**, a clear polysiloxane floor coating, will not blister or peel up and keep its slip-resistant properties for a period of **five (5) years** from the date of purchase when applied to residential, industrial or commercial surfaces according to manufacturer's specifications and cleaned according to the manufacturer's instructions.

The application instructions supplied with the product must be strictly adhered to. Only rollers and roller covers supplied by Safety Direct America should be used to apply the coating, as they are specifically made for this product. Use of any other roller/roller cover voids the warranty. There are application videos on the website to help with understanding the application process. We highly recommend the purchaser watches these videos and reads the directions carefully more than once before applying the coating. This is a unique coating not like epoxy or anything else the purchaser may think they have applied before. This coating will be intended to last many, many years, so it should be applied carefully, following the directions in their entirety.

**This warranty is non-transferable and applies only to the original purchaser of the product.**

### **2. The Remedy**

If the coating fails to perform as warranted within five years, Safety Direct America will provide the **replacement product** necessary to repair the specific affected area. This warranty is limited strictly to the replacement of the SparkleTuff™ material. Safety Direct America is not responsible for labor costs, application expenses, shipping fees, or any incidental or consequential damages.

### **3. Warranty Exclusions and Critical Installation Requirements**

This limited warranty does not cover:

- **Moisture Migration & Substrate Breathability:**
  - **Travertine and Natural Stone:** Certain stones, specifically travertine, contain naturally occurring holes. Professional installers typically address this via pedestal systems or gravel/sand base preparation to allow moisture to flow through the stone in both directions and not pool up directly beneath the stone. Because water can be forced up through these natural voids, a **thin floor sealer must be**

**applied** to the stone prior to SparkleTuff™ application to prevent moisture from undermining the coating. Failure to seal the stone first voids this warranty.

- **Tile on Concrete:** When tile is applied directly to concrete, moisture from rain or regular cleaning/rinsing can become trapped and forced upward through grout lines during evaporation. To allow these installations to "breathe" and prevent coating failure, **grout lines should be avoided** (left uncoated) during the application of SparkleTuff™.
- **General Moisture:** Any damage caused by water migrating from beneath the floor surface or moisture trapped within grout lines is excluded. This includes damage due to moisture intrusion, efflorescence, and hydrostatic pressure.
- **Mechanical Abuse:** Damage caused by power tools or machinery that may grind the coating off, including but not limited to snow-blowing machines and weed-wackers. Damage caused by heavy use of heavy equipment on the coating is not covered by this warranty.
- **Improper Maintenance:** Use of abrasive pads or stiff-bristle brushes, harsh chemical cleaners, and buffing machines.
  - **Proper Maintenance:** For large areas, an **auto scrubber (scrubber/dryer) with a soft-bristle brush** is highly recommended. For small areas, use any type of soap with a **soft "vehicle brush"** and a good double-squeegee wet vacuum, or rinse thoroughly into a drain that leads to a water-processing plant. Foam squeegees can also be used but may need to be replaced more often than they would on a slippery floor.
- Our warranty excludes damage to or dulling of the finish caused by prolonged use or customer negligence, which includes, but is not limited to: scratches, damage from impact, spinning tires, flame, or mechanical damage to the underlying concrete.
- Our warranty does not cover damage due to harsh chemicals such as battery acid, brake fluid, paint stripper, industrial solvents or like products.
- **Substrate Failure:** Cracking, shifting, or deterioration of the underlying floor material. This includes, but is not limited to: cracking, heaving, shifting, popping, settling, moisture issues, geo-movement and/or structural foundation movement.
- **Applying the Coating to a Greasy or Otherwise Contaminated Floor:** The coating must be applied to a reasonably cleaned and thoroughly dried floor. If the purchaser applies the coating to a greasy kitchen or restaurant floor, or a floor contaminated by any other

substance, or a floor that has moisture trapped beneath it, then the warranty is null and void.

#### **4. Claim Requirements & Process**

To initiate a claim, the original purchaser must adhere to the following:

1. **Notice of Defect:** Contact Safety Direct America within **thirty (30) days** of the problem first appearing.
2. **Proof of Purchase:** Provide the original sales receipt or invoice.
3. **Documentation:** Supply clear **photographs and/or video** documenting the area of concern and the nature of the issue.

To submit a claim, please contact the Safety Direct America Support Team. Safety Direct America reserves the right to inspect the installation site or request physical samples before authorizing a product replacement.

#### **5. Modifications**

**Safety Direct America reserves the right to change the terms of this limited warranty at any time.** Any such changes will apply to products purchased after the effective date of the revised warranty. It is the responsibility of the purchaser to review the most current warranty terms at the time of purchase.

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**Disclaimer:** *This warranty gives you specific legal rights. You may also have other rights which vary from state to state. This document constitutes the entire agreement regarding product performance and supersedes any prior oral or written representations.*