

Jacobsen® J-SYSTEM

10 Year Warranty

At Jacobsen, we stand behind our products. When our products are specified as part of a complete system, with J-System adhesives and floor preparation products, we will extend our product warranty to include the full system.

When used in isolation, our J-System products have a 10 year warranty. Please read this warranty document carefully.

10 Year Product Warranty

Jacobsen warrants that subject to the terms and conditions set forth below, our products will be free from manufacturing defects and will perform to a reasonable standard for a period of ten (10) years. This applies from the date of initial application or until the initial floor covering is removed, (whichever comes first). The J-System product needs to be used within the stated shelf life and the requirements and procedures detailed in our product data sheets or labels, together with industry standards governing subfloor preparation and installation, are followed.

Jacobsen shall not be liable for damages caused by improper construction, installation or application methods, lack of adhesion caused by use of incompatible products, Acts of God (such as hurricanes, flooding, earthquake, fire or other types of natural disasters), or any other circumstance beyond our control.

This Warranty assumes that all previous substrates and the materials used to construct them have been supplied and installed to industry standards. Any deficiencies in site conditions, structural substrates, and adverse issues caused by remaining substrate preparation materials, remaining floor coverings, improperly prepared adhesive residues and/or floor coatings will render this Warranty invalid.

Substrate moisture and pH testing must be documented at the time of installation in order to support any potential claims filed against this Warranty.

Our Warranty covers the cost of repair or replacement of subfloor preparation materials and the floor covering itself (based upon the square metreage of the portion of the floor proven to be defective due to a breach of this Warranty) and the fair market value labour charges related to both, not to exceed the original cost of installation.

No other associated special, incidental, or consequential damages or losses are covered, including but not limited to lost profits or business interruption. Any repair to, or replacement of, a localized area is not guaranteed to match existing installation; and any such discrepancies are not covered under this Warranty.

Jacobsen®

Talk to one of our experts, or visit our website:

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