



## Express Warranty

Western Interlock, Inc. provides a lifetime warranty on the structural integrity of its paving stones and retaining walls to the original purchaser of the product in non-commercial applications. Material installed using our installation guidelines that proves defective will be replaced without cost. Color matching and color retention cannot be guaranteed. All products made at Western Interlock, Inc. are manufactured under ASTM C-936 and ASTM C1372 - 17 standards.

### THE FOLLOWING CONDITIONS OR EVENTS ARE NOT COVERED BY THE WARRANTY:

- Claims regarding the color, size, or texture of a product already installed. An installed product confirms the acceptance of the product received.
- Splitting, chipping or other breakage caused by impact, abrasion or overloading.
- Damage or loss caused by the movement or settling of the underlying structure or base components upon which the products are set.
- Deterioration or damage as a result of poor design or poor installation practices that are contrary to local codes, industry standards or the guidelines provided by the Interlocking Concrete Pavement Institute (ICPI), the National Concrete Masonry Association (NCMA) or Western Interlock.
- Damage or loss caused by natural disaster including, but not limited to, earthquakes, floods or other similar events.
- Damage, discoloration or loss caused by constant or unusual exposure to water (standing, running or dripping).
- Acts of negligence or misuse by the owner, installer or any third party.
- Color matching to printed representations.
- Efflorescence, polymeric haze or construction-born residue.
- Damage or loss caused by the operation of compaction or snow removal equipment.
- Normal behavior, wear and tear such as variation in colors or shades.

For more information or to clarify terms, refer to pages 2-3.

In the event of product failure within the scope of this warranty, Western Interlock will replace the affected units only, following a site inspection and assessment of the products by Western Interlock or its representatives. Western Interlock's responsibility is limited to the cost of the product only and not to the costs related to the installation, replacement or transportation of said products. Western Interlock will honor this warranty only with a proof of purchase, such as an invoice or delivery slip.

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## **A STANDARD OF CARE**

Western Interlock's products, like any other concrete product and or natural stone will not resist staining and or environmental debris build up. Anything outdoors whether man-made or natural will suffer Mother Nature's wrath when exposed to the elements 24/7, 365 days a year. Therefore, if you want to keep your pavers looking good it will entail some maintenance on your part. Very mild cleaning using detergents, water and product specific chemicals is necessary and similar to cleaning patio furniture or a vehicle in order to enhance their presence and charm. Sealing protectants of all types are available for additional protection from acid rain, stains and nature's worst. To get the most from your investments, take care of them and they'll take care of you. For any questions on industry-specific cleaners and protectants, see your local hardscape dealer, contact your contractor, contact us or search online. It is contrary to Western Interlock's Standard Operating Procedures (SOP) to be involved in the care of a mature pavement or retaining structure. Care, as mentioned above, is the responsibility of the owner for any and all outdoor products.

NCMA disclaimer: "In areas where segmental retaining walls will be repeatedly exposed to snow (such as from plowing operations) consider periodically applying sealants or water repelling chemicals (silane or siloxane compounds) to the wall surface."

## **COLOR**

Due to the inherent nature of printed literature and current digital media, Western Interlock cannot guarantee specific color matching to printed representations of its color swatches. Each color option is composed of a variety of darker and lighter tones. Natural ingredients are present within the recipe to allow for a range in tones, veining and textures from one stone to another. Therefore, colors samples shown are approximate representations of our standard colors and actual product colors may vary. Final color selection should be made at your local dealer from stocked product. Western Interlock always recommends immediately verifying the product and color upon reception. If there are any discrepancies, contact your local dealer before continuing your project. Installation of the product constitutes your acceptance of the product as is.

## **EFFLORESCENCE**

This warranty does not apply to efflorescence. Efflorescence is a naturally-occurring process in all concrete products which sometimes appears in the form of a white powdery film on the pavement surface. Efflorescence is more perceivable in darker colors such as Charcoal, Columbia Blend and Umbria Blend as there is a higher level of contrast than with other blended colors. It does not, in any way, compromise the functionality or the structural integrity of the product. Although efflorescence cannot be prevented, it will wash off over time or can be cleaned with efflorescence cleaner. Western Interlock accepts no responsibility or liability for this condition.

## **POLYMERIC HAZE**

Polymeric haze from the use of polymeric joint sand may appear on your concrete products if the sand was not removed from the surface of the paver properly. This does not, in any way, affect the integrity of the product or your installation. The hazing will weather away naturally with time and rain. It can be removed with a specialized cleaner; you are advised to contact your contractor or the polymeric sand company used for instructions and recommendations. Western Interlock accepts no responsibility or liability for this occurrence.

## **CONSTRUCTION RESIDUE**

A by-product of cutting with a saw is residue-filled water or concrete dust. Residue filled water or re-hydrated dust can cling to the surface and leave a concrete stain. It is recommended to wash and remove the water or concrete dust from the surface of the pavers before it dries.

Construction residue can also happen through soil disturbance or environmental elements. These contaminants should be removed immediately but do not affect the integrity of the product or your installation.

The red clay "Tigard Soil" in the Willamette Valley has a high iron content and will severely stain our paving stones. Our pavers are colored with iron oxide and the iron in the soil bonds molecularly with the iron in the pavers, resulting in an extremely difficult to remove stain. Gray tone colors such as Charcoal and Cambridge Blend are especially susceptible to staining because there are no brown tones to hide the soil.

Western Interlock accepts no responsibility or liability for these occurrences.

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## **PROPER COLOR DISTRIBUTION AND LAYING TECHNIQUES**

Proper installation enhances the overall color of pavement. Units should be randomly picked from at least two pallets when installing. This creates an attractive and subtle blending of color.

Western Interlock accepts no responsibility or liability for inconsistent color blending due to poor installation practices.

## **COMPACTOR AND SNOW REMOVAL EQUIPMENT**

Pavers with an embossed surface (high and low points) are more susceptible to scuff marks from vibratory plate compactors used in most concrete paver installations.

Western Interlock recommends the use of a roller compactor or a roller attachment during compacting. Contact your equipment supplier for more information about accessories for this purpose. Also, snow removal equipment should have the proper spacing, bumpers, and rubber blade guards to protect the surface of the pavers. Western Interlock is not responsible for damage caused by the misuse of compaction or snow removal equipment, which may leave scuff marks, chips, or burns on pavers.

NOTE: For industry information about efflorescence, polymeric haze or information pertaining to installation specifications, please visit [www.icpi.org](http://www.icpi.org) or [www.ncma.org](http://www.ncma.org).

## **INSTALLATION GUIDES:**

The installation diagrams are only a guide or a reference and cannot cover all possible situations. Therefore, Western Interlock declines all responsibility regarding the applicability of the installation diagrams with regards to any specific site. The customer is fully responsible for product installation and Western Interlock recommends the use of qualified professionals, such as an architect, a master contractor or an engineer who will be able to customize the installation diagram to the specific site conditions.

## **DISCLAIMER OF IMPLIED WARRANTIES; LIMITATION OF DAMAGES:**

This Express Warranty is given in lieu of all implied warranties, including the implied warranties of merchantability and fitness for a particular purpose. Except as otherwise provided in this Express Warranty, the products are sold on an AS IS basis and the entire risk as to the quality and performance of the good is with the buyer.

Western Interlock, Inc. will not be liable for any consequential, indirect or incidental damages arising from or relating in any way to a claim made under this Express Warranty, except to the extent such disclaimer is limited or ineffective under state law.



## Garantía (Español)

Western Interlock, Inc. ofrece una garantía de por vida sobre la integridad estructural de sus adoquines y bardas al comprador original del producto en aplicaciones no comerciales. El material instalado siguiendo nuestras indicaciones de instalación que resulte defectuoso será reemplazado sin costo alguno. No se puede garantizar la igualdad de color ni en los colores retenidos. Todos los productos hechos en Western Interlock, Inc. se fabrican bajo los estándares ASTM C-936 y ASTM C1372 - 17.

### LAS SIGUIENTES CONDICIONES O EVENTOS NO ESTÁN CUBIERTOS POR LA GARANTÍA:

- Reclamaciones relacionadas con el color, el tamaño o la textura de un producto ya instalado. Un producto instalado confirma la aceptación del producto recibido.
- Producto partido, astillado u otra rotura causada por impacto, desgaste o sobrecarga.
- Daños o pérdidas causados debido al resultado por el diseño o instalación mal hecha que son contrarios a los códigos locales, estándares de la industria o indicaciones hechas por Interlocking Concrete Pavement Institute (ICPI), la National Concrete Masonry Association (NCMA) o Western Interlock.
- Daños o pérdidas causados por desastres naturales, incluidos, entre otros, terremotos, inundaciones u otros eventos similares.
- Daños, decoloración o pérdida causados por la exposición constante o inusual al agua (estancada, corriendo o goteando).
- Actos de negligencia o mal uso por parte del propietario, instalador o cualquier persona tercera.
- Coincidencia de colores con las representaciones impresas.
- Eflorescencia, neblina polimérica o residuo de la construcción.
- Daños o pérdidas causados por la operación de equipos de compactación o equipo para remover nieve.
- Comportamiento normal, uso y desgaste como variación de colores o tonalidades.

En caso de falla del producto dentro del alcance de esta garantía, Western Interlock reemplazará únicamente las unidades afectadas, luego de una inspección en el sitio y una evaluación de los productos por parte de Western Interlock o sus representantes. La responsabilidad de Western Interlock se limita únicamente al costo del producto y no a los costos relacionados con la instalación, reemplazo o transporte de los productos. Western Interlock cumplirá con esta garantía solo con un comprobante de compra ya sea una factura o una boleta de entrega.