

Warranty Program Abstract

TOTAL WALL's Warranty Program offers two Warranty types meet market needs. The first and most common type is the Materials Warranty. This Warranty accommodates the majority of the wall systems industry standard practices. An application is eligible for a Materials Warranty from TOTAL WALL if the installation is performed by an Approved or Certified Applicator in accordance with current installation documents. The Applicator is someone who has satisfactorily demonstrated experience and competence in installing the particular wall system and holds a Certificate from

The second type is Material and Labor Performance Warranty. This Warranty satisfies the requirement for a source responsibility of the building envelope performance. An application is eligible for a Materials and Labor Performance Warranty from TOTAL WALL if it is performed by a Certified Applicator in accordance with current job installation documents and the installation is inspected. The Certified Applicator is an individual who has attended a TOTAL WALL training seminar, passed the written test, and successfully completed an inspected field installation using TOTAL WALL products. The TOTAL WALL Certified Applicator holds a Certificate.

A Warranty must be applied for by completing the Application for Warranty form. Both the completed Warranty Application Form and a completed inspection checklist should be forwarded to Total Wall. Application forms and inspection checklists are available on the Total Wall website or by calling customer service at Total Wall.

TOTAL WALL reserves to option to have 3rd Party Inspectors or Corporate Technical Personnel present during any application. It is our desire to provide the marketplace with quality materials and reliable installation of these systems. Further, it is our position to fully support our program with solid Warranties. The three components to the success of our program are: 1. quality materials, 2. knowledgeable installers, and 3. field inspection and record keeping. If you have any questions about our program, please call us at 888-702-9915.