

The entire SofSURFACES team wishes to thank you for your careful consideration and decision to purchase a SofTILE safety surfacing system. Your investment in a SofTILE system is a wise one. The locking feature found in our KrosLOCK design will not only make your installation simpler but it will enhance the appearance, strength and durability of your safety surface for years to come.

We work hard to produce the highest quality products and our dedication to customer service does not end with the sale of our surfaces. As industry leaders we are committed to the long-term success of your project. We are available by phone at 1-800-263-2363 from 7:00 am to 5:30 pm, Monday through Friday, EST.

Thank you for your confidence, it is a pleasure to know that our efforts have made your playground safer.

We'd like to hear from you. Your comments and photos are welcome.

Please write to:



4393 Discovery Line,  
P.O. Box 239,  
Petrolia, ON N0N 1R0

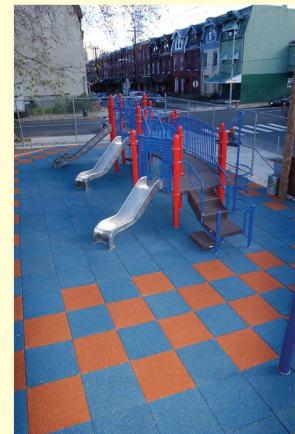
Sales & Information:  
800-263-2363  
International Inquiries:  
519-882-8799

Fax: 519-882-2697  
E: [info@sofsurfaces.com](mailto:info@sofsurfaces.com)  
W: [www.sofsurfaces.com](http://www.sofsurfaces.com)

JAN 2013

# SofTILE

KrosLOCK



Ten-Year Limited Warranty

PLEASE FILL OUT AND MAIL WITHIN 10 DAYS OF PURCHASE TO REGISTER YOUR WARRANTY.

# Warranty Registration & Validation

Project Name \_\_\_\_\_  
 Contact \_\_\_\_\_  
 City \_\_\_\_\_  
 State/Province \_\_\_\_\_ Zip/Postal Code \_\_\_\_\_  
 Phone (\_\_\_\_) \_\_\_\_\_ Email \_\_\_\_\_  
 Distributor's Name \_\_\_\_\_ Installation Date \_\_\_\_\_  
 How did you hear about us? \_\_\_\_\_



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**Leaders In Locking  
 Safety Tiles.**

Are you satisfied with your product? Yes  No

Were you satisfied with the level of service provided by your local representative? Yes  No

## 10 Year Limited Warranty

SofSURFACES Inc. (the "Seller") warrants that the SoftILE safety surfacing system will be free from defects in materials and workmanship. The Seller further warrants that the SoftILE safety surfacing system complies with the requirements of the ASTM F1292-09 Standard specification for impact attenuation of surface systems under and around playground equipment.

### What does the warranty cover?

- Surface wear due to ordinary abrasion from pedestrian traffic will not penetrate the wear course of the surface.
- The locking system, when installed according to the manufacturers' specifications, will ensure the surface remains fixed and functional.
- The product will comply with the requirements of ASTM F1292-09 at the height for which the SoftILE system was rated by the manufacturer at time of purchase.

### How long does the warranty coverage last?

This is a 10 year limited warranty, prorated as outlined in the warranty coverage schedule shown below. This warranty may be transferred with the property.

### What will we do?

Any segment of a SoftILE surface that meets the warranty criteria will be repaired or replaced, at the Seller's option and in conjunction with the warranty coverage schedule below.

### How do you submit a warranty claim?

A warranty claim should be made directly to the Seller. Claims made via telephone should be directed to 800-263-2363. Written claims should be sent to: SofSURFACES Inc. PO Box 239, 4393 Discovery Line, Petrolia, ON N0N 1R0. If you would like to submit a claim request in writing, please provide the following information: a description of the claimed defect and the date the defect was discovered, photographic images (if applicable) of the claimed defect, the date of the original installation, the project name and your name, address and phone number. The Seller will provide notification of any additional information and physical evidence that may be required to process your claim.

### Warranty Coverage Schedule:

The Seller shall be responsible for 100% of the product cost of the repair or replacement of any product found to be defective or not in compliance with the warranty herein within the first six (6) years following the original shipment of the product. Where any product is found to be defective or not in compliance with the warranty herein more than six (6) years following the original shipment of the product, the Seller shall only be responsible for a portion of the cost of the repair or replacement of such products as follows (and the buyer shall bear and pay the remaining portion of such costs):

Number of years from date of original shipment to date of claim	Percentage of purchase price of product for which Seller is responsible
0-6.....	100%
More than 6, but less than 7.....	60%
More than 7, but less than 8.....	40%
More than 8, but less than 9.....	30%
More than 9, but less than 10.....	20%

### Warranty Exclusions

This warranty does not cover:

- Product failure caused by accidents, misuse, natural disaster, vandalism, improper installation or maintenance and the like (see installation, care and maintenance instructions)
- Color change caused by exposure to UV and/or normal abrasion from pedestrian traffic
- Failure due to improper sub-surface preparation
- Resilient flooring may suffer visible damage as a result of extreme high forces (up to 2000 pounds per square inch). Common contributors of this type of force include but are not limited to stiletto or high heels, as well as narrow tipped chair supports. SoftILE resilient surfacing is not designed to perform under such concentrated high pressure. SofSURFACES will not accept claims for damage caused by extreme high forces

### Additional Considerations:

- The Seller's liability is limited to the material and transportation costs of repair or replacement of the product at the Seller's option. The Seller shall be responsible for installation costs and the costs of other work in connection with such repair and replacement only if such work was performed by Seller in the original installation. Where SoftILE is installed only in high traffic areas or installed in combination with other surfacing products not sold by the Seller, such SoftILEs are excluded from this warranty.
- In the event of repair, replacement, or refinishing under this warranty, the warranty applicable to the replacement material or to the repaired or refinished products will extend only for the time remaining under the original warranty.
- The Seller reserves the right to discontinue or change any design or color of any products at any time and without notice or liability. If, for any reason, products of the type originally purchased are no longer available at the time a warranty claim is made, Seller may substitute another product determined by Seller to be of comparable quality and price.
- THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.
- Your exclusive remedy for any breach of warranty is as set forth in this warranty. This warranty gives you specific legal rights. You may have other rights which vary from state to state and province to province.