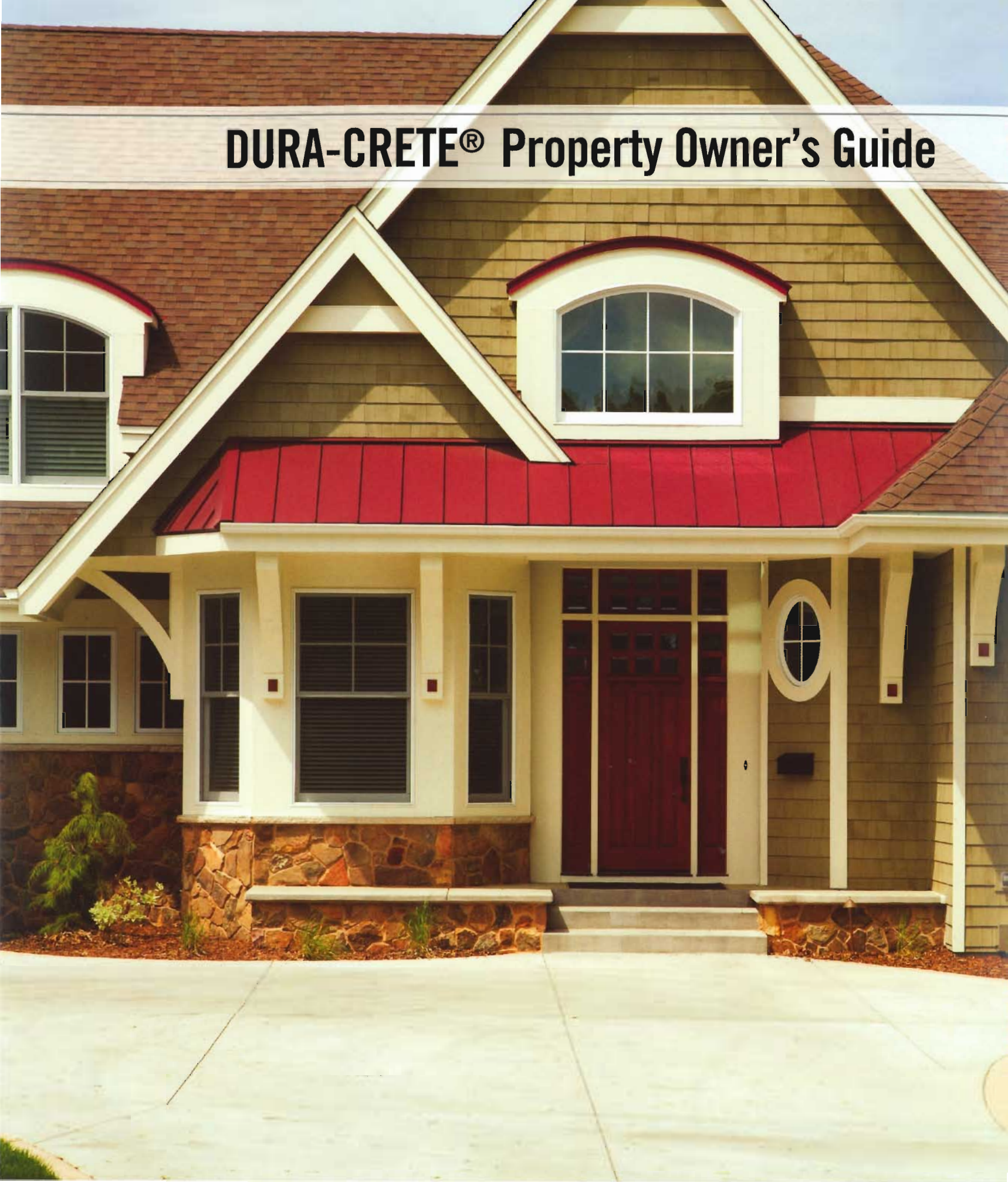


# DURA-CRETE® Property Owner's Guide





## CEMSTONE

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The **DURA-CRETE®** Concrete warranty partners are Cemstone, a Certified Contractor and you, the property owner.

Cemstone shall ensure that the materials are proportioned, blended, and delivered according to the DURA-CRETE® concrete mix design; and shall meet or exceed criteria described in the DURA-CRETE® concrete program guide for durable concrete.

Cemstone will also monitor and test DURA-CRETE® concrete at our ready-mix plants and on job sites to verify product consistency and performance. If a surface defect develops as a result of inferior materials, Cemstone will repair or replace the defective area.

## THE CERTIFIED CONTRACTOR

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The Certified Contractor shall maintain a current certified status with Cemstone; and shall install the DURA-CRETE® concrete product as described in the Certified Contractor Handbook. In the event of surface defect that is a result of improper slab design, installation or weather conditions, the Certified Contractor will either repair or replace the defective area as the situation requires.

## THE PROPERTY OWNER

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The DURA-CRETE® property owner shall not use a deicer product, and shall keep the surface free of snow and ice, during the warranty period. Any surface defects resulting from deicer applications, chemical mechanical actions, or acts of God are not covered under the DURA-CRETE® concrete warranty.

***CEMSTONE and the CERTIFIED CONTRACTOR are each liable under these limited warranties solely to the extent of their own breach. The liability of CEMSTONE and the CERTIFIED CONTRACTOR under this Warranty are not joint and several. Nothing contained in these warranties shall be deemed to create liability of CEMSTONE or the CERTIFIED CONTRACTOR for the breach or breaches of these warranties by the other.***



## MAINTENANCE

The first winter is perhaps the most critical in the life of an exterior concrete product. Even though the concrete has reached over 98% of its potential compressive strength (with proper curing), it is absolutely critical that deicer products are not used in any fashion to remove ice or snow. The use of deicer products can cause artificial thawing at the surface of the concrete. This allows moisture to penetrate into the concrete and, later, during freeze/thaw cycles. These freeze/thaw cycles cause internal pressures in the concrete and eventually surface defects. As a partner in the DURA-CRETE® concrete warranty, it is **YOUR RESPONSIBILITY** to keep your concrete product free from snow and ice without deicers. If extra traction is needed for icy conditions, only sand should be applied to DURA-CRETE® concrete product surfaces.

In the spring, wash down the DURA-CRETE® concrete product and keep the surface clean. Concrete sealers will wear with use. To keep your concrete performing over the years, and also to maintain its aesthetic appeal, DURA-CRETE® concrete must receive a second sealing (after the second winter but before the third winter), and every 5 years afterwards. Contact your installer for information on re-sealing. In the event that rust, oil, or other materials have stained the surface, contact Cemstone Contractor Supply at **651-905-1500** for an approved cleaning agent or visit [www.cemstone.com](http://www.cemstone.com) to find a Contractor Supply Store near you.



## RESOLUTION ASSURANCE

To begin the resolution process, contact your Certified Contractor with your signed warranty certificate. You are assured a response within **30 days** of notification.

# CONGRATULATIONS.

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You are the owner of an authentic DURA-CRETE® concrete product, provided exclusively to you by Cemstone. An installed DURA-CRETE® product takes a team effort of the Cemstone Companies and your Certified Contractor. We have followed a strict set of procedures in the production, delivery, and installation of this concrete. This ensures that you, the property owner, receives a beautiful and durable product that will provide years of service and beauty.

